



LGU SAN FRANCISCO, AGUSAN DEL SUR  
CITIZEN'S CHARTER  
**MAYOR'S OFFICE**

In compliance to Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption and providing penalties thereof

MAYOR'S OFFICE FRONTLINE SERVICES

1. ISSUANCE OF MAYOR'S CLEARANCE
2. ISSUANCE OF CERTIFICATE OF NO PENDING CASE
3. ISSUANCE OF RECOMMENDATION
4. FACILITATE REQUEST FOR VEHICLES/AMBULANCE/TRUCK
5. ISSUANCE OF MAYOR'S CERTIFICATION FOR LAND TITLING
6. ISSUANCE OF ENDORSEMENT (MEDICAL AND FINANCIAL ASSISTANCE)
7. ASSISTANCE (MEDICAL, MORTUARY AND FINANCIAL)
8. APPROVAL OF ELECTRICAL PERMIT
9. APPROVAL OF BUSINESS PERMIT, MOTORIZED TRICYCLE OPERATOR'S PERMIT, OCCUPATIONAL PERMIT
10. APPROVAL OF PDAO BOOKLET & ID AND OSCA ID
11. ASSISTANCE TO TOURISM-RELATED SERVICES
12. REQUEST OF FUEL ASSISTANCE
13. ISSUEANCE OF

SERVICE : **ISSUANCE OF MAYOR'S CLEARANCE**  
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)  
 REQUIREMENTS :  
 1) BARANGAY CLEARANCE  
 2) POLICE CLEARANCE/NBI CLEARANCE  
 3) OFFICIAL RECEIPT FROM TREASURER'S OFFICE  
 4) CEDULA

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b>			
SECURE REQUIREMENTS, PRESENT DOCUMENTS AND OFFICIAL RECEIPT TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS ALL DOCUMENTS/ REQUIREMENTS SUBMITTED AND PROCESS FOR ENCODING	FIVE (5) MINUTES	-MR. CHRISTOPHER ALAMID VALLADO
<b>STEP 2</b>			
REGISTER PERSONAL DETAILS IN THE LOGBOOK AND WAIT FOR THE CLEARANCE TO BE PRINTED	RECORD CLEARANCE/ ENCODE AND PRINT CLEARANCE	TEN (5) MINUTES	-MR. CHRISTOPHER ALAMID VALLADO
<b>STEP 3</b>			
COUNTERCHECKS/PROOFREADS THE DOCUMENT AND SIGN CLEARANCE	PRESENTS THE CERTIFICATE TO THE CLIENT FOR CORRECTION AND SIGNATURE	FIVE (2) MINUTES	-MR. CHRISTOPHER ALAMID VALLADO
	APPROVES CLEARANCE	TWO (2) MINUTES	-MS. MONINA M. YORAC
<b>STEP 4</b>			
RECEIVE THE MAYOR'S CLEANCE	SEALS, APPROVE AND RELEASES THE DOCUMENT	ONE (4) MINUTES	-MR. CHRISTOPHER ALAMID ALLADO
<b>TOTAL RESPONSE TIME</b>		<b>SIXTEEN (16) MINUTES</b>	

SERVICE : **ISSUANCE OF CERTIFICATE OF NO PENDING CASE**  
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)  
 REQUIREMENTS : 1) SIGNED CLEARANCE

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b> SECURE REQUIREMENTS, PRESENT DOCUMENTS TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS ALL DOCUMENTS/ REQUIREMENTS SUBMITTED AND PROCESS FOR ENCODING	FIVE (5) MINUTES	-MR. CHRISTOPHER ALAMID VALLADO
<b>STEP 2</b> REGISTER PERSONAL DETAILS IN THE LOGBOOK AND WAIT FOR THE CLEARANCE TO BE PRINTED	RECORD CLEARANCE/ ENCODE AND PRINT CERTIFICATE OF NO PENDING CASE	TEN (5) MINUTES	-MR. CHRISTOPHER ALAMID VALLADO
<b>STEP 3</b> COUNTERCHECKS/PROOFREADS THE DOCUMENT AND SIGN CLEARANCE	PRESENTS THE CERTIFICATE TO THE CLIENT FOR CORRECTION AND SIGNATURE	FIVE (2) MINUTES	-MR. CHRISTOPHER ALAMID VALLADO
	APPROVES CERTIFICATE OF NO PENDING CASE	FIVE (5) MINUTES	-HON. GRACE CARMEL D. PAREDES-BRAVO
<b>STEP 4</b> RECEIVE THE CERTIFICATE OF NO PENDING CASE	RELEASES THE DOCUMENT	ONE (4) MINUTES	-MR. CHRISTOPHER ALAMID ALLADO
<b>TOTAL RESPONSE TIME</b>		TWENTY-ONE (21) MINUTES	

