



MINES AND GEOSCIENCES BUREAU
Regional Office No. XII



CITIZEN'S CHARTER

2019 (1ST Edition)



AGENCY PROFILE

I. Mandate:

The Mines and Geosciences Bureau shall be the primary government agency under the Department of Environment and Natural Resources (DENR) responsible for the sustainable exploration, development, utilization and conservation of all mineral resources in public and private lands within the territory and exclusive economic zone of the Republic of the Philippines. Towards this end, and in accordance with DENR policies and plans, it shall be primarily responsible for the rational administration and disposition of mineral lands and resources, development of mining, geological, metallurgical, chemical and related technologies thru basic and applied researches, and inventory of mineral resources.

II. Vision:

MGB envisions a minerals industry that is not only prosperous but also socially, economically and environmentally sustainable, with broad community and political support while positively and progressively assisting in government's program on poverty alleviation and contributing to the general economic well-being of the nation.

MGB also aims to be the leading geoscience and geo-resources Bureau serving the public and nation with scientific reliability.

III. Mission:

The MGB, as steward of the country's mineral resources, is committed to the promotion of sustainable mineral resources development, aware of its contribution to national economic growth and countryside community development. It fully recognizes that the development of a responsive policy framework in partnership with stakeholders to govern mineral exploration, mining and investment decisions and an effective institutional structure, are fundamental requisites for the sustainable utilization of the country's mineral resources. It is adherent to the promotion of geological studies as an integral element of socio-economic development, environmental protection and human safety. Yet, it is sensitive to the known environmental impacts of mining and the need for restoration and rehabilitation of mining affected areas and the development and adoption of environmental and geoscientific technologies.



IV. Service Pledge

PERFORMANCE PLEDGE

We, the Men and Women of the Mines and Geosciences Bureau, do hereby pledge and commit to serve you, our clients and stakeholders, according to our service standards, guided by the principles of – Mutual accountability, integrity and professionalism; Genuine customer service; and Best performance possible.



V. List Service

Regional /Field Office

External Services

| | |
|---|-------|
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SERVICE SPECIFICATION

1. Issuance of Authority to Install Mechanical Equipment (Section 150 CDAO No. 2010-21)

Issuance of Authority to Install Mechanical Equipment by MGB XII

| Office or Division: | Mine Safety, Environment and Social Development Division, Mines and Geosciences Bureau Regional Office 12 |
|---|---|
| Classification | Complex |
| Type of Transaction | Government-to-Businesses(G2B) |
| Who May Avail | Mining companies before installing mechanical equipment at the mine/mill site |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Location Plan; | Mechanical Engineer |
| 2. General Layout Plan; | Mechanical Engineer |
| 3. Plan elevation (longitudinal & transverse) | Mechanical Engineer |
| 4. Piping plan in isometric drawing & detailed plans of foundation and support; | Mechanical Engineer |
| 5. Detailed construction and working plans of boilers and pressure vessels; | Mechanical Engineer |
| 6. Complete machinery list in tabulated form; | Mechanical Engineer |
| 7. Flow sheet if processing, manufacturing or currently operating; and | Mechanical Engineer |
| 8. Signature and Seal of Professional/ Registered Mechanical Engineer. | Mechanical Engineer |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|----------------------------|
| Submit duly accomplished application form (Form No. MGB ME-4) | 1.1. Receives and records application from client and forwards documents to the ORD | None | 30 minutes | <u>Admin Assistant III</u> |
| | 1.2. Regional Director reviews and endorses application to the Chief MSESDD | None | 30 minutes | <i>Regional Director</i> |
| | 1.3. MSESDD Division receives and records application from Office of the Regional Director and forwards documents to the Chief MSESDD. | None | 30 minutes | <i>Mining Engineer</i> |
| | 1.4. Receives and routes document to the concerned section head. If application is incomplete, return the application to the client. | None | 1 hour | <i>MSESDD Chief</i> |
| | 1.5. The documents are recorded in the receiving logbook duly acknowledged by the receiving section head | None | 30 minutes | <i>Mining Engineer</i> |
| | 1.6. If complete, prepares order of payment | None | 30 minutes | <i>Mining Engineer</i> |
| | 1.7. Issues Official Receipt | P500.00 | 30 minutes | <u>Cashier</u> |
| | 1.8. Evaluates substantial compliance of application; processes permit and prepares communication | None | 5 days | <i>Mining Engineer</i> |
| | 1.9. Final evaluation and endorsement of installed permit to | None | 1 day | <i>MSESDD Chief</i> |



