



# **BIDS AND AWARDS COMMITTEE (BAC)**

Frontline Services



## Service 1. Bid and Awards Services – Issuance of Bidding Documents

Issuance of bidding documents to prospective bidders, suppliers, contractors and consultants for the procurement of goods, infrastructure and consultancy service in accordance with R.A. 9184 and its IRR.

|  |  |   |                        |                           |                              |
|--|--|---|------------------------|---------------------------|------------------------------|
| <b>Office or Division:</b>   | Office of the Bids and Awards                                |   |                        |                           |                              |
| <b>Classification:</b>   | Simple   |   |                        |                           |                              |
| <b>Type of Transaction:</b>  | Government – to – Citizen (G2C)                              |   |                        |                           |                              |
| <b>Who may avail:</b>  | Prospective bidders  |   |                        |                           |                              |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                        |                           |                              |
| Letter of intent   |  | Owner or manager of business  |                        |                           |                              |
| Valid ID of business owner   |  | Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP, Office of Barangay Captain)                |                        |                           |                              |
| Valid ID of representative with SPA or authorization letter from the business owner or manager |  | Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP, Office of Barangay Captain)<br>Law Offices |                        |                           |                              |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESsing TIME</b> | <b>PERSON RESPONSIBLE</b> |                              |
| 1. Submit letter of intent and requirements  | 1. Receive letter of intent and check submitted requirements | None  | 5 minutes              | BAC Secretariat           |                              |
| 2. Receive Order of Payment  | 2. If qualified. Issued Order of Payment                     | None  | 1 minute               | BAC Secretariat           |                              |
| 3. Pay corresponding fees at the MTO and present official receipt                              | 3. Upon presentation of O.R. prepare the bidding documents   | Fees depend on the Approved Budget of the Contract (ABC):   |                        | 1 minutes                 | Municipal Treasurer's Office |
|  |  | ABC   | Maximum Cost of        |                           |                              |



|  |                                       |  |                   |          |                 |
|--|---------------------------------------|--|-------------------|----------|-----------------|
|  |                                       |  | Bidding Documents |          |                 |
|  |                                       | 500,000 and below                      | 500.00            |          |                 |
|  |                                       | More than 500,000 up to 1 Million      | 1,000.00          |          |                 |
|  |                                       | More than 1 Million up to 5 Million    | 5,000.00          |          |                 |
|  |                                       | More than 5 Million up to 10 Million   | 10,000.00         |          |                 |
|  |                                       | More than 10 Million up to 50 Million  | 25,000.00         |          |                 |
|  |                                       | More than 50 Million up to 500 Million | 50,000.00         |          |                 |
|  |                                       | More than 500 Million                  | 75,000.00         |          |                 |
|  |                                       |  |                   |          |                 |
| 4. Present the Official Receipt to the BAC Secretariat | 4. Receive the Official Receipt       | None                                   |                   | 1 minute | BAC Secretariat |
| 5. Receive the bidding documents                       | 5. Issues a copy of Bidding Documents | None                                   |                   | 1 minute | BAC Secretariat |



## Service 2. Bid and Awards Services – Issuance of Certificate of Eligibility to Qualified Bidders

Acceptance and issuance of Certificate of Eligibility for Office Supplies, Office Equipment, Drugs and Medicine, Catering Services, Fuel, Spare parts and Construction Materials to the prospective bidders.

|  |   |
|--|---|
| <b>Office or Division:</b>   | Office of the Bids and Awards                           |
| <b>Classification:</b>   | Simple  |
| <b>Type of Transaction:</b>  | Government – to – citizen (G2C)                         |
| <b>Who may avail:</b>  | Prospective bidders                                     |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |
| <b>WHERE TO SECURE</b>   |   |
| 1. Letter of Application for Registration as prospective bidder in the Municipality of Nueva Valencia  | Prospective bidders                                     |
| 2. Filled-up LGU Form 1 (Client's Information Form)  | BAC OFFICE  |
| 3. Registration Certification from SEC/ Department of Trade and Industry (DTI) for sole proprietorship, or CDA for Cooperatives.   | SEC, DTI, CDA   |
| 4. Mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located or the equivalent document for Exclusive Zones or Areas.   | LGU where the business located                          |
| 5. Tax Clearance   | BIR   |
| 6. Statement of prospective bidder of all its ongoing and private contracts , including contracts awarded but not yet started, if any whether similar or not similar in nature and complexity to the contract to be bid.   | Previous finished contract from other government agency |
| 7. Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid, under conditions provided in Section 23.4.1.3 of this IRR (Prospective bidder must have completed within the period specified in the Invitation to Bid, an SLCC that is similar to the contract to be bid, and whose value, adjusted to current prices using the Philippine Statistic Authority (PSA) consumer price indices, must be at least fifty percent (50%) of the ABC. However, in the case of Expendable Supplies, said SLCC must be at least twenty five percent (25%) of the ABC) within the relevant period as provided in the Bidding Documents. | Previous finished contract from other government agency |
| 8. Audited financial statements, showing among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institution for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.  | BIR   |



