



MUNICIPAL HEALTH OFFICE

CITIZEN'S CHARTER 2023



I. MANDATE

Consistent with the provisions of the Administrative Code of 1987 & RA 7160 (The Local Government Code), the Municipal Health Office shall be primarily responsible for the provision and delivery of health services and regulation of providers of health goods and services.

II. VISION

Progressive and healthy community with sustainable development.

III. MISSION

Community involvement, people empowerment and improvement of health care delivery system.

IV. SERVICE PLEDGE

We, the officials, and employees of the Local Government Unit, Municipality of El Nido, Province of Palawan, do hereby pledge and commit to deliver quality service as promised in this Citizen's Charter. Specifically, we will:

- Faithfully perform our duties and functions with outmost courtesy, competency, efficiency, responsibility, loyalty, integrity and diligently serve the general public as mandated.
- Provide speedy, professional, and quality public services.
- Promptly and timely response to the needs of the general welfare with the most rewarding experience and we welcome any feedback.
- Continuously improve delivery of basic services.
- Practice transparency, provide accurate, adequate, visible, and accessible information on the available government services, procedures, fees, and charges, as well as the responsible offices for the services being sought.
- Assure and comply to the provision of RA11032, specifically on Section 21 (F), stating: **“All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to”**.



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OFFICE OF THE MUNICIPAL HEALTH OFFICER
EXTERNAL SERVICES



1. Attend to Emergency Care

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. (ITR) Individual Treatment Record 2. Referral Forms 3. Medico-legal Logbook 4. Trauma Logbook			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Go to reception/approach the Triage Officer	1. Receive the client, interview, take and record vital signs	None	2 Minutes	Deodemabel B. Aguilar – PACD Ma. Concepcion M. Lim – PACD
2. Proceed to Treatment Room	2. First aid, and assessment of physician	None	40 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-RHM I Grace C. Dalajo-RHM I
3. May go home/for referral to hospital	3. Give home medication/ referred to hospital	None	20 Minutes	Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS)
	TOTAL:		1 Hour, 2 Minutes	



2. Conduct Medical/Surgical Consultation

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. (ITR) Individual Treatment Record 2. Referral Forms 3. Medico-legal Logbook 4. Trauma Logbook 5. Rape Case Logbook 6. Laboratory Request Form			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Approach the Triage Officer	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Treatment Room	2. Interview and vital signs taking (client will be called according to the given or issued number/s)	None	20 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III
3. Proceed to consultation area	3. Doctor's assessment and management (client will be called according to given or issued number/s)	None	10 Minutes	Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-Midwife I Grace C. Dalajo_Midwife I Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
4. Proceed to laboratory (if there is request, proceed to step 6 if no laboratory request)	4. Collect & processed laboratory request	Refer to laboratory services and payment	20 Minutes (depends on lab.request)	Permanent Gene S. Rodriguez, RMT III Dolorosa M. Olson, RMT II Lelia Festin- Lab.Aide Contractual Sandra Abid- Microscopist Lorelyn Balinuyos-Lab.Aide



5. Proceed back to consultation area	5. Staff called again the client with laboratory results for Doctors assessment and management	None	10 Minutes	<p>Permanent</p> <p>Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III</p>
6. Proceed to Nurse Station	6. Advised, give home medication (if available)	None	5 Minutes	<p>Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II</p>
7. May go home / For referral to specialists	7. Referred client/s	None	15 Minutes	<p>Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-Midwife I Grace C. Dalajo_Midwife I</p> <p>Detailed/ Contractual</p> <p>Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)</p>
	TOTAL:	None	1 Hour, 22 Minutes	



3. Conduct Immunization Services.

- Expanded Program of Immunization every Wednesday (8:00 am to 5:00 pm)
- School-Based Immunization every August; Monday to Friday (8:00 am to 5:00 pm)
- Supplemental Immunization Activity (by schedule)
- Flu and Pneumococcal vaccine (by schedule)

