

**Office of the Municipal Mayor
CITIZEN'S CHARTER**

SERVICE SCHEDULE

Monday-Friday
8:00AM-5:00pm

SERVICES

1. Issuance of Job Referral/Recommendation/Endorsement
 - a. Recommendation for Employment
 - b. Referrals of Indigent for Hospital/Medical Assistance
 - c. Issuance of Endorsement Letter for PCSO Assistance
2. Granting of Technical and Financial Assistance for Non-Government Organization (NGO) Projects
3. Processing of Application for Scholarship
4. Solemnization of Marriage
5. Reservation for the use of Municipal Farmers Hall
6. Request for Municipal Vehicles/Ambulance
7. Request for Burial Assistance

1. ISSUANCE OF JOB REFERRAL/RECOMMENDATION/ENDORSEMENT				
<p>a. Recommendation for Employment REQUIREMENTS: Bio-data/Personal Data Sheet</p> <p>b. Referrals of Indigent for Hospital/Medical Assistance REQUIREMENTS: -Certificate of Indigency / Endorsement from the Barangay Captain -Hospital Bill (if patient is confined) Medical Certificate / doctor's prescription (if outpatient)</p> <p>c. Issuance of Endorsement Letter for PCSO Assistance REQUIREMENTS: Endorsement letter from the Municipal Social Welfare and Development Office/Social Case Study</p> <p>FEES:None</p>				
Steps or Process		Duration / Processing Time	Staff-in-Charge	
Client	Service Provided			
Register in the logbook	Get the necessary information	2 minutes	Any available Staff	
Present the requirement	Encode the necessary information	5 minutes	Any available Staff	
	Verification of documents for the Mayor's signature	2 minutes	Milagros V. Palabay	

	Issue the document being requested	1 minute	Any available Staff	
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2. GRANTING OF TECHNICAL AND FINANCIAL ASSISTANCE FOR NON-GOVERNMENT (NGO) PROJECTS

In recognition to NGOs/POs role in governance and development, the municipal government shall provide financial and technical assistance to their programs and projects that will promote the general well-being of the people.

REQUIREMENTS:

- a. Letter of request
- b. Project proposal duly approved by concerned department head and SB Committee Chairman

FEE/S: None

Steps or Process		Duration / Processing Time	Staff-in-Charge
Client	Service Provided		
Register in the logbook	Get the needed information	maximum of 4 days	Milagros V. Palabay
Present the requirement	Endorse to department in charge	5 minutes	Any available Staff
	Prepare the necessary documents a. Obligation Request b. Disbursement Voucher	2 minutes	Any available Staff
	Assess the document for the Mayor's signature	1 minute	Milagros V. Palabay
	Issue the check/ Approval of Request		Any available Staff

3. PROCESSING OF APPLICATION FOR SCHOLARSHIP

The municipal government recognizes the right of every child to education. It provides educational assistance to poor but deserving students to continue their studies. It has also linkages to institutions/NGOs with scholarship programs, and it evaluates applications before forwarding the same to concerned organization/agency.

REQUIREMENTS:

- a. Application Form
- b. Barangay Clearance
- c. Medical Certificate
- d. Certificate of No Property
- e. Report Card (at least 85 % General Average) / latest grade
- f. Certificate of Good Moral Character

FEE/S: None

Steps or Process		Duration / Processing Time	Staff-in-Charge
Client	Service Provided		
Register in the logbook	Get the needed information	maximum of 5 days	Any available Staff

Present the requirement	Endorse to department in charge		Any available Staff
	Verify the documents for the Mayor's signature		Milagros V. Palabay
	Submit scholar's documents to the school		Rovena Pimentel

4. SOLEMNIZATION OF MARRIAGE

The Municipal Mayor has the power to solemnize marriage as provided for by R.A. 7160 otherwise known as the Local Government Code of 1991.

SERVICE SCHEDULE: Monday to Friday(8:00 am–5:00 pm)

REQUIREMENTS:

- a. Application for Marriage
- b. Marriage License
- c. Certificate of No Marriage
- d. Birth Certificate
- e. Pre-Marriage Counseling
- f. Parent's Advice for 22-24 years old couples
- g. Parent's Consent for 18-21 years old couples

FEE/S:

None

Steps or Process		Duration / Processing Time	Staff-in-Charge
Client	Service Provided		
Register in the logbook	Get the necessary information	2 minutes	Milagros V. Palabay
Present the requirement	Verify at the Municipal Registrar's Office	5 minutes	Any available Staff
	Schedule date of marriage	2 minutes	Milagros V. Palabay

5. RESERVATION FOR THE USE OF MUNICIPAL FARMERS HALL

In the interest of public service, it is the policy of the municipal government to make its facilities available for the use of the public.

REQUIREMENTS:

Letter of Request

FEE/S:

None

Steps or Process		Duration / Processing Time	Staff-in-Charge
Client	Service Provided		

Register in the logbook	Get the necessary information	<i>Maximum of 10 mins</i>	Milagros V. Palabay
Personal appearance in case of phone-in request	Verification of requesting party and activity	<i>5 minutes</i>	Milagros V. Palabay
	Approval of the Mayor	<i>2 minutes</i>	Any available Staff

6. REQUEST FOR MUNICIPAL VEHICLE/AMBULANCE(External Clients)

REQUIREMENTS:

Letter of request addressed to the mayor

FEE/S:

None

Steps or Process		Duration / Processing Time	Staff-in-Charge
Client	Service Provided		
Register in the logbook	Get the necessary information	<i>1 minute</i>	Any Available Staff
Prepare the requirements	Verify availability of the requested vehicle	<i>5 minutes</i>	Milagros V. Palabay
Prepare Travel Order		<i>5 minutes</i>	Any available Staff
Release Travel Order to the driver			Any available Staffl

7. REQUEST FOR BURIAL ASSISTANCE (External Clients)

REQUIREMENTS: *Death Certificate (Photocopy)*

FEE/S: *None*

Steps or Process		Duration / Processing Time	Staff-in-Charge
Client	Service Provided		
Present the death certificate	Verify the document	<i>1 minute</i>	Any available Staff
Interview the client	Get the necessary information	<i>5 minutes</i>	Any available Staff
Prepare Mass Card		<i>2 minutes</i>	Rachelle Campus
Prepare financial documents		<i>1 day</i>	Rachelle Campus
Visit the bereaved family	Hand over financial assistance and mass card		Rachelle Campus

Municipal Mayor
Tel. No.072-705-1102 / 607-7524