|   |   |
|---|---|
| 9. Net Financial Contracting Capacity (NFCC) <sup>1</sup>   | Bank/ CPA   |
| 10. Valid joint venture agreement (JVA), in case the joint venture is already in existence.   | Law Offices   |
| 11. Copies of end-user acceptance letters for completed contracts   | Previous finished contract from other government agency |
| 12. Latest Picture of Establishment <sup>2</sup>  | Business establishment                                  |
| 13. PhilGEPS Certificate of Registration <sup>3</sup>   | PhilGEPS  |
| 14. Additional requirements for   |   |
| <ul style="list-style-type: none"> <li>a. Drugs and Medicines <ul style="list-style-type: none"> <li>i. BFAD License</li> <li>ii. DOH Accreditation</li> </ul> </li> </ul>  | BFAD<br>DOH   |
| <ul style="list-style-type: none"> <li>b. Infrastructure Projects <ul style="list-style-type: none"> <li>i. PCAB License and Registration or Special PCAB License in case of joint ventures, and registration for the type and cost of the contract to be bid.</li> </ul> </li> </ul>   | PCAB  |
| <ul style="list-style-type: none"> <li>c. Heavy Equipments <ul style="list-style-type: none"> <li>i. Prospective bidder must have Branch Office, Warehouse and Service Center within the Philippines and must have Service Team with Service Vehicle and diagnostic tools exclusively serving Panay Area</li> <li>ii. Prospective Bidders must have been in the heavy equipment industry for at least 10 years</li> </ul> </li> </ul> | Business establishment                                  |
| <ul style="list-style-type: none"> <li>a. Foreign bidders, the eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English,</li> </ul>  | Bidder  |

<sup>1</sup> For consulting services: Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions.

<sup>2</sup> Not required for consulting services

<sup>3</sup> Not required for consulting services



| <p>it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign bidder's country; and shall be authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines.</p> |   |                        |                        |                           |
|--|---|------------------------|------------------------|---------------------------|
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit requirements for checking.   | 1. Receive and check requirements, prepare inspection reports and forward it to BAC Members | None                   | 35 minutes             | BAC Secretariat           |
| 2. Pay the fee at the Municipal Treasurer's Office (MTO)   | 2. MTO receives payment and issues Official Receipt   | 1,500.00               | 1 minute               | MTO                       |
| 3. Present the Official Receipt (OR) to the BAC Secretariat  | 3. Checks OR  | None                   | 1 minute               | BAC Secretariat           |
| 4. Wait for the assessment of BAC Members & approval of the BAC Chairman   | 4. BAC assesses the submitted requirements and approved by the BAC Chairman                 | None                   | 1 hour <sup>4</sup>    | BAC Members & Chairman    |
| 5. Receive the Certificate of Eligibility  | 5. Issues Certificate of Eligibility  | None                   | 1 minute               | BAC Secretariat           |

<sup>4</sup> Under normal circumstances wherein all signatories are present.