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| | the Regional Director | | | |
| | 1.10. Reviews/signs permit and endorsement letter | None | 30 minutes | <i>Regional Director</i> |
| | 1.11. Records/releases the permit | None | 30 minutes | <i>Admin Assistant III</i> |



SERVICE SPECIFICATION

2. Conduct of Monitoring of Mining Permits/Contracts and Accomplishment

Monitoring of Mining Permits/Contracts and Accomplishments of Work Programs

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|--|--|------------------------|------------------------|--|
| Office or Division: | Monitoring and Technical Services Section, Mines and Geosciences Bureau Regional Office 12 | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Businesses (G2B) | | | |
| Who may avail: | Contractors/Operators/Permittees/Permit Holders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Approved Work Programs | | MGB XII | | |
| 2. Approved Permit/Contract (Terms and Conditions) | | MGB XII | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 2.1 Prior to the conduct of monitoring: a. Gather documents and pertinent information pertaining to the Mining Permits/Contracts and others: b. Identify the scope of the monitoring (period covered); c. Prepare a highlight/summary of the documents and pertinent information gathered; d. Accomplish the Monitoring Checklist with the available information and print the same; and e. Prepare the necessary travel documents and resources/tools for the monitoring | None | 1 day | <i>Chief MTSS, Engineer IV and SRS II</i> |



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| | (field notebook, netbook/tablet, GPS, camera, drone and others). | | | |
| | 2.2 Prepare letter to the concerned contractors/operators/permittees/permit holders | None | 4 hours | <i>Chief MTSS, Engineer IV and SRS II</i> |
| | 2.3 Affix initial to the letter for signing of the RD | None | 30 minutes | <i>MMD Chief/ENGR V</i> |
| | 2.4 RD signs the letter | None | 30 minutes | <i>Regional Director</i> |
| | 2.5 Logs and Releases the letter to the concerned contractors/operators/permittees/permit holders | None | 30 minutes | ORD Secretary |
| Replies letter to MGB XII confirming/rescheduling of monitoring of mining permits/contracts | | None | | |
| | 2.6 During the Conduct of Monitoring: Upon arrival at the mine site, the monitoring team shall undertake the following: 1. Conduct an opening conference with the officials/representative of the Contractor/Permittee/Permit Holder and undertake the following: a. Introduce the field team; b. Explain the purpose of the visit, scope and | None | 3 days | <i>Chief MTSS, Engineer IV and SRS II</i> |



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| | <p>criteria of the monitoring, and methods and procedures that will be used in the monitoring;</p> <p>c. Agree on a schedule during the monitoring and request for the company head or a representative to be available during the monitoring and exit conference;</p> <p>d. Request for pertinent documents; and</p> <p>e. Determine and discuss safety and security problems/ protocols</p> | | | |
| | <p>2.7 Gather information by:</p> <p>a. Interviewing personnel concerned and other stakeholders to obtain firsthand information and issues/concerns. The following may be interviewed:</p> <p>i. Contractor/ Permittee/ Permit Holder's</p> | None | | |



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| | <p>staff/laborers;</p> <ul style="list-style-type: none"> ii. Community leaders; iii. Residents/Students/Academe; iv. Entrepreneurs; v. Representatives of the Local Government Unit; and vi. Others <p>b. Conducting field/onsite inspection to determine actual accomplishments of the Work Programs;</p> <p>c. Documenting through pictures of the accomplishment/s/ variances and other concerns. Geotagged pictures are most preferred; and reviewing documents provided by the Contractor/Permittee/ Permit Holder to determine compliance with the pertinent terms and conditions of the Mining Permit/Contract. Additional documents/information/data may be requested, if necessary.</p> | | | |
| <p>Provide: Assistance to the Monitoring Team</p> | <p>2.8 Evaluate available information and fill-up/complete the Monitoring</p> | <p>None</p> | | <p><i>Chief MTSS, Engineer IV and SRS II</i></p> |



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| <p>Attends opening and exit meeting</p> <p>Signs the result of initial finding after exit meeting of the monitoring checklist</p> | <p>Checklist. Include observed activities/omissions which are not included in the Monitoring Checklist. Print the filled-up/completed Monitoring Checklist indicating the members of the monitoring team and the representative of the Contractor/Permittee/Permit Holder.</p> | | | |
| | <p>2.9 Conduct an exit conference by:</p> <ul style="list-style-type: none"> a. Discussing the findings of the monitoring; b. Raising any observed serious non-compliance or omission that is causing serious damage to the safety of its human resources, the environment or the community; c. Providing information/suggestion/recommendation on any findings that needs immediate action; d. Requesting the representative of the Contractor/Permittee/Permit Holder to affix his/her signature to the filled-up | <p>None</p> | | <p><i>Chief MTSS, Engineer IV and SRS II</i></p> |



