

CITIZEN'S CHARTER

CLIENTS' GUIDE TO THE FLOW OF TRANSACTIONS

OFFICE OF THE MUNICIPAL MAYOR and ITS APPURTENANT SECTIONS

LIST OF TRANSACTIONS	CATEGORIZATION OF TRANSACTIONS	STEP-BY-STEP PROCEDURE	REQUIRED DOCUMENTS	FEES AND CHARGES	TIME	OFFICE/ PERSONS CONCERNED
<i>NAN SERBISYO MI</i>	<i>KATEGORYAN DE TRANSAKSYON</i>	<i>NAN IKKAM</i>	<i>DATONA NAN KASAPULAN</i>	<i>NAN MABAYADAN</i>	<i>MALPAS SINAN</i>	<i>NAN UMEYAM/ NAN ILAM</i>
OFFICE OF THE MUNICIPAL MAYOR						
ISSUANCE OF MAYOR'S CLEARANCE	Simple	<ol style="list-style-type: none"> 1. Present OR to Mayor's Office Staff; 2. Staff prepares clearance for signature of Municipal Mayor; 3. Municipal Mayor signs the clearance; 4. Staff releases the clearance; 5. Client receives the clearance. 	<ol style="list-style-type: none"> 1. Official Receipt (OR) 2. Community Tax Certificate (CTC) 3. Barangay Clearance. 	50.00 Mayor's Clearance Fee 30.00 DST	5 – 10 minutes	Mayor's Office Staff on duty
SUBSCRIPTION OF DOCUMENTS	Simple	<ol style="list-style-type: none"> 1. Present OR to Mayor's Office Staff; 2. Submit document to be subscribed; 3. Staff assesses the document to be subscribed, if proper; 4. Mayor subscribes the document; 5. Staff releases the document; 6. Client receives the document. 	<ol style="list-style-type: none"> 1. Official Receipt (OR) 2. Community Tax Certificate (CTC) or Competent Evidence of Identity 3. Document to be subscribed 	50.00 Subscription Fee 30.00 DST	3 – 5 minutes	Mayor's Office Staff on duty
ISSUANCE OF CERTIFICATIONS	Simple	<ol style="list-style-type: none"> 1. Present OR to Mayor's Office Staff; 2. Client communicates purpose of Certification; 3. Staff prepares the Certification; 4. Municipal Mayor signs the Certification; 5. Staff releases the Certification; 6. Client receives the Certification. 	<ol style="list-style-type: none"> 1. Official Receipt 2. Documents to be certified 	50.00 Certification Fee 30.00 DST	5 – 10 minutes	Mayor's Office Staff on duty