### Service 3. Bid and Awards Services – Conduct public bidding to Prospective Bidders who secured Certificate of Eligibility

Conduct public bidding for Office Supplies, Office Equipment, Drugs and Medicine, Catering Services, Fuel, Spare parts and Construction Materials to the prospective bidders.

|                             |   |                            |
|-----------------------------|---|----------------------------|
| <b>Office or Division:</b>  | Office of the Bids and Awards   |                            |
| <b>Classification:</b>      | Simple  |                            |
| <b>Type of Transaction:</b> | Government – to – Client (G2C)  |                            |
| <b>Who may avail:</b>       | Prospective Bidders   |                            |
|                             | <b>CHECKLIST OF REQUIREMENTS <sup>5</sup></b>   | <b>WHERE TO SECURE</b>     |
|                             | 1. Certified machine copy of the Certificate of Eligibility   | BAC Secretariat            |
|                             | 2. PhilGEPS Certificate of Registration   | PhilGEPS                   |
|                             | 3. Statement of all Ongoing Government and Private Contracts  | Bidder                     |
|                             | 4. Statement of Single Largest Completed Contract (SLCC)  | Bidder                     |
|                             | 5. Net Financial Contracting Capacity (NFCC) or Committed Line of Credit  | Bank or CPA                |
|                             | 6. Bid Security in the prescribed form, amount and validity period.   | MTO or Insurance Companies |
|                             | 7. Technical Specifications which may include, if applicable: <ul style="list-style-type: none"> <li>● Production / Delivery Schedule</li> <li>● Manpower Requirements</li> <li>● After-Sales Service / Parts</li> </ul>  | Bidder                     |
|                             | 8. Omnibus Sworn Statement in accordance with Section 25.3 of the IRR   | Law Offices                |
|                             | 9. Duly signed Bid Prices in the Bill of Quantities (Put in a separate envelope)  | Bidder                     |
|                             | 10. Additional requirements for Infrastructure Projects: <ul style="list-style-type: none"> <li>● Organizational chart for the contract to be bid</li> <li>● List of contractor's personnel to be assigned to the contract to be bid with their complete qualifications and experience data</li> <li>● List of contractor's major equipment units owned, leased and/or under purchase agreements, supported by proof of ownership or</li> </ul> | Bidder                     |

<sup>5</sup> The Bidder shall submit one (1) original copy of the Technical Proposal and one (1) original copy of the Financial Proposal and clearly mark each as "ORIGINAL - TECHNICAL PROPOSAL" and "ORIGINAL - FINANCIAL PROPOSAL" respectively. In addition, the Bidder shall submit two (2) copies of the Technical Proposal and the Financial Proposal, and clearly mark them "COPY NO. 1 OR 2 - TECHNICAL PROPOSAL" and "COPY NO. 1 OR 2 - FINANCIAL PROPOSAL" respectively. In the event of any discrepancy between the original and the copies, the original shall prevail. Failure of compliance for the above stated statement shall be ground for the disqualification of the bidder.



| certification of availability of equipment from the equipment lessor/vendor for the duration of the project, as the case may be <ul style="list-style-type: none"> <li>• Affidavit of Site Inspection</li> <li>• Contractor's Construction Safety and Health Program</li> </ul> |  |                        |                        |                           |
|---|--|------------------------|------------------------|---------------------------|
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit bidding documents, sealed in an envelope, by dropping it in the secured box before the allotted cut-off time.   | 1. Receives sealed bidding documents until cut-off time.   | None                   | 1 minute               | BAC Secretariat           |
| 2. Observe bidding  | 2. Do the bidding evaluation as stated in the 2016 Revised IRR Of RA NO. 9184: Rule IX – Bid Evaluation  | None                   | 30 minutes             | BAC                       |
| 3. Winning bidder waits for the awarding of the project   | 3. BAC prepares Abstract of Bids, determining the lowest calculated responsive bid and ranking of the total bid prices as calculated from lowest to highest and Bid Evaluation Report to be submitted to the Supply Office for awarding of the winning bidder. | None                   | maximum of 3 days      |                           |





**Service 4. Bid and Awards Services – Conduct public bidding to Prospective Bidders who did not secure a Certificate of Eligibility**

Conduct public bidding for Office Supplies, Office Equipment, Drugs and Medicine, Catering Services, Fuel, Spare parts and Construction Materials to the prospective bidders.

