



CITY GOVERNMENT OF EL SALVADOR

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

The City Administrator's Office is a mandatory office created by virtue of Republic Act No. 7160 otherwise known as "The Local Government Code". The City Administrator shall: develop plans and strategies, assist in the coordination of the work of all the officials of the city, establish a sound personnel program, conduct a continuing organizational development, be in the frontline of the delivery of administrative support services, and recommend/advise on matters of management/administration of the city. The City Administrator also represents the City Mayor in some ministerial transactions.

II. Vision:

fssfss

III. Mission:

fssfss

IV: Service Pledge:

fssfss



LIST OF SERVICES

| | |
|------------------------------|----------|
| Central/Head Office | 1 |
| External Services | 1 |
| Service A | 1 |
| Service B | 1 |
| Service C | 1 |
| Internal Services | 1 |
| Service A | 1 |
| Service B | 1 |
| Service C | 1 |
| Regional/Field Office | 1 |
| External Services | 1 |
| Service A | 1 |
| Service B | 1 |
| Service C | 1 |
| Internal Services | 1 |
| Service A | 1 |
| Service B | 1 |
| Service C | 1 |
| Provincial Office | 1 |
| External Services | 1 |
| Service A | 1 |
| Service B | 1 |
| Service C | 1 |
| Internal Services | 1 |
| Service A | 1 |
| Service B | 1 |
| Service C | 1 |



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Service Office
Service Category

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1. APPROVAL OF LEAVE APPLICATIONS

This service provides approval to leave application submitted by every employee.

| | | | | |
|---|--|------------------------|------------------------|--|
| Office or Division: | CITY ADMINISTRATOR'S OFFICE | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G | | | |
| Who may avail: | All LGU Regular and co-terminous Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| LEAVE FORM duly signed by their department head and by the HRMO | | | HRMO | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Leave form | 1.1 Receive and review the documents | | 5 minutes | Eullen Grace B. Cero Office Clerk Under the supervision of the Administrator |
| | 1.2 For signature of the Administrator | | 5 minutes | Keeshia Dawn O. Lignes Acting City Administrator |
| 2. Receive the form and sign the logbook | 2.1 Register on the logbook and release the forms to the HRMO | | 5 minutes | Eullen Grace B. Cero Office Clerk Under the supervision of the Administrator Manolo O. Amos I.T Expert Under the supervision of the Administrator |



2. APPROVAL OF TRIP TICKET

This service provides approval of trip ticket to the drivers of the City Government.

| | | | | |
|--|--|------------------------|------------------------------|---|
| Office or Division: | CITY ADMINISTRATOR'S OFFICE | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G | | | |
| Who may avail: | All department drivers | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| DRIVER/ VEHICLE PASS DRIVER'S TRIP TICKET | | | CMO From their department | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Vehicle Gate Pass together with the Driver's Trip Ticket | 1.1 Verify and records the documents | | 5 minutes | Jovy C. Apag Encoder Under the supervision of the Administrator |
| | 1.2 For signature of the Administrator | | 5 minutes | Keeshia Dawn O. Lignes Acting City Administrator |
| 2. Receive the document and sign the logbook and acknowledge receipt | 1.3 Release the document | | 1 minute | Jenelyn Q. Bacangoy Office Clerk Under the supervision of Legal Officer |



3. APPROVAL OF CASE STUDY FOR CASH ASSISTANCE REQUESTS

This service provides approval of cash assistance requested by the CSWD to all our indigent clients.

| | | | | |
|---|---|------------------------|------------------------|--|
| Office or Division: | CITY ADMINISTRATOR'S OFFICE | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G | | | |
| Who may avail: | All Indigent Family Heads | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the complete requirements for cash assistance | 1.1. Verify the validity and completeness of the documents | | 5 minutes | Eullen Grace B. Cero Office Clerk Under the supervision of the Administrator |
| | 1.2 For signature of the Administrator | | 5 minutes | Keeshia Dawn O. Lignes Acting City Administrator |
| 2. Receive the documents and sign the logbook | 2.1 Register on the logbook and release the forms to the Budget Office | | 5 minutes | Eullen Grace B. Cero Office Clerk Under the supervision of the Administrator Manolo O. Amos I.T Expert Under the supervision of the Administrator |



FEEDBACK AND COMPLAINTS MECHANISM

| | |
|------------------------------|---|
| How to send feedback | <ol style="list-style-type: none"> 1. Write your comments on the paper and pen provided at designated area and drop at Comment Box. Include complete details of sender. 2. Call or text us through 0945-894-8594. Look for the Secretary. 3. Send us feedback/ message through our official Facebook page El Salvador City, Misamis Oriental |
| How feedbacks are processed | <ol style="list-style-type: none"> 1. All accomplished feedback forms, calls and messages are gathered by the Secretary and forwarded to the Administrator. 2. A feedback assessment and evaluation will be done. |
| How to file a complaint | <ol style="list-style-type: none"> 1. Write your complaint on the paper and pen provided at designated area and drop at Comment Box. Include complete details of sender. 2. Call or text us through 0945-894-8594. Look for the Secretary. 3. Send us feedback/ message through our official Facebook page El Salvador City, Misamis Oriental |
| How complaints are processed | <ol style="list-style-type: none"> 1. Written complaints, messages, calls will be addressed by the Secretary and forwarded to the Administrator for immediate action and investigation. |
| Contact Information of | <p>CSC- Contact Center ng Bayan- 0908-881-6565 Presidential Complaints Center- 8888 Anti-Red Taper Authority- 478-5093</p> |



| Office | Address | Contact Information |
|----------|---------|---------------------|
| Office A | Address | Hotline Number |
| Office A | Address | Hotline Number |
| Office A | Address | Hotline Number |