SERVICE : **ISSUANCE OF RECOMMENDATION**  
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)  
 REQUIREMENTS : 1) APPLICATION LETTER AND OTHER PERTINENT DOCUMENTS  
 2) CERTIFICATE OF RESIDENCY

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b> SECURE AND SUBMIT DOCUMENTARY REQUIREMENTS	RECEIVES AND CHECKS DOCUMENTS NEEDED	FIVE (5) MINUTES	-MS. CATHLYN JOY C. PONCE
<b>STEP 2</b> REGISTER PERSONAL DETAILS IN THE LOGBOOK AND WAIT FOR THE RECOMMENDATION TO BE PRINTED	ENCODES AND PRINTS DOCUMENTS	TEN (10) MINUTES	- MS. CATHLYN JOY C. PONCE
<b>STEP 3</b> WAIT FOR THE APPROVAL	PROCESS PRINTED DOCUMENT FOR APPROVAL  APPROVES DOCUMENT	TWO (5) MINUTES	- MS. CATHLYN JOY C. PONCE  - HON. GRACE CARMEL D. PAREDES-BRAVO
<b>STEP 4</b> CLAIM AND RECEIVE DOCUMENT	RELEASES DOCUMENT	ONE (1) MINUTE	- MS. CATHLYN JOY C. PONCE
<b>TOTAL RESPONSE TIME</b>		TWENTY-ONE (21) MINUTES	

SERVICE : **REQUESTS FOR VEHICLES/AMBULANCE/TRUCK**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS : 1) LETTER REQUEST/SULAT PAGHANGYO

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b> PREPARE AND SUBMIT LETTER REQUEST TO THE MAYOR'S OFFICE	RECEIVES REQUEST LETTER	THREE (3) MINUTES	- MS. IVY L. CINCO
<b>STEP 2</b> WAIT FOR THE APPROVAL	FORWARDS THE LETTER TO THE MUNICIPAL MAYOR/ ADMINISTRATOR FOR ACTION	THREE (3) MINUTES	- MS. IVY L. CINCO
	APPROVES/DISAPPROVES THE REQUEST	SEVEN (7) MINUTES	-ENGR. LORENZO RR. JAGONIA, JR.
<b>STEP 3</b> CLAIM AND RECEIVE DOCUMENT	IF APPROVED, ADVISE THE CLIENT TO PROCEED TO THE OFFICE INCHARGED	FIVE (5) MINUTES	-MS. IVY L. CINCO
<b>TOTAL RESPONSE TIME</b>		<b>EIGHTEEN (18) MINUTES</b>	

SERVICE : **ISSUANCE OF MAYOR'S CERTIFICATION FOR LAND TITLING**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS :  
1) ZONING CERTIFICATION FROM PLANNING OFFICE  
2) OFFICIAL RECEIPT FROM THE TREASURER'S OFFICE

<b>STEP BY STEP PROCEDURE</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
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STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
<b>STEP 1</b> SECURE REQUIRED DOCUMENTS AND PRESENT DOCUMENTS TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS DOCUMENTS	FIVE (5) MINUTES	-MR. CHRISTOPHER ALAMID VALLADO
<b>STEP 2</b> REGISTER PERSONAL DETAILS IN THE LOGBOOK	ENCODES AND PRINTS THE CERTIFICATION	TEN (10) MINUTES	- MR. CHRISTOPHER ALAMID VALLADO
<b>STEP 3</b> WAIT FOR THE APPROVAL OF DOCUMENTS	PROCESS PRINTED CERTIFICATION FOR APPROVAL	SEVEN (5) MINUTES	- MR. CHRISTOPHER ALAMID VALLADO
	APPROVES CERTIFICATION		-ENGR. LORENZO R. JAGONIA, JR.
<b>STEP 4</b> RECEIVE THE DOCUMENT	RELEASE THE DOCUMENTS	ONE (1) MINUTE	- MR. CHRISTOPHER ALAMID VALLADO
<b>TOTAL RESPONSE TIME</b>		TWENTY-ONE (21) MINUTES	