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| | <p>Monitoring Checklist; and</p> <p>e. e. Thanking the representative of the Contractor/Permittee/ Permit Holder.</p> | | | |
| | <p>2.10 After the Conduct of Monitoring</p> <p>After conducting the monitoring and upon arrival at the MGB office, the Monitoring team shall:</p> <p>1. Prepare a Monitoring Report within thirty (30) working days after the monitoring, which shall contain the following contents/information:</p> <p>a. Executive Summary, to contain brief information of the monitoring and should include the Contractor/Permittee/ Permit Holder's level of compliance, "remarkable effort/s" and "areas for improvement/s;"</p> <p>b. Introduction (Shall contain the Travel Order Number and Date, Monitoring Period, Name and designation of the team members; Level</p> | None | 30 days | <p>Chief MTSS, Engineer IV and</p> <p>SRS II</p> |



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| | <p>of scope and intent achieved);</p> <p>c. Summary and discussion of findings based on the Monitoring Checklist (to be attached to the Report);</p> <p>d. Comments and Recommendations; and</p> <p>e. Annexes (proofs of compliances, photo documentation, and other documents gathered during the monitoring).</p> <p>The Monitoring Report shall be prepared in A4 size paper, Century Gothic Font, size 12 and single spaced. A softcopy in PDF format shall also be provided for repository.</p> | | | |
| | <p>2.11 Discuss the Monitoring Report with the supervisor/s (Section Chief and/or Division Chief), focusing on the variances in the accomplishments/compliances and issues/concerns; and</p> | None | | <p><i>MMD Chief/ENGR V,</i></p> <p><i>Chief MTSS,</i></p> <p><i>Engineer IV and</i></p> <p><i>SRS II</i></p> |
| | <p>2.12 Prepare a Memorandum-Report to the Regional Director endorsing the Monitoring Report. A draft</p> | None | | <p><i>Chief MTSS,</i></p> <p><i>Engineer IV and</i></p> <p><i>SRS II</i></p> |



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| | Letter to the Contractor/Permittee/Permit Holder informing them about the result of the monitoring with suggestion/s or recommendation/s should also be attached for consideration/approval of the Regional Director. | | | |
| | 2.13 Final review and approval by the Regional Director | None | | <i>Regional Director</i> |
| | 2.14 Logs and Releases the Monitoring Report to the concerned contractors/operators/permittees/permit holders, MGB Central Office, and LGU concerned | None | 30 minutes | <i>ORD Secretary</i> |



SERVICE SPECIFICATION

3. Geological Site Scoping (Site Selection) Report for Subdivision, Housing, and other Land Development and Infrastructure Projects as per DAO 2000-28

Refers to the number of geological/geohazard/solid waste disposal sites or other investigations/inspections conducted based on the requests submitted by various stakeholders

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|--|--|------------------------|------------------------|--|
| Office or Division: | Geosciences Division, Mines and Geosciences Bureau Regional Office 12 | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Citizen (G2C) | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of request addressed to the Regional Director of MGB XII with email address and/or contact number attached | | Applicant | | |
| 2. GPS Coordinates | | Applicant | | |
| 3. Photos and/or Geotagged photos | | Applicant | | |
| 4. Vicinity Map (Google Image) | | Applicant | | |
| 5. Topographic Map | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submits Letter Request | 3.1 Receives and records letter request and forwards documents to ORD (note: letters received between 1:00pm-5:00pm will be counted as next day transaction) <i>First-Paid, First-Serve Basis</i> | None | 30 minutes | <i>Administrative Assistant III</i> FAD |
| | 3.2 Assigns and transmits to concerned Division for appropriate action | None | 1 hour | <i>Regional Director</i> ORD <i>Secretary</i> ORD |
| | 3.3 Receives and logs incoming document and forward to | None | 30 minutes | <i>Clerk/Secretary</i> Geosciences Division |



