



CITY BUDGET AND MANAGEMENT DEPARTMENT

CITIZEN'S CHARTER



CITY BUDGET AND MANAGEMENT DEPARTMENT

INTERNAL SERVICES



City Budget and Management Department

A. Budget Preparation

Office or Division:	Operation Divisions			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various Departments/Offices of the Local Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Budget Memorandum, Budget Call, Accomplished Local Budget Preparation (LBP) Forms, Annual Investment Program (AIP), PPMP and supporting documents		Issued by Department of Budget and Management (DBM), City Budget and Management Department (CBMD), Budget Management & Monitoring System, and City Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Executive Budget				
Various offices/departments received the Budget Call	Issuance of Budget Call	None	1 working day	Local Chief Executive (LCE)
Various offices/departments will attend the Budget Forum	Conduct Budget Forum	None	1 working day	LCE, Local Finance Committee (LFC), Department/Office Heads, Administrative Officers and CSO
Each Department Head prepares their budget proposals as input to the technical budget hearing	Receive the submitted budget proposals as input to the technical budget hearing of various offices/departments	None	7 working days	Department/Office Heads, City Budget Office



None	Initial review of budget proposals from different offices under General Fund (GF) and School Board Fund(SBF)	None	3 working days	City Budget Officer, Assistant Budget Officer and Budget Analysts
Department heads of various offices/departments will attend to defend/justify their budget proposals	Conduct technical budget hearing	None	8 working days	LCE, LFC, CBO, Budget Analysts and Department/Office Heads
None	Final Review and consolidation of all submitted budget proposals into the Local Expenditure Program	None	27 working days	LCE, LFC, CBO, Assistant Budget Officer and Budget Analysts
None	Submit the Local Expenditure Program to the Sanggunian not later than the 16 th of October of the current fiscal year	None	1 working day	LCE, LFC and CBO
TOTAL			48 working days	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplemental Budget				
Department/Office concerned will prepare the Supplemental AIP and APP	Will submit to City Development Council for the AIP Resolution and approval	None	1 working day	City Planning and Development Officer and City Development Council (CDC)
None	Issuance of certification if there is a funds actually available	None	1 working day	City Accountant and City Treasurer
None	Prepare the Supplemental Budget using LBP Form No. 8 and 9	None	1 working day	LCE, CBO, City Accountant and City Treasurer
None	Endorse to Sanggunian Panlungsod (SP) for the approval of ordinance for the Supplemental Budget	None	1 working day	LCE, CBO and SP
TOTAL			4 working days	



B. Budget Authorization Phase

Office or Division:	City Budget and Management Department			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various Departments/Offices of the Local Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Message, Local Budget Preparation Forms, Annual Operating Budget of LEE and Annual Investment Program		Prepared by City Budget and Management Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Assists in the analysis/review of the annual or supplemental budgets	None	1 working day	LCE LBO LFC SP
TOTAL			1 working day	



C. Budget Review Phase

Office or Division:	City Budget and Management Department			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various Departments/Offices of the Local Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriation Ordinance with the Appended Budget Documents		Prepared by the Sanggunian Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Submit the Appropriation Ordinance to the Department of Budget and Management (DBM) Regional Office for review	None	1 working day	LCE SP LBO
TOTAL			1 working day	



D. Process Flow of Budget Implementation Phase

Office or Division:	Operation Division/Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Internal and External clients customers (Local Gov't Offices / Depts., National Government Agencies, Citizens of Muntinlupa, Suppliers, Individuals from the Private Sector and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Executive Budget, AIP, APP, Obligation Request (ObR), Approved letter request letter, Work Program, Purchase Request (PR), Certificate of Emergency Purchase, BAC documents, Purchase Order (PO), Summary of expenses, Original Official Receipts and other necessary supporting documents		Prepared by the requesting office/ End-Users of different offices and departments of the City.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Preparation of Allotment Release Order	None		Various Offices/Departments, LCE and CBO
The offices/departments submitted to City Budget and Management Department to certified existence of available appropriation	Receives requests, OBRs, Voucher and all kinds of communication such as memos, letters, notices of Public hearing, etc. Records/logs then assigns the reference OBR/BCCN No. then attached the routing slip and forwards to the different staff/personnel division concern	None	1 hour	Receiving Section of Administrative Division



