



# Republic of the Philippines

Province of Agusan del Sur  
Municipality of San Francisco



## Municipal Economic Enterprise Development and Management Office

**Service Rendered** : Complaints and Assistance Desk

**Availability** : Monday to Friday, 8:00 AM to 5:00 PM (no noon break)

**Requirements** : None

**Fees** : None

Steps for Client	Service Provider Step	Processing Time	Responsible Person(s)
<b>STEP 1</b> Fill up the Visitors Log	Interview the client	10 Minutes	Rachelle T. Quintero, Elona Jane Aranda, Cheryl De Jesus
<b>STEP 2</b> Proceed to the Head Officer for Discussion	Discuss the concern and give recommendations	20 Minutes	Bernie C. Porlares, Philip Ryan G. Espinosa
<b>END OF THE TRANSACTION</b>	<b>TOTAL PROCESSING TIME</b>	<b>30 Minutes</b>	



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## Municipal Economic Enterprise Development and Management Office

**Service Rendered** : Request for Certification

**Availability** : Monday to Friday, 8:00 AM to 5:00 PM (no noon break)

**Requirements** : None

**Fees** : ₱0 - ₱150.0

Steps for Client	Service Provider Step	Processing Time	Responsible Person(s)
<b>STEP 1</b> Present all the required documents	Verify and Examine the Documents	5 Minutes	Elona Jane Aranda, Erica Munyenne Roy
	Encode the Certification	5 Minutes	Elona Jane Aranda, Erica Munyenne Roy
	Review and Sign the Document	5 Minutes	Bernie C. Porlares, Philip Ryan G. Espinosa
	Release the document to the client	2 Minutes	
<b>END OF THE TRANSACTION</b>	<b>TOTAL PROCESSING TIME</b>	<b>17 Minutes</b>	



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**Service Rendered** : Consumer Welfare Assistance Desk

**Availability** : Monday to Friday, 8:00 AM to 5:00 PM (no noon break)

**Requirements** : None

**Fees** : None

Steps for Client	Service Provider Step	Processing Time	Responsible Person(s)
<b>STEP 1</b> Reweight the purchased product; if a complaint arises, complete the monitoring form.	Receive and examine the complaint	10 Minutes	Estela P. Aro, Josephine Ganabe
<b>STEP 2</b> If a complaint arises, the customer's assistance personnel will visit the vendor's location.	If the vendor accepts their mistake and changes the product to the exact weight, instruct the customer to receive the product and warn the vendor for their offense. If the customer does not accept the negotiation, their complaint will be forwarded to the relevant office.	30 Minutes	Estela P. Aro, Josephine Ganabe
<b>END OF THE TRANSACTION</b>	<b>TOTAL PROCESSING TIME</b>	<b>40 MINUTES</b>	



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## Municipal Economic Enterprise Development and Management Office

**Service Rendered** : Issuance of Burial Permit

**Availability** : Monday to Friday, 8:00 AM to 5:00 PM (no noon break)

**Requirements** : None

**Fees** : ₱0 - ₱400.0

Steps for Client	Service Provider Step	Processing Time	Responsible Person(s)
<b>STEP 1</b> Present all the required documents	Verify and Examine all Documents	5 Minutes	Erica Munyenne Roy, Rachelle T. Quintero
	Confirm the burial application with the Cemetery In-charge	5 Minutes	Erica Munyenne Roy, Rachelle T. Quintero
	Encode and Print the Burial Application	5 Minutes	Erica Munyenne Roy, Rachelle T. Quintero
	Verify and Sign the Document	3 Minutes	Bernie C. Porlares, Philip Ryan G. Espinosa
	Release the documents and sign the logbook	2 Minutes	
<b>END OF THE TRANSACTION</b>	<b>TOTAL PROCESSING TIME</b>	<b>20 MINUTES</b>	