



CITY GOVERNMENT OF EL SALVADOR

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

fssfss

II. Vision:

fssfss

III. Mission:

fssfss

IV: Service Pledge:

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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



Service Office
Service Category



1. ISSUANCE OF MAYOR'S CERTIFICATION (NO INCOME)

This service provides certification of No Income to Indigent parents of El Salvador City whose children are applying for free tuition for the Senior High School education. This certificate is free.

Office or Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Indigent Individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BARANGAY CERTIFICATION -1 Original Copy			Barangay Hall	
CITY SOCIAL WELFARE & DEVELOPMENT (SWD) CERTIFICATION -1 Original Copy			CSWD Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Certificate of Indigency and CSWD Certificate of Indigency	1.1. Verify the validity of the documents		1 minute	Conie P. Lapad Bookbinder III Executive Secretary
	1.2. Issuance of the Mayor's Certification		5-10 minutes	Conie P. Lapad Bookbinder III Executive Secretary
	1.3 For signature of the LCE		5 minutes	Hon. Edgar S. Lignes City Mayor
2. Receive the certificate and sign the logbook	2.1 Register on the logbook and release the certification to the client, Keep 1 copy for file		5 minutes	Conie P. Lapad Bookbinder III Executive Secretary

2. ISSUANCE OF MAYOR'S CERTIFICATION (SOLEMNIZING OFFICER)



This service provides Mayor's Certification for the church/organization whose Head/Pastor/ Priest is applying or renewing their license to solemnize. This certificate is free.

Office or Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Solemnizing Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BARANGAY CERTIFICATION -1 Original Copy			Barangay Hall	
SEC REGISTRATION OF THE CHURCH- 1 Original Copy for presentation and 1 Photocopy for submission			Security Exchange Commission (SEC) at Tomas Saco St., Nazareth Subdivision	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Certification and SEC Registration	1.1 Verify the validity of the documents		5 minutes	Conie P. Lapad Bookbinder III Executive Secretary
	1.2 Print Mayor's Certification For LCE's signature		10 minutes	Conie P. Lapad Bookbinder III Executive Secretary Hon. Edgar S. Lignes City Mayor
2. Receive the certification and sign the logbook	2.1 Register on the logbook and release the certification, keep copy for file		5 minutes	Conie P. Lapad Bookbinder III Executive Secretary



3. ISSUANCE OF MAYOR'S CLEARANCE

This service provides Mayor's Clearance to those residents of El Salvador who want to apply for a job at any government office in the city, nearby cities and municipalities.

Office or Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All applicants for government employment			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CEDULA POLICE CLEARANCE RECEIPT OF PAYMENT			City Treasury Office/Barangay Hall PNP CTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CTC and submit Police Clearance with Official Receipt	1.1 Verify the validity of the documents		1 minute	Maylen Y. Tomarong Admin Aide I PESO Staff
2. Bring order of payment to CTO and pay the Mayor's Clearance Fee at the Treasurer's Office	2.1. Issue order of payment, Instruct client to go to the CTO to pay	130.00	10 minutes	Chariza C. Pates Admin Aide I Teller 1 Kent John P. Magpulong Admin Aide III Teller 2 Florbel L. Ladoroz RCC-1 Teller 3 Denandlou B. Bacasmot RCC-1 Teller 4 Catheryn B. Magdale RCC-1 Teller 5
	2.2. Print Mayor's Certification For LCE's signature		10 minutes	Hon. Edgar S. Lignes City Mayor



3. Receive Mayor's Clearance	3.1. Register on the logbook and release the certification, keep copy for file		5-10 minutes	Maylen Y. Tomarong Admin Aide I PESO Staff
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4. ISSUANCE OF PHILHEALTH CERTIFICATION

This service provides PhilHealth Certification to the bonafide ailing/ hospitalized/ pregnant indigent residents of El Salvador City. This certificate is free.

Office or Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Indigent Family Heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BARANGAY CERTIFICATE OF INDIGENCY			Barangay Hall	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Barangay Certificate of Indigency	1.1. Verify the validity of the documents		1 minute	Alessa Mae L. Generol Under the direct supervision of the LCE
	1.2. Print the Certification for LCE's signature		10 minutes	Hon. Edgar S. Lignes City Mayor
2.Receive Certification	2.1. Register on the logbook and release the certification, keep copy for file		5 minutes	Alessa Mae L. Generol Under the direct supervision of the LCE



5. TO AVAIL FOR CASH ASSISTANCE

This service provides medical and burial financial assistance to bonafide indigent residents of El Salvador City.

Office or Division:	CITY MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Indigents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Cert. of Indigency – 1 riginal Copy			Barangay Hall	
Case Study/Case Summary -1 set original copy			CSWD Office	
Medical Abstract for Medical Assistance – 1 set original copy			Attending Physician	
Billing Statement for Medical Assistance – 1 original copy			Hospital Billing Department	
Prescription for Medical Assistance – 1 original copy			Attending Physician	
Death Certificate for Burial – 1 photocopy			CCR	
CDRRMO Certificate of Qualified Victim – 1 original copy			CDRRMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the required documents	1.1. Verify the completeness and validity of the documents		5 minutes	Louie S. Bautista Bookbinder III Mayor's Office Staff
	1.2. Prepare vouchers for LCE's signature then submit to City Budget Office		10 minutes	Hon. Edgar S. Lignes City Mayor



6. ISSUANCE OF PESO CLEARANCE

This service provides PESO Clearance to those residents of El Salvador who want to apply for a job at any private establishments in the city, nearby cities and municipalities.