Office/Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		0 - 59 mos., 6-7 y/o, 12-13 y/senior Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ECCD Card 2. Target Client List (TCL)		Municipal Health Office (Nurse & Midwife-on-duty)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Permanent Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-Midwife I Grace C. Dalajo_Midwife I Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorance S. Lacupa(RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
2. Proceed to Reception	2. Find name on TCL		2 Minutes	
3. Proceed to vaccination area	3. Vaccinate		5 Minutes	
4. May go home	4. Advise next schedule of vaccination		2 Minutes	
TOTAL:		None	11 Minutes	



4. Render Garantisadong Pambata

- Vitamins A Supplementation (April and October)
- Deworming (January and July) 12 mos. - 18 y/o

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	6 – 59 mons. To 18 y/o			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ECCD Card 2. Target Client List (TCL) 3. Master list			Municipal Health Office (Nurse & Midwife-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Permanent Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa(RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
2. Proceed to Reception	2. Find name on TCL		2 Minutes	
3. Proceed to dispensing area	3. Give Vit. A supplementation		5 Minutes	
4. May go home	4. Advise next schedule		2 Minutes	
	TOTAL:	None	11 Minutes	



5. Conduct Maternal Care

- Ante Natal Care - Every Tuesday and Thursday (1:00 pm to 5:00 pm)
- Normal Spontaneous Delivery - 24/7
- Post Natal Care -Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Pregnant, Post Partum mothers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Prenatal Card 2. Individual Treatment Record (ITR) 3. Laboratory			Municipal Health Office (Nurse & Midwife-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview and vital signs taking (client will be called according to the given	None	10 Minutes	Permanent Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I
3. Proceed to Examination Room for assessment and management	3. Midwife, nurse, Doctor's assessment and management (client will be called according to given or issued number/s	None	15 Minutes	Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II
4. May go home/for referral	4. Advise next schedule/ referred	None	15 Minutes	Madeline R. Albag-Midwife I Grace C. Dalajo_Midwife I Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
TOTAL:		None	42 Minutes	



6. Conduct Family Planning Service & Counseling

*Monday to Friday 8:00 am to 5:00 pm

Office/Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Couples, Women of Reproductive Age		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Family Planning Schedule Card 2. Pre-marriage Counseling Forms 3. Application Form for Marriage 4. Individual FP Record			Municipal Health Office (Nurse & Midwife-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approach the triage	1.1 Receive the client	None	2 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-Midwife I Grace C. Dalajo_Midwife I Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorance S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
2 Proceed to Reception	2.1 Interview and Recording	None	2 Minutes	
3 Approach the FP Officer	3.1 Counseling and giving of FP supplies/ commodities	None	20 Minutes	
May go home	Advise next schedule of vaccine	None	2 Minutes	
TOTAL:		None	26 Minutes	



7. Control of Communicable Disease (Provisions on Anti-TB Drugs)

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	TB Symptomatic Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sputum Exam Result 2. X-ray Result 3. Individual Treatment Record (ITR) 4. PMDT Record/Booklet 5. NTP Card			Municipal Health Office (Staff-on-Duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview and Recording	None	10 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II
3. Proceed to Consultation area	3. All TB symptomatic patients are referred to the Physician for assessment	None	15 Minutes	Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-Midwife I Grace C. Dalajo_Midwife I Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMP) Amiraflorence S. Lacupa (RHMP) Jorene E. Jongay, (RHMP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
4. Proceed to laboratory for sputum examination	4. Collect & processed laboratory request	None	15 Minutes	Permanent Gene S. Rodriguez, RMT III Dolorosa M. Olson, RMT II Lelia Festin- Lab.Aide Contractual Sandra Abid- Microscopist Lorelyn Balinuyos-Lab.Aide



5. TB patient for the 2nd and 3rd sputum specimen collection, approach the midwife in charge of his/her barangay	5. Give sputum specimen bottle and instruct patient to submit sputum specimen	None	10 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalojo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-Midwife I Grace C. Dalojo_Midwife I
6. Symptomatic TB patients submit collected sputum specimen to midwife	6. Midwife or staff received the sputum specimen and endorsed to laboratory	None	5 Minutes	
7. Follow up sputum results from the midwife	7. Advised patients results after few days	None	3 Days	
8. Patient with sputum result proceed to Consultation area	8. For assessment and management of Physician	None	20 Minutes	
9. Patient proceed to treatment room (TB-DOTS or PMDT)	9. Advised and give medicines	None	15 Minutes	
10. May go home				
	TOTAL:	None	3 Days, 1 Hour, 32 Minutes	