SERVICE	:	<b><u>ISSUANCE OF ENDORSEMENT FOR MEDICAL AND FINANCIAL ASSISTANCE</u></b>
AVAILABILITY OF THE SERVICE	:	MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
REQUIREMENTS	:	<ol style="list-style-type: none"> <li>1) LETTER REQUEST</li> <li>2) CERTIFICATE OF INDIGENCY ISSUED BY THE BARANGAY</li> <li>3) MEDICAL ABSTRACT (IF CONFINED IN THE HOSPITAL)</li> <li>4) BILLING STATEMENT</li> <li>5) DEATH CERTIFICATE (IF APPLICABLE)</li> <li>6. DOCTOR'S PRESCRIPTION</li> </ol>

STEP BY STEP PROCEDURE		PROCESING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
<b>STEP 1</b> PRESENTS DOCUMENTS TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS DOCUMENTS	FIVE (5) MINUTES	-MS. CATLYN JOY C. PONCE
<b>STEP 2</b> REGISTER PERSONAL DETAILS IN THE LOGBOOK	ENCODES AND PRINTS THE ENDORSEMENT	FIVE (5) MINUTES	- MS. CATLYN JOY C. PONCE
<b>STEP 3</b> WAIT FOR THE DOCUMENT TO BE APPROVED	APPROVES/DISAPPROVES REQUEST	FIVE (5) MINUTES	-HON. GRACE CARMEL D. PAREDES-BRAVO
	LOG THE TRANSACTION AND GET A COPY	TWO (2) MINUTES	- MS. CATLYN JOY C. PONCE
<b>STEP 4</b> RECEIVES DOCUMENT	RELEASE THE DOCUMENTS	ONE (1) MINUTE	- MS. CATLYN JOY C. PONCE
<b>TOTAL RESPONSE TIME</b>		EIGHTEEN (18) MINUTES	

SERVICE : **ASSISTANCE FOR MEDICAL, MORTUARY AND FINANCIAL**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS :

- 1) LETTER REQUEST
- 2) CERTIFICATE OF INDIGENCY ISSUED BY THE BARANGAY
- 3) MEDICAL ABSTRACT (IF CONFINED IN THE HOSPITAL)
- 4) BILLING STATEMENT
- 5) DEATH CERTIFICATE (IF APPLICABLE)
- 6) DOCTOR'S PRESCRIPTION
- 7) CERTIFICATE OF ELIGIBILITY FROM MSWDO

STEP BY STEP PROCEDURE	PROCESING TIME	RESPONSIBLE PERSON
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STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
<b>STEP 1</b> PRESENTS DOCUMENTS TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS DOCUMENTS	FIVE (5) MINUTES	-MS. MONINNA M. YORAC
<b>STEP 2</b> REGISTER PERSONAL DETAILS IN THE LOGBOOK	FORWARDS THE LETTER TO THE MUNICIPAL MAYOR/ADMINISTRATOR FOR ACTION	FIFTEEN (15) MINUTES	- MS. MONINNA M. YORAC
	APPROVAL OF REQUEST	FIVE (5) MINUTES	- MS. MONINNA M. YORAC
<b>STEP 3</b> WAIT FOR THE DOCUMENT TO BE APPROVED	IF APPROVED, ADVISE THE CLIENT TO PROCEED TO MSWD OFFICE	TWO (2) MINUTES	- MS. MONINNA M. YORAC
	LOG THE TRANSACTION AND GET A COPY		-MS. IVY L. CINCO
<b>STEP 4</b> WAIT UNTIL THE CHECK IS READY FOR DISBURSEMENT	RELEASE THE DOCUMENTS	THREE (3) MINUTES	-MS. IVY L. CINCO
<b>TOTAL RESPONSE TIME</b>		THIRTY (30) MINUTES	