Office or Division:	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Applicants of Private Employment			
Office or Division:	Public Employment Service Office (PESO)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CTC – 1 original copy			City Treasury Office/Barangay Hall	
Police Clearance – 1 original, 1 photocopy			PNP	
Receipt of Payment – 1 original			CTO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CTC and submit Police Clearance with Official Receipt	1.1. Verify the validity of the documents		5 minutes	Maylen Y. Tomarong Admin Aide I PESO Staff
2. Bring Order of Payment to CTO and pay the PESO Clearance Fee at the Treasurer's Office	2.1. Issue Order of Payment, instruct client to go to the CTO for payment	130.00	10 minutes	Chariza C. Pates Admin Aide I Teller I Kent John P. Magpulong Admin Aide III Teller 2 Florbel L. Ladoroz RCC-1 Teller 3 Denandlou B. Bacasmot RCC-1 Teller 4 Catheryn B. Magdale RCC-1 Teller 5
	2.2. Print PESO Clearance		10 minutes	Conie P. Lapad Bookbinder III PESO Manager-Designate



	for PESO Manager and LCE's signature			Hon. Edgar S. Lignes City Mayor
3. Receive PESO Clearance	3.1. Register on the logbook and release the clearance, keep copy for file		5 minutes	Maylen Y. Tomarong Admin Aide I PESO Staff



7. ISSUANCE OF NO OBJECTION CERTIFICATE (NOC) FOR THE CONDUCT OF SPECIAL RECRUITMENT ACTIVITY

NOC is one of the requirements for the conduct of recruitment activities by our employment-providers (local companies or overseas employment agencies) thus expanding the existing employment facilitation service machinery of the Provincial Government.

Office or Division:	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Bonafide Residents Of El Salvador City			
Office or Division:	Public Employment Service Office (PESO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent addressed to Mayor – 1 original copy		Provided by the Agency/Company		
Business Permit – 1 photocopy		Provided by the Agency/Company		
SEC/DTI Registration		Securities and Exchange Commission (SEC) – for Corporation Department of Trade and Industry (DTI) – for Sole Proprietorship		
BIR Registration		Bureau of Internal Revenue Office		
PhilJob Net Registration – 1 photocopy		PhilJobNet (http://srs.philjobnet.ph)		
DOLE Certification (for Local Recruitment) – 1 photocopy		Department of Labor and Employment (DOLE)		
NBI Clearance – 1 photocopy		Provided by the Agency/Company		
POEA License (for Overseas) – 1 photocopy		Philippine Overseas Employment Agency (POEA)		
Job Postings/Job Order		Provided by the Company		
Affidavit of Undertaking (for Overseas Recruitment)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all necessary requirements	1.1Verify the completeness and validity of the documents		5 minutes	Maylen Y. Tomarong Admin Aide I PESO Staff
2.Bring Order of Payment to City Treasurer's Office and pay the SRA Fee	2.1. Issue Order of Payment, instruct client to proceed to City	200.00/day	10 minutes	Chariza C. Pates Admin Aide I Teller I



	Treasurer's Office for payment			<p>Kent John P. Magpulong Admin Aide III Teller 2</p> <p>Florbel L. Ladoroz RCC-1 Teller 3</p> <p>Denandlou B. Bacasmot RCC-1 Teller 4</p> <p>Catheryn B. Magdale RCC-1 Teller 5</p>
	2.2. Print the NOC for PESO Manager Signature		5 minutes	<p>Conie P. Lapad Bookbinder III PESO Manager-Designate</p>
3. Receive the No Objection Certificate (NOC)	3.1. Register on the logbook and release the NOC, keep copy for file		5 minutes	<p>Maylen Y. Tomarong Admin Aide I PESO Staff</p>



8. REFERRAL TO PUBLIC AND PRIVATE ENTITIES

It helps facilitate employment for job seekers/ applicants in private and public entities for local and overseas employment thru Job Referral and Job Placement.

Office or Division:	City Mayor's Office			
Classification:				
Type of Transaction:	G2C			
Who may avail:	All Bonafide Residents Of El Salvador City			
Office or Division:	Public Employment Service Office (PESO)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following: <ul style="list-style-type: none"> ✓ Resume with ID Photo ✓ Application Letter 			Provided by the applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about employment opportunities and fill-out NSRS Form	Give the NSRS form and present the Job Vacancies portfolio to the applicant		15 minutes	Conie P. Lapad Bookbinder III PESO Manager-Designate
Check the list of Job Vacancies obtained from private/government entities and choose preferred jobs	1. Require the client to choose three (3) preferred positions		5 minutes	Conie P. Lapad Bookbinder III PESO Manager-Designate
	2. Facilitate Job Matching based on the clients skills, preferred job, qualifications and work location		5 minutes	
	3. Email the documents to preferred company as to the desired position		2 minutes	
	4. Inform client that the Company's HR will act outright and provide feedback on his/her application		1 minute	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



Office	Address	Contact Information
Office A	Address	Hotline Number
Office A	Address	Hotline Number
Office A	Address	Hotline Number