8. Render Rabies Control Services

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Animal Bite Patient/s/cClient/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual Treatment Record (ITR) 2. Animal Bite Logbook 3. Animal Bite Schedule Card			Municipal Health Office (Nurse-on-Duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None <i>(Depends on the availability of Anti - Rabies Vaccine)</i>	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. For recording and vital signs taking		2 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III
3. Proceed to consultation area	3. Doctor's assessment and management		2 Minutes	Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I
4. Proceed to vaccination area	4. Vaccination patient, advice next schedule of vaccine		5 Minutes	Detailed Leah G. Alcantara, N-II(NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Marjorie N. Benitez, N-II(NDP)
5. May go home				
TOTAL:			11 Minutes	



9. Render Malaria Control Services

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Patient/s with malaria			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. BSMP Request 2. BSMP Result			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview, recording and vital signs taking	None	10 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II
3. Proceed to consultation area	3. Doctor's assessment and management	None	15 Minutes	Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I
4. Proceed laboratory for BSMP	4. Collect and process laboratory request	None	1 Hour	Permanent Gene S. Rodriguez, RMT III Dolorosa M. Olson, RMT II Lelia Festin- Lab.Aide Contractual Sandra Abid- Microscopist Lorelyn Balinuyos-Lab.Aide
5. Go back to consultation area with BSMP result	5. Doctor's management	None	10 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II
6. Proceed to Nurse station	6. Advise and give medication	None	5 Minutes	Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I
7. May go home				
	TOTAL:	None	1 Hour, 42 Minutes	



10. Render STI/HIV Services

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		Patient/s with STI/HIV		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. BSMP Request 2. BSMP Result			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview, recording and vital signs taking	None	10 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II
3. Proceed to consultation area	3. Doctor's assessment and management	None	15 Minutes	Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Detailed Shirlie S. Juan, N-II(NDP)
4. Proceed laboratory/Social Hygiene Clinic for Testing	4. Collect and process laboratory request	None	15 Minutes	Permanent Gene S. Rodriguez, RMT III Dolorosa M. Olson, RMT II
5. Go back to consultation area with result	5. Doctor's management	None	15 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II
6. Proceed to Nurse station	6. Advise and give medication	None	5 Minutes	Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Detailed Shirlie S. Juan, N-II(NDP)
7. May go home				
TOTAL:		None	1 Hour, 2 Minutes	



11. Control of Non-Communicable Diseases (HPN, DM, Cancer & Others)

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Patient/s with HPN, DM, Cancer & others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual Treatment Record (ITR) 2. Patients Medicine Booklet 3. Laboratory Request Form			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview, recording and vital signs taking	None	15 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III
3. Proceed to consultation area	3. Doctor's assessment and management	None	15 Minutes	Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-Midwife I Grace C. Dalajo_Midwife I
4. Proceed to Nurse station	4. Advise and give medication	None	5 Minutes	
5. May go home/for referral to specialists	5. Referred patient	None	15 Minutes	Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS)
	TOTAL:	None	52 Minutes	



12. Issue Medical Certificate, Medico-Legal Certificate and Post-Mortem Report.

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual Treatment Record (ITR) 2. Medico-Legal Logbook 3. Post Mortem Report 4. Official receipts (O.R)			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview and instruct client	None	10 Minutes	Dr. Jo-Ann P. Huerto, MHO Lyra K. Crispino-Bookbinder III Nora E. Maturan – Utility Worker I
3. Proceed to Treasurer's for Payment	3. Clerk type the necessary certificate while waiting for the O.R. and for Physician's Signature	P 120.00 (c/o Treasurer's Office)	1 Hour	
4. Go back to Clerk on duty with O.R.	4. Received O.R., released certificate	None	5 Minutes	
5. May go home				
	TOTAL:	Refer to the "FEES TO BE PAID"	1 Hour, 17 Minutes	



