1. Engagement Services (Memorandum of Agreement/Understanding)

Engagement Services serve to outline the terms and conditions of a mutual understanding or agreement between the Local Government Unit of Tagoloan, Misamis Oriental and other agencies and private/business sectors, to provide services especially in cases of emergencies and calamities.

Office or Division:	Office of the Local Chief Executive
Classification:	Multi-Stage Transaction
Type of Transaction:	G2C - Government to Client, G2G - Government to Government and G2B - Government to Business
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter for Courtesy Visit (1 Original)	Agency/Organization or Client
Request Letter to enter into Memorandum of Agreement/Understanding with the Local Government Unit (1 Original)	Agency/Organization or Client
Draft Memorandum of Agreement/Understanding (1 Original)	Agency/Organization or Client
Sangguniang Bayan Resolution (1 Original)	Office of the Sangguniang Bayan

CLIENT'S STEP	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON/S RESPONSIBLE**
1. Submit request letter for Courtesy Visit to the receiving area of the Office of the Local Chief Executive and wait for the status of the request	1.1 Review the completeness of letter submitted	None	10 Minutes	*Administrative Aide II* Office of the Municipal Mayor

	1.2 Forward to the Local Chief Executive for Approval or Disapproval of request	None	1 Day	*Local Chief Executive* Office of the Municipal Mayor
	1.3 If approved, input the details of the request on Mayor's Calendar	None	20 Minutes	*Administrative Aide IV* Office of the Municipal Mayor
2. Receive the update on the request submitted via call or text message	2.1 Inform the sender about the status/update of their request	None	1 Hour	*Administrative Aide IV* Office of the Municipal Mayor
	2.2 give them a schedule within one week for their courtesy visit to discuss further their intent	None	5 Days	*Administrative Aide IV* Office of the Municipal Mayor
3. Visit the Office of the Local Chief Executive for a formal discussion re client's intent	3.1 Formal discussion with the Local Chief Executive	None	1 Hour	*Local Chief Executive* Office of the Municipal Mayor

4. Submit the request letter to enter into Memorandum Of Agreement/Understanding with the Local Government Unit with attached draft Memorandum of Agreement/Understanding	4.1 Make a request letter addressed to the Sangguniang Bayan through the Municipal Vice Mayor, to issue a Resolution authorizing the Local Chief Executive to enter into Memorandum of Agreement/Understanding	None	1 Hour	*Local Chief Executive* Office of the Municipal Mayor
	4.2 Issuance of Sangguniang Bayan Resolution	None	21 Days for Regular Matter 3 Days for Urgent Matter	*Office of the Municipal Vice* Mayor and Sangguniang Bayan
	4.3 Upon issuance, input the details of Memorandum of Agreement/Understanding signing schedule on Mayor's Calendar	None	20 Minutes	*Administrative Aide IV* Office of the Municipal Mayor
5. Receive the update on the request submitted via call or text message	5.1 Inform the sender about the status/update of their request	None	1 Hour	*Administrative Aide IV* Office of the Municipal Mayor

	5.2 give them a schedule within one week after the approval of Sangguniang Bayan Resolution, for the Memorandum of Agreement/Understanding Signing with the Local Chief Executive	None	5 Days	*Administrative Aide IV* Office of the Municipal Mayor
6. Visit the Office of the Local Chief Executive for Memorandum of Agreement/Understanding Signing	6.1 Memorandum of Agreement/Understanding Signing	None	1 Hour	*Local Chief Executive* Office of the Municipal Mayor
7. Accomplish the Client Satisfaction Survey and drop in the Feedback Box	7.1 Request client to accomplish the Client Satisfaction Survey	None	10 Minutes	*Administrative Aide IV* Office of the Municipal Mayor
	TOTAL	None	**32 Days 6 Hours**	