|  |   |
|--|---|
| <b>Office or Division:</b>   | Office of the Bids and Awards                           |
| <b>Classification:</b>   | Simple  |
| <b>Type of Transaction:</b>  | Government – to – Client (G2C)                          |
| <b>Who may avail:</b>  | Prospective Bidders                                     |
| <b>CHECKLIST OF REQUIREMENTS <sup>6</sup></b>  | <b>WHERE TO SECURE</b>                                  |
| 1. Filled-up LGU Form 1 (Client's Information Form)  | BAC OFFICE  |
| 2. Registration Certification from SEC/ Department of Trade and Industry (DTI) for sole proprietorship, or CDA for Cooperatives.   | SEC, DTI, CDA   |
| 3. Mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located or the equivalent document for Exclusive Zones or Areas.   | LGU where the business located                          |
| 4. Tax Clearance   | BIR   |
| 5. Statement of prospective bidder of all its ongoing and private contracts , including contracts awarded but not yet started, if any whether similar or not similar in nature and complexity to the contract to be bid.   | Previous finished contract from other government agency |
| 6. Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid, under conditions provided in Section 23.4.1.3 of this IRR (Prospective bidder must have completed within the period specified in the Invitation to Bid, an SLCC that is similar to the contract to be bid, and whose value, adjusted to current prices using the Philippine Statistic Authority (PSA) consumer price indices, must be at least fifty percent (50%) of the ABC. However, in the case of Expendable Supplies, said SLCC must be at least twenty five percent (25%) of the ABC) within the relevant period as provided in the Bidding Documents. | Previous finished contract from other government agency |

<sup>6</sup> The Bidder shall submit one (1) original copy of the Technical Proposal and one (1) original copy of the Financial Proposal and clearly mark each as "ORIGINAL - TECHNICAL PROPOSAL" and "ORIGINAL - FINANCIAL PROPOSAL" respectively. In addition, the Bidder shall submit two (2) copies of the Technical Proposal and the Financial Proposal, and clearly mark them "COPY NO. 1 OR 2 - TECHNICAL PROPOSAL" and "COPY NO. 1 OR 2 - FINANCIAL PROPOSAL" respectively. In the event of any discrepancy between the original and the copies, the original shall prevail. Failure of compliance for the above stated statement shall be ground for the disqualification of the bidder.



|   |   |
|---|---|
| 7. Audited financial statements, showing among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institution for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission. | BIR   |
| 8. Net Financial Contracting Capacity (NFCC) <sup>7</sup>   | Bank/ CPA   |
| 9. Valid joint venture agreement (JVA), in case the joint venture is already in existence.  | Law Offices   |
| 10. Copies of end-user acceptance letters for completed contracts   | Previous finished contract from other government agency |
| 11. Latest Picture of Establishment <sup>8</sup>  | Business establishment                                  |
| 12. PhilGEPS Certificate of Registration <sup>9</sup>   | PhilGEPS  |
| 13. Additional requirements for   |   |
| b. Drugs and Medicines  |   |
| i. BFAD License   | BFAD  |
| ii. DOH Accreditation   | DOH   |
| c. Infrastructure Projects  |   |
| i. PCAB License and Registration or Special PCAB License in case of joint ventures, and registration for the type and cost of the contract to be bid.   | PCAB  |
| ii. Organizational chart for the contract to be bid   | Bidder  |
| iii. List of contractor's personnel to be assigned to the contract to be bid with their complete qualifications and experience data   |   |
| iv. List of contractor's major equipment units owned, leased and/or under purchase agreements, supported by proof of ownership or certification of availability of equipment from the equipment lessor/vendor for   |   |

<sup>7</sup> For consulting services: Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions.

<sup>8</sup> Not required for consulting services

<sup>9</sup> Not required for consulting services



|   |                                   |
|---|-----------------------------------|
| <p>the duration of the project, as the case may be</p> <p>v. Affidavit of Site Inspection</p> <p>vi. Contractor's Construction Safety and Health Program</p>  |                                   |
| <p>d. Heavy Equipments</p> <p>i. Prospective bidder must have Branch Office, Warehouse and Service Center within the Philippines and must have Service Team with Service Vehicle and diagnostic tools exclusively serving Panay Area</p> <p>ii. Prospective Bidders must have been in the heavy equipment industry for at least 10 years</p>  | <p>Business establishment</p>     |
| <p>b. Foreign bidders, the eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign bidder's country; and shall be authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines.</p> | <p>Bidder</p>                     |
| <p>14. Bid Security in the prescribed form, amount and validity period.</p>   | <p>MTO or Insurance Companies</p> |
| <p>15. Technical Specifications which may include, if applicable:</p> <ul style="list-style-type: none"> <li>● Production / Delivery Schedule</li> <li>● Manpower Requirements</li> <li>● After-Sales Service / Parts</li> </ul>  | <p>Bidder</p>                     |
| <p>16. Omnibus Sworn Statement in accordance with Section 25.3 of the IRR</p>   | <p>Law Offices</p>                |