13. Issue Death Certificate, Burial Permit, Permit to Exhume and Transfer of Cadaver Permit

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual Treatment Record (ITR) 2. Medico-Legal Logbook 3. Post Mortem Report 4. Official receipts (O.R)			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview and instruct client	None	10 Minutes	Dr. Jo-Ann P. Huerto, MD Shiela B. Gripon-Nurse III
3. If complete requirements, proceed to Treasurer's Office for payment	3. Clerk type the necessary certificate while waiting for the O.R. and for Physician's Signature	DC- 120.00 BP- 50.00 PE- 175.00 Transfer of Cadaver Permit - 175.00 (c/o Treasury)	30 Minutes	Marilyn C. Bobis-Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Erlina T. Ellazar-RHM II Lyra K. Crispino-Bookbinder III Nora E. Maturan – Utility Worker I
4. Go back to Clerk on duty with O.R.	4. Received O.R., released certificate	None	5 Minutes	
5. May go home				
	TOTAL:	Refer to the "FEES TO BE PAID"	47 minutes	



14. Conduct Post-Mortem Examination

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual Treatment Record (ITR) 2. Medico-Legal Logbook 3. Post Mortem Report 4. Official receipts (O.R)			Municipal Health Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Reception	2. Interview and instruct client	None	10 Minutes	Lyra K. Crispino-Bookbinder III Nora E. Maturan – Utility Worker I
3. If next-of-kin give permission to conduct Post-Mortem Examination, approach physician	3. For arrangement of schedule	None	30 Minutes	Dr. Jo-Ann P. Huerto, MHO
4. Proceed to Treasurer's Office for payments	4. Physician & RSI conduct the Post mortem examination, type the findings	P 120.00 c/o Treasury	3 Hours	Dr. Jo-Ann P. Huerto, MHO Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III Lyra K. Crispino-Bookbinder III Nora E. Maturan – Utility Worker I
5. Go back to Clerk on duty with O.R.	5. Received O.R., Released Post mortem certificate	None	5 Minutes	Lyra K. Crispino-Bookbinder III Nora E. Maturan – Utility Worker I
6. May go home				
	TOTAL:	Refer to the "FEES TO BE PAID"	3 Hours, 47 Minutes	



15. Issue Sanitary Permit

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office/Environmental Sanitation Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens - G2B - Government to Business
Who may avail:	Business Owner/s
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Sanitary Permit 2. Health Certificate 3. Inspection Report 4. Official Receipts (O.R)	Environmental Sanitation Office (Staff-on-duty)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Sanitary Office	1. Receive the client	None	2 Minutes	Anna Mae Redota- EnSan Staff Liezl Quimay-EnSan Staff Ma. Veronica Bacolod-EnSan Staff Jay Emer Cacacha-EnSan Staff
2. Approach Sanitary Inspector for transaction with necessary requirements	2. Received the request	None	5 Minutes	Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
3. Client with incomplete requirement (Inspection Report), set an appointment for inspection schedule	3. For arrangement of inspection schedule	None	30 Minutes	Dr. Jo-Ann P. Huerto, MHO Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
4. If with complete requirements, go to the Treasurer's Office for payment of dues	4. RSI to conduct the inspection	P 100.00 c/o Treasury	15 Minutes (depends how far the establishment/area)	
5. Go back to the Sanitary Inspector and present the official receipt	5. Received O.R., Released Sanitary Permit	None	10 Minutes	Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
6. May go home				
	TOTAL:	Refer to the "FEES TO BE PAID"	1 Hour, 2 Minutes	