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| | Officer In-Charge for appropriate action | | | |
| | <p>3.4 Review and evaluate request for correctness of the attached documents and suitability of the site</p> <p>If complete, proceed to step 5A</p> <p>If incomplete proceed to step 5B</p> | None | 5 hours | <p><i>OIC-Chief</i> Geosciences Division</p> <p><i>GIS Specialist</i> Geosciences Division</p> |
| | <p>3.5 Prepares response letter:</p> <p>3.6 -A For payment and scheduling</p> <p>3.5 -B For re-submission of requirements (return to step 1)</p> <p>For signing and/or initial of letter</p> | None | 2 hours | <p><i>Clerk/Secretary</i> Geosciences Division</p> <p><i>OIC-Chief</i> Geosciences Division</p> |
| | 3.6 Signs the prepared response letter and releases to the requesting party | None | 1 hour, 30 minutes | <p><i>Regional Director</i> ORD</p> <p><i>Secretary</i> ORD</p> |
| 1. Compliance of Requirements | 3.7 If complied, issue order of payment and proceed to step 1.5-A | None | 1 to 7 days | <i>Clerk/Secretary</i> Geosciences Division |
| 2. Pays the GSS Fee | <p>3.8 Signing the order of payment</p> <p>3.9 Payment</p> | 6,000 PHP | 30 minutes | <p><i>Accountant</i> FAD</p> <p><i>Cashier</i> FAD</p> |
| | 3.10 Write Letter and/or coordinate with the proponent for scheduling of | None | 1 hour | <i>Clerk/Secretary</i> Geosciences Division |



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| | Geological Site Scoping 3.11 For signing and/or initial of letter | | | <i>OIC-Chief Geosciences Division</i> |
| | 3.12 Tasking/Assigning of Technical Personnel to do Geological Site Scoping/Field Assessment | None | 3 days | <i>Supervising Geologist, Geologist II and Senior Geologist Geosciences Division</i> |
| | 3.13 Drafting of Geological Site Scoping/ Field Assessment Report to the division | | 4 days | <i>Supervising Geologist, Geologist II, Senior Geologist and Geologist Geosciences Division</i> |
| | 3.14 For Initial Review and evaluation | None | 2 days | <i>OIC-Chief Geosciences Division</i> |
| | 3.15 For final review and evaluation | None | 2 days | <i>Regional Director ORD</i> |
| | 3.16 Finalization, printing and approval | None | 2 hours | <i>Supervising Geologist, Geologist II and Senior Geologist Geosciences Division</i> |
| | 3.17 Endorse the final Geological Site Scoping Report to the Regional Director | None | 30 minutes | <i>OIC-Chief Geosciences Division</i> |
| | 3.18 Signs the final Geological Site Scoping Report and releases to the requesting party 3.19 Releasing of the GSSR | None | 1 hour, 30 minutes | <i>Regional Director ORD</i> <i>Secretary ORD</i> |



SERVICE SPECIFICATION

4 Issuance of Contract of Service (COS)

Approval of Contract of Service to MGB XII COS

| | | | | |
|----------------------------------|---|---|------------------------|----------------------------------|
| Office or Division: | Finance Administrative Division, Mines and Geosciences Bureau Regional Office 12 | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Government (G2G) | | | |
| Who may avail: | General Public MGB 12 hire Contract of Service | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. TIN ID photocopy | | BIR Office | | |
| 2. Contract of Service 5 copies | | MGB 12 FAD-HR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Secure copy of COS | 4.1 HR prepare the COS | None | 30 minutes | <i>FAD-HR</i> |
| | 4.2 Determines the availability of fund | None | 1 hour | <i>FAD-Accountant</i> |
| | 4.3 Prepares and finalizes Contract of Service (COS) | None | 2 hours | <i>FAD-HR</i> |
| | 4.4 Signs the Recommending Approval for the end users | None | 1 hour | <i>Division Chiefs concerned</i> |
| | 4.5 Checks and Review the duly Notarized COS | None | 1 hour | <i>FAD -Chief</i> |
| | 4.6 Signs the availability of funds | None | 30 minutes | <i>FAD-Accountant</i> |
| | 4.7 Receives, Processes and for notarization the COS document | 50 non-technical 100 for technical notary fee | 8 hours | <i>FAD -Clerk</i> |
| | 4.8 Review and affix the Contracts of Services (COS) | None | 3 hours | <i>ORD-Legal</i> |
| | 4.9 Regional Director approval of COS | None | 1 hour | <i>Regional Director</i> |
| | 4.10 Received and Release the COS to FAD | None | 30 minutes | <i>ORD-Secretary</i> |
| | 4.11 Furnishes copy to concerned personnel/Division Chiefs (End Users) and HRMO Section | None | 1 hour | <i>FAD -Clerk</i> |