MAYOR'S PERMIT						
1. Registration for Mayor's Permit to Engage in Business (New)	Complex	<ol style="list-style-type: none"> 1. Client fills out Application Form for Business Permit; 2. Client submits all requirements; 3. Present OR to Mayor's Office Staff; 4. BPLO/Staff assesses the completeness of requirements; 5. BPLO/Staff prepares the permit and other related documents; 6. BPLO/Municipal Mayor signs/approves the permit; 7. BPLO/Staff releases the permit and other related documents; 8. Client receives permit and other related documents. 	<ol style="list-style-type: none"> 1. Official Receipt (OR) 2. Community Tax Certificate (CTC); 3. Sanitary permit 4. DTI registration 5. Fire Safety Certificate 6. Clearance from: 7. Barangay 8. Police 9. As required 	<ol style="list-style-type: none"> 1. Regulatory fees and charges vary depend on type of business. 2. 50.00 Mayor's Clearance Fee 3. 50.00 Sanitary Permit Fee 4. 90.00 DST 	15 minutes – 1 day depending on the completion of documents	<p>Marie Liezle K. Decoy (BPLO Designate) or Mayor's Office Staff on duty</p>
2. Renewal of Mayor's Permit to Engage in Business		<ol style="list-style-type: none"> 1. Client fills out Application Form for Business Permit; 2. Client submits all requirements; 3. Present OR to BPLO/Staff; 4. BPLO/Staff assesses the completeness of requirements; 5. BPLO/Staff prepares the permit and other related documents; 6. BPLO/Municipal Mayor signs/approves the permit; 7. BPLO/Staff releases the permit and other related documents; 8. Client receives permit and other related documents. 	<ol style="list-style-type: none"> 1. Official Receipt (OR) 2. Community Tax Certificate (CTC); 3. Sanitary permit 4. DTI registration 5. Fire Safety Certificate 6. Clearance from: 7. Barangay 8. Police 9. As required 	<ol style="list-style-type: none"> 1. Regulatory fees and charges vary depend on type of business. 2. Municipal Business Tax assessed at the Municipal Treasury Office; 3. 50.00 Mayor's Clearance Fee 4. 50.00 Sanitary Permit Fee 5. 90.00 DST 	15 minutes – 1 day depending on the completion of documents	<p>Marie Liezle K. Decoy (BPLO Designate) or Mayor's Office Staff on duty</p>
3. Issuance of Peddler's Permit		<ol style="list-style-type: none"> 1. Client submits all requirements; 2. Present OR to Staff; 3. BPLO/Staff assesses the completeness of requirements; 4. BPLO/Staff prepares the permit; 	<ol style="list-style-type: none"> 1. Permit to Engage in Business 2. Employment ID/ Competent 	1. Peddler's Permit Fee	15 minutes	<p>Marie Liezle K. Decoy (BPLO Designate) or</p>

Note: Fees and charges collected by other agencies in the listed requirements are not included above.

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<p>4. Updating of Information in Registered Business</p> <p>5. Motorized Operator's (MTO) Tricycle Permit</p>		<p>5. BPLO/Municipal Mayor signs/ approves the permit; 6. BPLO/Staff releases the permit; 7. Client receives permit.</p> <p>1. Client fills out Application Form for Business Permit; 2. Present OR if updating entails additional line of business.</p> <p>1. Client fills out form for Registration; 2. Client submits all requirements; 3. Present OR to Staff; 4. BPLO/ Staff assesses the completeness of requirements; 5. BPLO/Staff prepares the permit and other related documents; 6. BPLO/Municipal Mayor signs/ approves the permit; 7. BPLO/Staff releases the permit and other related documents; 8. Client receives permit and other related documents.</p>	<p>Evidence of Identity of Vendor</p> <p>3. Official Receipt</p> <p>Official Receipt (OR), if applicable</p> <p>1. Official Receipt (OR) 2. Certificate of Registration (CR) from LTO 3. Official Receipt (OR) from LTO</p>	<p>Regulatory fees and charges may be charged in cases of updating (additional line of business).</p> <p>Regulatory fees and charges are assessed at the Municipal Treasury Office.</p>		<p>Mayor's Office Staff on duty</p> <p>Marie Liezle K. Decoy (BPLO Designate) or Mayor's Office Staff on duty</p> <p>Marie Liezle K. Decoy (BPLO Designate) or Mayor's Office Staff on duty</p>
<p>SOLEMNIZATION OF MARRIAGES</p>	<p>Simple</p>	<p>1. Register in logbook; 2. Present date of solemnization of marriage; 3. Staff schedules time, date, and venue; 4. Municipal Mayor approves the schedule; 5. Municipal Mayor administers the solemnization of marriage.</p>	<p>Client is referred to the Municipal Registry Office for complete list of requirements.</p>	<p>400.00 Solemnization Fee</p> <p><i>Note: Other fees or charges for application of marriage license or other requirements are not included above.</i></p>	<p>30 minutes – 1 hour</p>	<p>Brenda L. Bang-ngit or Mayor's Office Staff on duty</p>
<p>PUBLIC EMPLOYMENT SERVICES OFFICE (PESO)</p>						
<p>SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS AND OUT OF SCHOOL YOUTH (SPESOS)</p>	<p>Simple</p>	<p>1. Register in logbook; 2. Submit SPES list of requirements; 3. Program Coordinator receives requirements; 4. Program Coordinator notifies the applicant on the approval of the application</p>	<p>1. Three (3) original or certified true copies of Birth Certificate (MCR or PSA Copy); 2. Three (3) original or</p>	<p>None</p>	<p>5 minutes</p>	<p>Livelihood and Employment Program-In-Charge/ Program Coordinator or PESO Staff on Duty</p>