16. Issue Health Certificate

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Environmental Sanitation Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens - G2B - Government to Business			
Who may avail:	Business Owner/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CBC Result 2. Hep A Screening 3. Urinalysis Results 4. Sputum Exam or Chest X-Ray Result 5. 1 pc. 1 x 1 ID picture 6. Fecalysis results 7. Hep A Vaccine 8. Cholera Vaccine 9. Physical Examination 10. Typhoid Vaccine			Environmental Sanitation Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Sanitary Office	1. Receive the client	None	2 Minutes	Anna Mae Redota- EnSan Staff Liezl Quimay-EnSan Staff Ma.Veronica Bacolod-EnSan Staff Jay Emer Cacacha-EnSan Staff
2. Approach Sanitary Inspector for transaction with necessary requirements	2. Received all necessary requirements	None	5 Minutes	Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
3. Client with abnormal results is referred to the physician	3. For further management of Physician	None	30 Minutes	Dr. Jo-Ann P. Huerto, MHO Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
4. Client with normal laboratory results goes to the treasurer's office for payment of dues	4. RSI to processed health certificate; For physician's signature	P 100.00 c/o Treasury	15 Minutes	
5. Go back to the Sanitary Inspector and present the official receipt	5. Received O.R., Released Health certificate	None	10 Minutes	Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
6. May go home				
	TOTAL:	Refer to the "FEES TO BE PAID"	1 Hour, 2 Minutes	



17. Resolving Environmental Sanitation Complaints

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office/Environmental Sanitation Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens - G2B - Government to Business			
Who may avail:	Business Owner/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complaint letter			Environmental Sanitation Office (Staff-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Sanitary Office	1. Receive the client	None	2 Minutes	Anna Mae Redota- EnSan Staff Liezl Quimay-EnSan Staff Ma. Veronica Bacolod-EnSan Staff Jay Emer Cacacha-EnSan Staff
2. Submit formal written complaint	2.1 Received written complaint	None	30 Minutes	Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
	2.2 RSI validates the filed complaint by inquiry and conduct proper investigation of both parties	None	3 Days	Dr. Jo-Ann P. Huerto, MHO Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
	2.3 RSI will create a Mission Order and conduct inspection	None		
3. Copy of the action document is mailed to the client For simple complaints, the matter is addressed outright For serious complaints, the issue is elevated to higher authorities.	3.1 For further management of Physician	None		Katherine Cane J. Baluarte-RSI IV Elmie M. Villanueva-RSI III
	TOTAL:	None	3 Days, 32 Minutes	



18. Render Basic Laboratory Examination Services

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory Request Form			Environmental Sanitation Office (Nurse, Midwife-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Triage Officer	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Laboratory	2. Collect and processed laboratory request	Refer to laboratory services and	1 Hour	Permanent Gene S. Rodriguez, RMT III Dolorosa M. Olson, RMT II Lelia Festin- Lab.Aide Contractual Sandra Abid- Microscopist Lorelyn Balinuyos-Lab.Aide
3. Return laboratory result to requesting physician	3. Doctor's assessment and management	payment below	10 minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalajo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-RHM I Grace C. Dalajo-RHM I Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
	TOTAL:	Refer to laboratory services and payment below	1 Hour 12 Minutes	



Laboratory Services Fee

Services	Rapid	Manual	Services	Rapid	Manual	Services	
CBC	210	60	FBS/RBS	100		Hepa A Test	500
Platelet count	20		Cholesterol	250			
Hemoglobin	50		Triglyceride	280		Hepa B Test	150
WBC	50		Uric Acid	280		GENEXPERT for TB/DRTB	Free
Urinalysis	50		SGOT	280		BSMP (Malaria)	
Fecalysis	50		SGPT/ALT	280		Dengue Test	
Sputum exam	60		BUN/CREA	280		NS1Ag	Free
Gram stain	100		HBA1C	1,200		IgG/IgM	500
Pregnancy Test	80		Newborn Screening	1800		- (Free for qualified Philhealth member)	



19. COVID-19 RESPONSE ACTIVITY (VACCINATION ROLL-OUT)

*Monday to Friday (8:00 am to 5:00 pm)