SERVICE : **APPROVAL OF ELECTRICAL PERMIT**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENT : 1) ELECTRICAL FROMS AND OTHER DOCUMENTS FROM THE MUNICIPAL ENGINEERING OFFICE

STEP BY STEP PROCEDURE		PROCESING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
<b>STEP 1</b> PRESENTS DOCUMENTS TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS DOCUMENTS SIGNED BY THE MUNICIPAL ENGINEER AND MUNICIPAL PLANNING OFFICER	FIVE (5) MINUTES	-MS. IVY L. CINCO
<b>STEP 2</b> REGISTER PERSONAL DETAILS IN THE LOGBOOK	CONTROLS THE DOCUMENT IN THE LOGBOOK	TWO (2) MINUTES	-MS. IVY L. CINCO

<b>STEP 3</b>			
WAIT FOR THE DOCUMENT TO BE APPROVED	FORWARD TO MUNICIPAL MAYOR/ADMINISTRATOR FOR APPROVAL	TWO (2) MINUTES	- MS. IVY L. CINCO
	APPROVES PERMIT	FIVE (5) MINUTES	-ENGR. LORENZO R. JAGONIA, JR
<b>STEP 4</b>			
RECEIVES DOCUMENT	RELEASE THE DOCUMENTS	TWO (2) MINUTES	- MS. IVY L. CINCO
<b>TOTAL RESPONSE TIME</b>		SIXTEEN (16) MINUTES	

SERVICE : **APPROVAL OF BUSINESS PERMIT, MOTORIZED TRICYCLE OPERATOR'S PERMIT, OCCUPATIONAL PERMIT**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENT : 1) BUSINESS PERMIT, MTOP, OCCUPATIONAL PERMIT (FROM BPLO) AND OTHER PERTINENT DOCUMENTS ATTACHED

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b>			
PRESENTS DOCUMENTS TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS DOCUMENTS SIGNED BY THE LICENSING OFFICER III (BUSINESS PERMIT, OCCUPATIONAL PERMIT) AND MUNICIPAL VICE-MAYOR (MTOP)	FIVE (5) MINUTES	-MS. IVY L. CINCO
<b>STEP 2</b>			
REGISTER PERSONAL DETAILS IN THE LOGBOOK	CONTROLS THE DOCUMENT IN THE LOGBOOK	TWO (2) MINUTES	-MS. IVY L. CINCO
<b>STEP 3</b>			
WAIT FOR THE DOCUMENT TO BE APPROVED	FORWARD TO MUNICIPAL MAYOR/ADMINISTRATOR FOR APPROVAL	TWO (2) MINUTES	- MS. IVY L. CINCO
	APPROVES PERMIT	FIVE (5) MINUTES	-ENGR. LORENZO R. JAGONIA, JR

<b>STEP 4</b>	RECEIVES DOCUMENT	RELEASE THE DOCUMENTS	TWO (2) MINUTES	- MS. IVY L. CINCO
<b>TOTAL RESPONSE TIME</b>			SIXTEEN (16) MINUTES	

SERVICE : **APPROVAL OF PDAO BOOKLET & ID AND OSCA ID**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENT : 1) PDAO BOOKLET & ID  
2) OSCA ID

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b>			
PRESENTS DOCUMENTS TO THE MAYOR'S OFFICE	RECEIVES AND CHECKS DOCUMENTS SIGNED BY THE PDAO HEAD (PDAO BOOKLET & ID) AND OSCA HEAD (OSCA HEAD)	FIVE (5) MINUTES	-MS. IVY L. CINCO
<b>STEP 2</b>			
REGISTER PERSONAL DETAILS IN THE LOGBOOK	CONTROLS THE DOCUMENT IN THE LOGBOOK	TWO (2) MINUTES	-MS. IVY L. CINCO
<b>STEP 3</b>			
WAIT FOR THE DOCUMENT TO BE APPROVED	FORWARD TO MUNICIPAL MAYOR	TWO (2) MINUTES	- MS. IVY L. CINCO
	APPROVES PERMIT	FIVE (10) MINUTES	-ENGR. LORENZO R. JAGONIA, JR
<b>STEP 4</b>			
RECEIVES DOCUMENT	RELEASE THE DOCUMENTS	TWO (2) MINUTES	- MS. IVY L. CINCO
<b>TOTAL RESPONSE TIME</b>		TWENTY -ONE (21) MINUTES	