			<p>certified true copies of latest grades;</p> <p>3. Three (3) original copies of Certificate of Indigency (Barangay or MSWDO issued);</p> <p>4. Three (3) certified true copies of Form 137 and 3 original copies of OSY Certification, for OSY applicants only;</p> <p>5. Three (3) Passport size ID with white background.</p>			
TULONG PANGHANAPBUHAY SA DISPLACED/ DISADVANTAGED WORKERS (TUPAD)	Simple	<ol style="list-style-type: none"> 1. Register in logbook; 2. Program Coordinator conducts profiling of applicant; 3. Program Coordinator notifies the applicant on the approval of the application. 	<ol style="list-style-type: none"> 1. Certification of non-inclusion in 4Ps Program/non-recipient of similar cash assistance. 	None	5 minutes	Livelihood and Employment Program-In-Charge/ Program Coordinator or PESO Staff on Duty
PROVISION OF LIVELIHOOD ASSISTANCE	Complex	<ol style="list-style-type: none"> 1. Register in logbook; 2. Program Coordinator conducts profiling of applicant; 3. Program Coordinator assists applicant in preparation of livelihood proposal; 4. Applicant signs livelihood proposal; 5. Municipal Mayor endorses livelihood proposals for funding with DSWD, DTI, DOLE, and other concerned agencies; 6. Program Coordinator notifies the applicant on the approval of proposal. 	<ol style="list-style-type: none"> 1. Livelihood Proposal 	None	10 -30 minutes	Livelihood and Employment Program-In-Charge/ Program Coordinator or PESO Staff on Duty

ASSISTANCE SERVICES TO RETURNING OFWS	Simple	<ol style="list-style-type: none"> 1. Register in logbook; 2. Program Coordinator interviews client; 3. Program Coordinator endorses client to Family Welfare Officer of DOLE -OWWA. 	None	None	5 – 10 minutes	Migrant Desk Officer (MDO) or PESO Staff on Duty
HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)						
ISSUANCE OF: a. Service Record b. Certificate of Employment c. Other certification of records	Simple	<ol style="list-style-type: none"> 1. Register in logbook; 2. Present OR; 3. HRMO/Staff verifies and prepares document; 4. HRMO & Municipal Mayor signs document; 5. HRMO/Staff releases document; 	Official Receipt (OR)	50.00 Certification Fee 30.00 DST	15 minutes	Cherubin Claire D. Bumidang (HRMO II) or HRMO Staff on duty
APPLICATION OF LEAVE OF ABSENCE	Simple	<ol style="list-style-type: none"> 1. Register in logbook; 2. HRMO/Staff verifies record and prepares Application for Leave; 3. HRMO signs Application for Leave; 4. Employee signs Application for Leave; 5. Immediate Supervisor and Municipal Mayor approves the Application for Leave; 6. HRMO/Staff releases document; 	Medical Certificate for sick leave exceeding 5 days.	None	15 minutes	Cherubin Claire D. Bumidang (HRMO II) or HRMO Staff on duty
OTHER DOCUMENTS REQUESTED BY THE CLIENTS/EMPLOYEES WITHIN THE HRMO	Complex	<ol style="list-style-type: none"> 1. Register in logbook; 2. Present OR, if applicable; 3. HRMO/Staff verifies and prepares document; 4. HRMO & Municipal Mayor signs document; 5. HRMO/Staff releases document; 	None	50.00 Certification Fee 30.00 DST	1 day	Cherubin Claire D. Bumidang (HRMO II) or HRMO Staff on Duty