Office/Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizens		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Vaccination card			Municipal Health Office (Nurse, Midwife-on-duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Triage Officer	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Vaccination area		None	5 Minutes	Permanent Dr. Jo-Ann P. Huerto – MHO Shiela B. Gripon – Nurse III Marilyn C. Bobis – Nurse II
3. Observation and Monitoring for AEFI		None	15 Minutes	Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Ma. Victoria C. Sabroso-Nurse I Thelma P. Reyes-RHM IV Erlina T. Ellazar-RHM III Florentina A. Gabo-RHM III Necitas C. Dalojo-RHM III Alma L. Buna-RHM II Jinky C. Diaz-RHM II Lelibeth L. Pacleb-RHM II Johann L. Gacasa-RHM II Eva T. Cantiga-RHM II Phenie A. Abrina-RHM II Madeline R. Albag-RHM I Grace C. Dalojo-RHM I Detailed/ Contractual Leah G. Alcantara, N-II (NDP) Marjorie N. Benitez, N-II (NDP) Leah T. Lucero, N-II(NDP) Shirlie S. Juan, N-II(NDP) Mery Claire P. Esquijo (RHMPP) Amiraflorence S. Lacupa (RHMPP) Jorene E. Jongay, (RHMPP) Rowena B. Reyes, RM (COS) Ruby Jane G. Badajos, RM (COS) Judy Ann G. Rodriguez, RM (COS)
4. May go home				
	TOTAL		22 Minutes	



20. COVID-19 RESPONSE ACTIVITY (ANTIGEN TESTING AND CONTACT TRACING)

*Monday to Friday (8:00 am to 4:00 pm)

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory Request			Municipal Health Office (Nurse, Midwife-on- duty)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Approach the Triage Officer	1. Receive the client	None	2 Minutes	Deodemabel B. Aguilar-PACD Ma. Concepcion M. Lim-PACD
2. Proceed to Swab Booth		None	3 Minutes	Permanent Gene S. Rodriguez-RMT III Dolorosa M. Olson-RMT II Lelia Festin-Lab. Aide Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Contractual: Sandra Abid-Microscopist Lorelyn Balinuyos-Lab. Aide
3. Waiting the result of antigen test in the waiting area provided			15 Minutes	
4. If negative result, proceed to the reception area and if positive result, the contact tracer will assist for possible isolation/ quarantine			5-10 Minutes	Permanent Dr. Jo-Ann P. Huerto-MHO Joanna Marie M. Baliwan-Nurse II Eduard C. Bustamante II-Nurse I Katherine Cane J. Baluarte-RSI IV Sammy M. Atordido-Ambulance Driver Detailed/Contractual Joey Quimay- Contact Tracer Abegail Busing-Contact Tracer John Edward Belarmino-Contact Tracer Ma. Grace Saldino – Contact Tracer
	TOTAL		35 Minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send A feedback?	<p>Answer the client feedback form and drop it at the designated suggestion drop box located at PACD- Municipal Health Office, PACD-Municipal Hall Building and PACD-Legislative Building.</p> <p>Contact information: Globe Landline No.: 048-5508020 Email Add: lguelnido.admr@gmail.com</p> <p>Globe CP No.: 0917-8332737 Email Add: hrmo.lguelnidopalawan@gmail.com</p>
How feedbacks are processed?	<p>Every Monday morning, the Public Relation Officer opens the suggestion drop box, then compiles, records and secures all feedback forms submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices or personnel concerned, and they are required to answer within 72 hours from the receipt of the feedback through Administrative Memorandum Order.</p> <p>The answer of the concerned office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following: Contact Information: (Globe Landline) 048-5508020 or email at lguelnido.admr@gmail.com</p>
How to file a complaint?	<p>Answer the client complain form and drop it at the designated complaint drop box located at PACD- Municipal Health Office, PACD-Municipal Hall Building and PACD-Legislative Building.</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained. - Incident - Evidence - Contact No. of Client for updates/feedbacks purposes. <p>For inquiries and follow-ups, clients may contact the following: Contact Information: (Globe Landline) 048-5508020 or Email at lguelnido.admr@gmail.com</p> <p>Globe CP No.: 0917-8332737 Email Add: hrmo.lguelnidopalawan@gmail.com</p>
How complaints are processed?	<p>The Complaints Officer opens the complaint drop box on daily basis (morning) and evaluates each complaint form.</p> <p>If via email, the Complaints Officer opens the official email on daily basis during official working hours. Reviews and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. Through issuances of Administrative Memorandum Order.</p>