| 17. Duly signed Bid Prices in the Bill of Quantities (Put in a separate envelope)                                       |  | Bidder          |                   |                    |
|---|--|-----------------|-------------------|--------------------|
| CLIENT STEPS  | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
| 1. Submit bidding documents, sealed in an envelope, by dropping it in the secured box before the allotted cut-off time. | 1. Receives sealed bidding documents until cut-off time.   | None            | 1 minute          | BAC Secretariat    |
| 2. Observe bidding  | 2. Do the bidding evaluation as stated in the 2016 Revised IRR Of RA NO. 9184: Rule IX – Bid Evaluation  | None            | 30 minutes        | BAC                |
| 3. Winning bidder waits for the awarding of the project   | 3. BAC prepares Abstract of Bids, determining the lowest calculated responsive bid and ranking of the total bid prices as calculated from lowest to highest and Bid Evaluation Report to be submitted to the Supply Office for awarding of the winning bidder. | None            | maximum of 3 days |                    |



**Service 5. Bid and Awards Services – Acceptance of Project Procurement Management Plan (PPMP)**

Acceptance of PPMP of the different offices of the LGU and other National Government Agencies (NGA's).

|                                  |  |  |                        |                           |
|----------------------------------|--|--|------------------------|---------------------------|
| <b>Office or Division:</b>       | Office of the Bids and Awards  |  |                        |                           |
| <b>Classification:</b>           | Simple   |  |                        |                           |
| <b>Type of Transaction:</b>      | Government – to – Government (G2G)                                     |  |                        |                           |
| <b>Who may avail:</b>            | All offices of the LGU, PNP, BFP, DepED and other government agencies. |  |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b>                     |                        |                           |
| 1. Accomplished PPMP             |  | Offices of the agency availing the service |                        |                           |
|                                  |  |  |                        |                           |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>                     | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit accomplished PPMP      | 1. Accept and check the accomplish PPMP                                | None                                       | 1 minute               | <i>BAC Secretariat</i>    |
| 2. Receive copy of document.     | 2. Release document  | None                                       | 1 minute               | <i>BAC Secretariat</i>    |



## Service 6. Bid and Awards Services – Acceptance of Purchase Request

Acceptance of purchase requests of the different offices of the LGU and other National Government Agencies (NGA's)

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>                              | Office of the Bids and Awards   |                        |                        |                           |
| <b>Classification:</b>                                  | Simple  |                        |                        |                           |
| <b>Type of Transaction:</b>                             | Government – to – Government (G2G)                                      |                        |                        |                           |
| <b>Who may avail:</b>                                   | All offices of the LGU, PNP, BFP, DepED and other government agencies.  |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                        |   | <b>WHERE TO SECURE</b> |                        |                           |
| 1. Approved, numbered and dated purchase request        |   | Supply Office          |                        |                           |
| <b>CLIENT STEPS</b>                                     | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Submit approved, numbered and dated purchase request | 1. Receives and check the approved, numbered and dated purchase request | None                   | 1 minute               | <i>BAC Secretariat</i>    |
| 2. Logbook signed by the BAC Secretariat                | 2. Sign in the logbook  | None                   | 1 minute               | <i>BAC Secretariat</i>    |
|   | 3. Determine mode of procurement  | None                   | 30 minutes             | <i>BAC Members</i>        |
|   | 4. Posting in the PhilGEPS and 3 conspicuous places                     | None                   | 3 minutes              | <i>BAC Secretariat</i>    |