SERVICE : **ASSISTANCE TO TOURISM – RELATED SERVICES**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENT : 1) LETTER REQUEST FOR TOUR, MOUNTAIN HIKING, CAVING, RESEARCH AND OTHER PURPOSES  
2) LETTER REQUEST FOR THE USE OF GYMNASIUM AND EVACUATION CENTER

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b>			
SUBMIT LETTER REQUEST	RECEIVES THE LETTER	ONE (1) MINUTE	-MS. IVY L. CINCO
<b>STEP 2</b>			
REGISTER PERSONAL DETAILS IN THE LOGBOOK	CONTROLS THE DOCUMENT IN THE LOGBOOK	THREE (3) MINUTES	- MS. IVY L. CINCO
<b>STEP 3</b>			
WAIT FOR THE DOCUMENT TO BE APPROVED	FORWARD TO MUNICIPAL MAYOR/ADMINISTRATOR FOR APPROVAL	ONE (1) MINUTE	- MS. IVY L. CINCO
	APPROVE/DISAPPROVE REQUEST	FIVE (5) MINUTES	-ENGR. LORENZO R. JAGONIA, JR.
<b>STEP 4</b>			
RECEIVES DOCUMENT	CONTROLS REQUEST. IF APPROVED, ADVISE THE CLIENT TO PROCEED TO THE OFFICE IN CHARGED	ONE (1) MINUTE	- MS. IVY L. CINCO
<b>TOTAL RESPONSE TIME</b>		ELEVEN (11) MINUTES	

SERVICE : **MAYOR'S GRANTS & DONATIONS**  
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)  
 REQUIREMENT : 1) LETTER REQUEST

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b>			
SUBMIT LETTER REQUEST	RECEIVES THE LETTER AND FORWARD DOCUMENT TO MUNICIPAL MAYOR/ ADMINISTRATOR FOR APPROVAL	ONE (5) MINUTES	- MS. IVY L. CINCO
<b>STEP 2</b>			
REGISTER PERSONAL DETAILS IN THE LOGBOOK	APPROVE/DISAPPROVE REQUEST	TEN (15) MINUTES	- MS. MONINA M. YORAC
<b>STEP 3</b>			
RECEIVES DOCUMENTS	CONTROLS REQUEST. IF APPROVED ADVISE THE CLIENT TO PROCEED TO THE MSWDO	TEN (10) MINUTES	- MS. IVY L. CINCO
<b>TOTAL RESPONSE TIME</b>		THIRTY (30) MINUTES	

SERVICE : **REQUEST OF FUEL ASSISTANCE**  
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)  
 REQUIREMENT : 1) LETTER REQUEST

<b>STEP BY STEP PROCEDURE</b>		<b>PROCESING TIME</b>	<b>RESPONSIBLE PERSON</b>
<b>STEPS FOR CUSTOMER</b>	<b>STEPS FOR SERVICE PROVIDER</b>		
<b>STEP 1</b>			
SUBMIT LETTER REQUEST	RECEIVES THE LETTER AND FORWARD DOCUMENT TO MUNICIPAL MAYOR/ ADMINISTRATOR FOR APPROVAL	ONE (5) MINUTES	- MS. IVY L. CINCO
<b>STEP 2</b>			
REGISTER PERSONAL DETAILS IN THE LOGBOOK	APPROVE/DISAPPROVE REQUEST	TEN (10) MINUTES	- MS. MONINA M. YORAC
	RECORD FUEL REQUEST/ASSISTANCE / ENCODE AND PRINT FUEL REQUEST/ASSISTANCE	TEN (5) MINUTES	-MR. JANU CEASAR BANASIG
<b>STEP 3</b>			
RECEIVE THE FUEL REQUEST/ASSISTANCE	RELEASE THE FUEL REQUEST OR ASSISTANCE	TEN (10) MINUTES	-MR. JANU CEASAR BANASIG
<b>TOTAL RESPONSE TIME</b>		<b>THIRTY (30) MINUTES</b>	