	<p>If the complaint is against other Offices, the Complaints Officer will forward the complaint to the concerned office for their action.</p> <p>The Complaints Officer will prepare a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>After a thorough investigation and appropriate action, the Complaints Officer will give feedback to the client thru the client's given contact detail.</p> <p>For inquiries and follow-ups, clients may contact the following: Contact Information: (Globe Landline) 048-5508020 or email at lquelnido.admr@gmail.com</p>
Contact Information of CCB,PCC,ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908 881 6565(sms)



LIST OF OFFICES

Office	Address	Contact Information
Office of the Municipal Mayor	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	048-5508025 mmoelnido@gmail.com
Office of the Municipal Vice Mayor/Sangguniang Bayan	Legislative Bldg., Barangay. Maligaya, El Nido, Palawan	mvmoelnido@gmail.com
Office of the Secretary to the Sangguniang Bayan	Legislative Bldg., Barangay. Maligaya, El Nido, Palawan	048-5508132 ssbelnido@gmail.com
Office of the Municipal Treasurer	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	048-5508082 omtreasurer.elnido@gmail.com
Office of the Municipal Assessor	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0919-5980405 palawanmasso.elnido23@gmail.com
Office of the Municipal Accountant	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	048-5531620 acctg.office@yahoo.com
Office of the Municipal Budget Officer	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0910-0955472 mbo_elnido@hotmail.com
Office of the Municipal Planning and Development Coordinator	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	048-5508046 mpdo.elnido@gmail.com
Office of the Municipal Civil Registrar	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	09472684785 mcroelnido@yahoo.com
Office of the Municipal Administrator	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	(048) 550-8020 lguelnido.municipalADMO@gmail.com
Office of the Municipal Legal Officer	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0917-8484024 mlo.lguelnido@yahoo.com
Office of the Municipal Human Resource Management Officer	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0917-8332737 hrmo.lguelnidopalawan@gmail.com
Office of the General Services Officer	Abdulla St. Barangay. Maligaya, El Nido, Palawan	048-7173583 elnidogso@gmail.com
Business Permit and Licensing Division	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	048-7162899 bplo.elnido@gmail.com
Office of the Municipal Social Welfare and Development Officer	Centenial Bldg., Barangay. Maligaya, El Nido, Palawan	0917-7755460 mswd_elnido2018@yahoo.com
Office of the Municipal Health Officer	Health Center Bldg., Barangay. Maligaya, El Nido, Palawan	0916-3157363/0998-5694813 mhoelnido@gmail.com
Office of the Municipal Disaster Risk Reduction and Management Officer	Barangay Villa Libertad, El Nido, Palawan	0948-0687540/0975-6789599 mdrrmoelnido@gmail.com
Office of the Municipal Nutrition Action	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0917-1308961 mnaoelnido@gmail.com



Office of the Municipal Agriculturist	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0920-9388936 virginiadbalderas@yahoo.com
Office of the Municipal Veterinarian	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0908-8750869 mvoelnido@gmail.com
Office of the Municipal Tourism	NIPAP Bldg. Real St. Buena Suerte, El Nido, Palawan	0919-0021389/0906-4490282 elnidotourism@gmail.com
Office of the Municipal Economic Enterprise and Development Officer	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0938-0967086 meedoelnido@gmail.com
Office of the Municipal Environmental and Natural Resources Officer	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	menrolquelnido@gmail.com
Office of the Municipal Engineer	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	048-7172003 meooffice2020@gmail.com
Office of the Building Official	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	048-7172003 meooffice2020@gmail.com
BID AND AWARD	Abdulla St. Barangay. Maligaya, El Nido, Palawan	0917-8910973 bacelnido@gmail.com
EMERGENCY OPERATIONS CENTER – EL NIDO	Municipal Bldg., Barangay. Maligaya, El Nido, Palawan	0905-0846631/0968-6132162 eocelnido2021@gmail.com