VI. Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| How to send feedback | Clients may send feedbacks through survey form of MGB XII. Also, feedbacks were sent by sending message through MGB XII Hotline Number 639195980526 |
| How feedback are processed | Feedbacks are processed by assessing rationally and logically, without undue emotion. The customer survey focal person shall make a diagram showing the satisfactory level of the customers who participated in filling the customer survey form. |
| How to file a complaint | <p>Clients of MGB XII can file a complaint through customer survey form by writing comments about the irregularities they experienced during their visit in MGB XII. They can also send their comments and complaint by texting the official MGB XII hotline 639195980526.</p> <p>Furthermore, Clients may file their complaint through 8888 system of the Office of the President of the Philippines which eventually will be channeled to MGB XII.</p> |



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| <p>How complaints are processed</p> | <p>Complaints are processed by evaluating the content of the complaints and the mode of filing the said complaint.</p> <p>If complaint is filed through writing in customer survey form, the Survey and Feedback focal person shall open the survey box and evaluate the form and forward the complaint to the appropriate division. After appropriate action by the concerned division, they will inform the customer survey focal person about the action and response of the concerned division.</p> <p>If complaint is filed through 8888 and MGB XII Hotline number, the 8888 focal person shall print the said complaint. The Focal person shall sign the document and the write the time he received the said complaint and forward the same to the Regional Director. The Regional Director shall forward the complaint to the appropriate division for evaluation and investigation. The Division concerned shall make an investigation report. The Division concerned shall forward the same to the 8888 focal person for closing of the complaints and sending the feedback to 8888 DENR Office.</p> |
| <p>Contact Information of CCB, PCC, ARTA</p> | <p>ARTA: complaints@arta.gov.ph</p> <p>1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB:0908-881-6565 (SMS)</p> |



VII. List of Offices

| Office | Address | Contact Information |
|---|--|--|
| Mines and Geosciences Bureau | North Avenue, Diliman, Quezon City, Philippines | Tel Nos.: (+63 2) 920-9120/920-9130; Trunk Line No.: 667-6700 loc. 134 Fax No.: (+63 2) 920-1635; Email: central@mgb.gov.ph |
| Mines and Geosciences Bureau – Region XII | Mines and Geosciences Bureau – Regional Office XII, Prime Regional Center, Carpenter Hill, Koronadal City, South Cotabato, Philippines | Tel. Nos. (083) 228-6130; 228-7617 Fax No. (083) 228-6131; Email: mgbxii@gmail.com; |



Republic of the Philippines
Department of Environment and Natural Resources
MINES AND GEOSCIENCES BUREAU

Regional Office No. XII

Prime Regional Center, Carpenter Hill,

Koronadal City 9506, South Cotabato

Tel. Nos. (083) 228-6130 /7617; Fax No. (083) 228-6131; Email: mgbxii@gmail.com;

Website: www.region12.mgb.gov.ph



REFERENCE C

CERTIFICATE OF COMPLIANCE

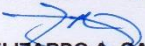
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **FELIZARDO A. GACAD, JR.**, Filipino, of legal age, OIC-Regional Director of Mines and Geoscience Bureau XII, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Mines and Geoscience Bureau XII has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

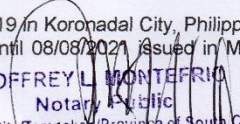
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 6th of December 2019 in Koronadal City, Philippines.


FELIZARDO A. GACAD, JR.
OIC-Regional Director
Mines and Geoscience Bureau XII

SUBSCRIBED AND SWORN to before me this 6th of December 2019 in Koronadal City, Philippines, with affiant exhibiting to me his PRC ID with no. 0002244 valid until 08/08/2021 issued in Manila Philippines.

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Series of 2019


JOFFREY L. MONTEFRINO
Notary Public
Koronadal City/Tampakan Province of South Cotabato
Rooms 2 & 3, 2/F. Supermarket Bldg. Koronadal City
PTR No. 1355669; 1-2-19; Koronadal City
IBP No. 062609; 1-4-19; GSC
Roll Number 24228; TIN: 194-650-562
Notarial Commission No. 457-25
Valid Until December 31, 2019

**"MINING SHALL BE PRO-PEOPLE AND PRO-ENVIRONMENT
IN SUSTAINING WEALTH CREATION AND IMPROVED QUALITY OF LIFE."**