



CITY OF EL SALVADOR HOUSING AND URBAN DEVELOPMENT
OFFICE

CITIZEN'S CHARTER
2020 (1st Edition)

I. Mandate:

Formulate policies on the administration and implement programs and projects on low cost housing and other socialized dwellings specially for the underprivileged and homeless. Facilitating and encouraging other sectors to participate in housing provision in pursuance to RA 7279.

II. Vision:

Building affordable and decent housing, improving the quality of rented housing, helping more people to buy a home and providing housing support for vulnerable people with an integration of disaster risk and resilient community.

III. Mission:

1. To provide decent, affordable and disaster risk resilient and climate change adaptive shelter that has adequate facilities towards the formation of a liveable and socially responsible residential community;

2. To institutionalize the mechanism to implement the El Salvador Shelter Plan and other related programs, projects and activities.

Frontline Services Offered:

Application for Socialized Housing Unit

Facilitate Building Permit Application for LGU Resettlement Project

Application for Private Developer/Subdivision

Issuance of Repayment Slip

Individual Land Titling Process for Resettlement Sites



Application for Socialized Housing Unit

Provide affordable Social Housing to the under privileged constituents of El Salvador City.

Office or Division:	City of El Salvador Housing and Urban Development Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Head of the family affected by the city's infrastructure development
Office or Division:	City of El Salvador Housing and Urban Development Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly certified List of Affected families by the government infrastructure project		CESHUDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received invitation letter and Zone Leader meet Housing staff on site	Initial Dialogue with the affected parties	None	½ day	<i>Junar Plaga Housing Officer IV w/ staff</i>
2. Attend meeting for all families affected	Conduct orientation proper	None	1 day	<i>Claudine Capili Aide I Junar G. Plaga Housing Officer IV</i>
3. Submit himself/herself for an interview at their residence.	3.1 Conduct interview and profiling	None	5 Days	<i>Rutchila de la Pena Aide I Junar Plaga Housing Officer IV</i>
	3.2 Encoding and Review of Documents			<i>Claudine Capili Aide I Junar Plaga Housing Officer IV</i>
	3.3 .Finalization of list by the Committee of Beneficiary Selection	None	2 hours	<i>Members of the Committee headed by Ms Kristine C. Firmalino Head-CSWD Barangay Representative</i>

	3.4.Evaluation and Deliberation by the Committee of Beneficiary Selection during	None	40 minutes	<i>Members of the Committee headed by Ms Kristine C. Firmalino</i>
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	Board Meeting and approval for a Resolution			<i>Head-CSWD</i>
	3.5. Endorse and Approval to SP for Disturbance Fee	None	10 days	<i>Junar Plaga Housing Officer IV</i>
4. Receive notice and attend drawing of lots	4.1 Drawing of Lots	None	½ day	<i>Junar Plaga Housing Officer IV With CSWD representative</i>
	4.2 Facilitate Transfer of relocatees	None	1 week	

Facilitate Application for Building Permit for LGU Resettlement Project

This service facilitates the processing of applications for Building Permit of assigned housing unit at the Resettlement Project.

Office or Division:	City of El Salvador Housing and Urban Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Head of the family or Beneficiary awarded of housing unit			
Office or Division:	City of El Salvador Housing and Urban Development Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Building permit Application form (1 Filled up copy)		OCBO/Fill up by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request document for approved Building permit for electrical connection	Receive Request	None	15 minutes	<i>Rutchila de la Pena Aide I Junar Plaga Housing Officer IV</i>
2. Received all documents	Give a copy of pertaining documents: a) Tax Dec. b) Deed of sale c) Subdivision Plan d) Building Plans e) Certification	None	10 minutes	<i>Rutchila de la Pena Aide I Junar Plaga Housing Officer IV</i>

Application for Private Developer/Subdivision

This service facilitates the processing of applications of Private Developer or Subdivision

Office or Division:	City of El Salvador Housing and Urban Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2B G2C G2G			
Who may avail:	Property Owners; Enterprises/Business Owners			
Office or Division:	City of El Salvador Housing and Urban Development Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Six (6) sets of the following documents duly signed by a Licensed Architect/Engineer;</p> <p>2.Site Development Plan (Schematic Plan showing the proposed layout)</p> <p>3.Topographic Map</p> <p>4.Vicinity Map –</p> <p> 4.1 Highlight the public road, proposed interconnecting road and the drainage outfall</p> <p> 4.2 Google-shot Indicating the adjoining land uses, existing facilities and utilities at least within 100 meters from the property boundaries of the project, drawn to scale</p> <p>5. Survey plan of the lot(s) as described in the title.</p> <p>6. Four (4) copies of Certified True Copy of Title(s), Tax Declaration, Zoning Certificate and Current Tax Receipt;</p> <p>7.Right to use or Deed of Sale or right-of-way for access road and other utilities when applicable & Barangay Resolution;</p>		CLIENT/LAND DEVELOPERS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Original copies and Submit photo copies of the same	1. 1Check and receive requirements Conduct Preliminary Interview /evaluation	None	15 minutes	<i>Rutchila de la Pena Aide I Junar Plaga Housing Officer IV</i>

2.Wait for the evaluation and further notice	2.1 Check the plan for BP220 or PD 957 and for area percentage		2 days	Selected Housing Board
	2.2 Evaluate the technical plans and other pertinent documents			
3. Guide the inspectorate team	3.1 Conduct ocular inspection and complete evaluation of the application	None	½ day	
	4.Present it to the Housing Board for deliberation and endorse by Chairman to SP for resolution	None	½ day	<i>Local Housing Board</i>

Issuance of Repayment Slip

This service facilitates the processing of Monthly payment

Office or Division:	City of El Salvador Housing and Urban Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Head of the family or Beneficiary awarded of housing unit			
Office or Division:	City of El Salvador Housing and Urban Development Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID from Client		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Order of payment	Issuance of Repayment slip to be attached to order of payment	As stated in the contract	5 minutes	<i>Roxanne Baculio</i> <i>Housing Officer I</i> <i>Junar Plaga</i> <i>Housing Officer IV</i>
Present O.R after payment from City Treasurer	Record the O.R # and Date	None	3 minutes	<i>Roxan Baculio</i> <i>Housing Officer I</i> <i>Junar Plaga</i> <i>Housing Officer IV</i>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of PCC	Via email: pcc@malacanang.gov.ph