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b>   |   |
|--|---|
| <b>HOW TO SEND FEEDBACK</b>                | <p>Clients may opt to use the following feedback forms available at the Public Assistance Complaint Desk (PACD)</p> <p>Form 1-Complaint Form<br/>           2- Commendation<br/>           Form 3- Suggestion</p>   |
| <b>HOW FEEDBACKS ARE PROCESSED</b>         | <p>The PACD and or HRMO endorse the feedback/s to the Municipal Mayor every Friday</p> <p>The LCE will convene and talk to the concerned Department regarding the feedback of the clients</p>   |
| <b>HOW TO FILE COMPLAINT</b>               | <p>A citizen who availed our frontline services satisfied or not may pose or submit any concerns, issues and or comments and suggestions through the following ways and means:</p> <ol style="list-style-type: none"> <li>1. Formal letter</li> <li>2. Citizens Feedback Form available at the PACD</li> <li>3. Clients suggestion box at the lobby</li> <li>4. Text: Name, address, comments/suggestion and send to 09282260153</li> </ol> |
| <b>HOW COMPLAINTS ARE PROCESSED</b>        | <p>The PACD and or HRMO endorse the complaints to the Municipal Mayor every Friday</p> <p>The LCE will convene and talk to the concerned Department regarding the complaint of the clients</p>  |
| <b>CONTACT INFORMATION OF MUNICIPALITY</b> | TEL NO. (033)322-0010   |

| <b>OFFICE</b>                                 | <b>CONTACT NUMBER</b> | <b>EMAIL ADDRESS</b>   |
|---|-----------------------|--|
| Office of the Municipal Mayor                 | 9190009801            | <a href="mailto:lgunuevavalencia@gmail.com">lgunuevavalencia@gmail.com</a>                           |
| Human Resource Management Section             | 9814035318            | <a href="mailto:hrmo.nuevavalencia@gmail.com">hrmo.nuevavalencia@gmail.com</a>                       |
| Municipal Planning and Development Office     | 9282260153            | <a href="mailto:mpdo_nueva@yahoo.com">mpdo_nueva@yahoo.com</a>                                       |
| Municipal Treasurers Office                   | 9274832729            | <a href="mailto:josephinetubid@ymail.com">josephinetubid@ymail.com</a>                               |
| Municipal Assessors Office                    | 9091410229            | <a href="mailto:nvassessors@gmail.com">nvassessors@gmail.com</a>                                     |
| Municipal Civil Registrar Office              | 9498394457            | <a href="mailto:nuevavalenciamcro@gmail.com">nuevavalenciamcro@gmail.com</a>                         |
| Municipal Engineering Office                  | 9297030472            | <a href="mailto:engg_lgu_nva@yahoo.com">engg_lgu_nva@yahoo.com</a>                                   |
| Rural Health Unit                             | 9457091956            | <a href="mailto:nuevarhu@gmail.com">nuevarhu@gmail.com</a>   |
| MSWDO   | 9285879231            | <a href="mailto:mswdo_nueva@yahoo.com">mswdo_nueva@yahoo.com</a>                                     |
| Office of the Municipal Agricultural Services | 9392297347            | <a href="mailto:omasnueva@gmail.com">omasnueva@gmail.com</a>   |
| Municipal Budget Office                       | 9399182166            | <a href="mailto:budget.nuevavalencia@gmail.com">budget.nuevavalencia@gmail.com</a>                   |
| Municipal Accounting Office                   | 9275667636            | <a href="mailto:b_villano@yahoo.com">b_villano@yahoo.com</a>   |
| Office of the Secretary to the SB             | 9190085054            | <a href="mailto:sangguniangbayannuevavalencia@gmail.com">sangguniangbayannuevavalencia@gmail.com</a> |
| Municipal DRRM Office                         | 9478900915            | <a href="mailto:mdrrmo.nuevavalencia@gmail.com">mdrrmo.nuevavalencia@gmail.com</a>                   |
| Environment and Natural Resources Section     | 9124831985            | <a href="mailto:nvenviro2020@gmail.com">nvenviro2020@gmail.com</a>                                   |
| General Services and Supply Section           | 9398113105            | <a href="mailto:rofeltemplador@gmail.com">rofeltemplador@gmail.com</a>                               |
| Municipal Tourism Office                      | 9099326542            | <a href="mailto:tourism.nuevavalencia@gmail.com">tourism.nuevavalencia@gmail.com</a>                 |
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