



MUNICIPAL GOVERNMENT OF BANSUD
FRONTLINE SERVICES

CITIZEN'S CHARTER

2nd Edition Series of 2023

I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

II. Vision

BANSUD

“A ROBUST AGRICULTURAL TOWN”

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



OFFICE OF THE MUNICIPAL TOURISM
Frontline Services

List of Services

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Republic of the Philippines
Province of Oriental Mindoro
MUNICIPALITY OF BANSUD

OFFICE OF THE TOURISM

CITIZEN'S CHARTER

Assistance to Local and/or Foreign Tourists				
The Tourism, History, Culture and Arts section of the Special Concern Office provides general assistance to inquiring local and foreign tourists.				
Office/Division	TOURISM and HISTORY DEVELOPMENT DIVISION			
Classification	Simple			
Type of Transaction	G2C – All			
Who may avail	All interested and qualified clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. State your purpose at Tourist Assistant Desk	1. Based on the stated purpose hand the client a copy of the Citizen's Charter Hand Book on the service to avail.	None	2 minutes	Ms. Alma Battad Ms. Glaiza Marie Lagsac Mr. Jeffrey Reyes
2. Read the Citizen's Charter Handbook to be informed of the service process flow. Once done, fill out the Logbook/ Transaction Slip. Pay prescribed fee	2. Give the client a Logbook/ Transaction Slip, and once filled-out, check the completeness of the information and documentary stamp.	None	2 minutes	Ms. Glaiza Marie Lagsac
	2.1 For general inquires, personnel assigned at the	None	3 minutes	Mr .Jeffrey Reyes

	Tourist Information Desk may assist the client.			
	2.2 For complex inquiries, refer the client to the Tourism Operation Officers Desk.	None	2 minutes	Mr. Jeffrey Reyes
3. Proceed to the Tourism Officer Designate I as assisted by the Tourist Information Desk Staff.	2.3 Assist the client in proceeding to the Tourism Officer Designate.	None	5 minutes	Mr. Jeffrey Reyes
4. Re-state the inquiry/ concern	3. Assist the client by providing answers to the inquiry/ concern	None	1 hour	Mr. Cliffren M. Fonte
TOTAL			1 hour & 14 minutes	

* Depends on the availability of the signatory