MUNICIPAL HEALTH OFFICE

Official Contact Number: 0998-569-4813/ 0916-315-7363

Official Email: mhoelnido@gmail.com

POSITION	NAME
Municipal Health Officer	JO-ANN P. HUERTO, MD
Registered Medical Technologist III	GENE S. RODRIGUEZ, RMT
Registered Medical Technologist II	DOLOROSA M. OLSON, RMT
Nurse III	SHIELA B. GRIPON, RN
Nurse II	MARILYN C. BOBIS, RN
Nurse II	JOANNA MARIE M. BALIWAN, RN
Nurse I	EDUARD C. BUSTAMANTE II, RN
Nurse I	MA. VICTORIA C. SABROSO, RN
Rural Health Midwife IV	THELMA P. REYES, RM
Rural Health Midwife III	ERLINA T. ELLAZAR, RM
Rural Health Midwife III	FLORENTINA A. GABO, RM
Rural Health Midwife III	NECITAS C. DALOJO, RM
Rural Health Midwife II	ALMA L. BUNA, RM
Rural Health Midwife II	JINKY C. DIAZ, RM
Rural Health Midwife II	LELIBETH L. PACLEB, RM
Rural Health Midwife II	JOHANN L. GACASA, RM
Rural Health Midwife II	EVA T. CANTIGA, RM
Rural Health Midwife II	PHENIE A. ABRINA, RM
Midwife I	MADELINE R. ALBAG, RM
Midwife I	GRACE C. DALOJO, RM
Rural Sanitary Inspector IV	KATHERINE CANE J. BALUARTE, RN
Rural Sanitary Inspector III	ELMIE M. VILLANUEVA, RN
Laboratory Aide II	LELIA C. FESTIN
Bookbinder III	LYRA K. CRISPINO
Administrative Staff	NORA E. MATUREAN
Driver II	SAMMY M. ATORDIDO
Job Order - Midwife	ROWENA B. REYES, RM
Job Order - Midwife	RUBY JANE G. BADAJOS, RM
Job Order - Midwife	JUDY ANN G. RODRIGUEZ, RM
Job Order – VIMS/VAS Uploader	MARK ANTHONY G. IMPUESTO
Job Order - Microscopist	SANDRA B. ABID
Job Order - Laboratory Aide	LORELIN U. BALINUYOS
Job Order – Utility Worker	HAROLD L. CRISPINO
Job Order – Utility Worker	GERLIE B. VALERIO
Job Order - PACD	DEODEMABEL B. AGUILAR
Job Order - PACD	MA. CONCEPCION M. LIM
Job Order – Administrative Staff	ABEGAEL B. BELINARIO
Job Order – Environmental Sanitation Office Staff	MA. VERONICA L. BACOLOD
Job Order – Environmental Sanitation Office Staff	LIEZL S. QUIMAY
Job Order – Environmental Sanitation Office Staff	ANA MAE B. REDOTA
Job Order – Environmental Sanitation Office Staff	JAY EMER H. CACACHA
Job Order – Contact Tracer	MA. GRACE A. SALDINO
Job Order – Contact Tracer	JOEY F. QUIMAY
Job Order – Contact Tracer	ABEGAIL G. BUISING
Job Order – Contact Tracer	JOHN EDWARD B. BELARMINO
Job Order – Food Marshall	MERCY A. VILANDO



Job Order – Food Marshall	AIZA A. CATAIN
Job Order – Food Marshall	JAY MARK B. BEBIANO
Job Order – Food Marshall	ALVIN T. TULLE
Job Order – Food Marshall	MARK VINCENT S. BEBIANO
Job Order – Food Marshall	REY B. REDOTA
Job Order – Food Marshall	WELSON REDOMA
Job Order – Food Marshall	JERIC B. CAMO
Job Order - Security	MARTTHE C. AQUINO
Job Order - Security	JACOB BUNGAY
DOH – Nurse II	LEAH G. ALCANTARA, RN
DOH – Nurse II	LEAH T. LUCERO, RN
DOH – Nurse II	SHIRLIE S. JUAN , RN
DOH – Nurse II	MARJORIE N. BENITEZ, RN
DOH – Rural Health Midwife	AMIRAFLORENCE S. LACUPA, RM
DOH – Rural Health Midwife	MERY CLAIRE P. ESQUIJO, RM
DOH – Rural Health Midwife	JORENE E. JONGAY, RM