None	Evaluates/Analyzes and verifies the request and its supporting documents;	None	1 1/2 working day	Operations Division Chief-Operations, Analyst/Specialist and Assistant CBO
	<p>a. If “completeness, correctness, accuracy: is attained-verifies the budget balances, encodes in the BMMS registries then signs/initials the OBR/BCCN. Forward to the Division Chief/Asst. Dept. Head for validation</p> <p>b. If “incomplete/for return” documents-analyst will indicate the reason(s) at the back of the OBR, re-routes back to the Admin Division for release/return to the concern offices/departments</p>	None		Administrative Division
Department/offices concern received the documents	Release and records the documents then return to the office/person concern	None	1 hour	Admin Division / Department/ Offices concern
None	Receives and evaluates/analyzes the basis for charging against the appropriations the requests by the analyst then initials the OBR/BCCN and forward to the CBO for approval	None	1 hour	Asst. Dept. Head / Operations Div. Chief



None	Approves and signs the OBRs/BCCNs then forwards to the Admin Division for final OBR/BCCN numbering and releasing	None	1 hour	City Budget Officer (CBO)
Department/offices concern received the documents once released from CBMD	Scanning/Photocopies, records and releases copies to concerned offices/persons then files the receiving copies of the OBRs/BCCNs/Memos and other documents	None	1 working day	Administrative Division and Departments/Offices concern
TOTAL			3 working days	



E. Budget Accountability Phase

Office or Division:	Operation Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various office/Departments of the Local Gov't of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Routing slip, copy of OBR / BCCN, and other pertinent documents.		Prepared by the requesting Administrative Officers of the different offices and departments of the City.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Reconciliation of the reports generated in the file copies of each analyst in-charge	None	3 working day	Budget Analysts
None	Prepares the final SAAOB report from the date provide by the budget analyst for final checking and initial by the analyst	None	3 working day	Database Accountability Davison / Budget Analysts
None	Finalization/Final Review of the SAAOB report	None	2 working day	Database Accountability division / Asst. Dept. Head / LBO
None	Submit and reports to the LCE the SAAOB	None	On or before the 10th day of the following month	LBO
TOTAL			8 working days	



CITY BUDGET AND MANAGEMENT DEPARTMENT

EXTERNAL SERVICES



F. Barangay Budget Review

Office or Division:	Operation Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangays in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Budget Review Forms, Transmittal Letter, Barangay Appropriation Ordinance, Sanggunian Barangay – Approved AIP and other necessary requirements		Barangays and Sanggunian Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Punong Barangay will submit their Barangay Budget	Received and review the Barangay Budget	None	30 working days (maximum)	City Budget Officer, Assistant Budget Officer, Budget Analysts
Prepare the budget evaluation letter	Endorse to Sanggunian Panlungsod (SP) for the review action	None		
TOTAL			30 working days (maximum)	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedbacks were sent through budget forums by different offices.
How feedbacks are processed	<p>The budget officer, asst. budget officer and the budget analyst will answer the queries from various offices during the conduct of Budget Forum.</p> <p>The budget analyst verifies the nature of queries and feedback and answered within One (1) working day</p> <p>For follow up of queries please refer to Operations division; Tel. No. 8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052 budgetmuntinlupa@gmail.com</p>
How to file a complaint	<p>Fill out the Harmonized CSM Report Form, drop it at the designated suggestion box beside the CBMD receiving section.</p> <p>Complaint can also be filed thru a letter to CBMD or email at budgetmuntinlupa@gmail.com. Please provide the following when filing a complaint:</p> <ul style="list-style-type: none"> a. Nature of complaint c. Evidence <p>For follow up of queries please refer to Operations division; Tel. No. 8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052 budgetmuntinlupa@gmail.com</p>



How complaints are processed	<p>The budget officer, asst. budget officer and the budget analyst will answer forward to the relevant function for appropriate action.</p> <p>The budget officer, asst. budget officer verifies the nature of complaint and feedback and answered within One (1) working day.</p> <p>For follow up of queries please refer to Operations division; Tel. No. 8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052 budgetmuntinlupa@gmail.com</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Office	Address	Contact Information
City Budget and Management Department	2 nd Floor, Muntinlupa City Hall Main Building, National Road, Putatan, Muntinlupa	8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA
Office of the City Mayor

CERTIFICATE OF COMPLIANCE
Year: 2025

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Rozzano Rufino B. Biazon**, Filipino, of legal age, **City Mayor/ Local Chief Executive of City Government of Muntinlupa**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **City Government of Muntinlupa**, including its **sixty-four (64) offices** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2024 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input checked="" type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input checked="" type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- e. List of Offices


- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the



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CITY GOVERNMENT OF MUNTINLUPA
Office of the City Mayor

- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



Hon. ROZZANO RUFINO B. BIAZON
City Mayor
City Government of Muntinlupa