



CITY GOVERNMENT UNIT OF EL SALVADOR
Office of the Sangguniang Panlungsod

CITIZEN'S CHARTER
2020 (1st Edition)

MANDATE:

As mandated under Section 458 of the Republic Act No. 7160 otherwise known as the Local Government Code of 1991, the Sangguniang Panlungsod, as the legislative body of the City, shall enact Ordinances, approve Resolutions and Appropriate Funds for the general welfare of the City and its inhabitants and in the proper exercise of the corporate powers of the City.



VISION:

A competent, effective and efficient legislative body anchored with the City's Vision to be the Economic Capital of the Western Part of Misamis Oriental.

MISSION:

To realize this vision, we are entrusted to:

- Deliver efficient public service with its mandate to have diversified economy, safe environment, quality infrastructure and empowered citizenry.
- Enact laws that would guaranty the progress and well-being of all the people as provided for in the Charter of the City of El Salvador.

SERVICE PLEDGE:

The Sanggunian ensures the delivery of the following services:

- Approve Ordinances and Resolutions
- Generate and maximize the use of resources and revenues for the development plans, program objectives and priorities of the city
- Enact ordinances granting franchises and authorizing the issuance of permits or licenses, subject to the provisions of Book II of the Local Government Code of 1991,
- Regulate activities relative to the use of land, buildings and structures within the city
- Approve ordinances which shall ensure the efficient and effective delivery of the basic services and facilities as provided for under Section 17 of the Local Government Code
- Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance

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1. Issuances of Public Documents.

Description of the service: Issues certified true copies of Minutes, Ordinances, approved Resolutions and other related documents.

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| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Simple |
| Type of Transaction: | G2C; G2G; G2B |
| Who may avail: | ALL |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|-----------------------------|-----------------|
| Duly filled-up request form | SP Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|-------------------------|---|
| 1. Secures and fill-up a request form | 1.1. Provide a request form to the client | None | 1 minute | Karen S. Macapayag Board Secretary I |
| 2. Submits the filled-up request form | 2.1. Search the requested documents in the file If document is not available, notify client If client is from a government agency and the request is for government transaction do not issue order of payment, otherwise 2.2. Issue order of payment | None P10.00 per page | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| Pays the required Secretary's Fee at the Office of the Treasurer | None | P10.00 per page | 2 minutes | Collection Officer |
| 3. Presents Official Receipt | Prepare the document/s requested | None | 1-3 minutes per request | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |
| 4. Receives the document then signs the log book to acknowledge receipt | Release the document/s requested then, record on the log book | None | 1 minute | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |

2. Request for Resolution Authorizing the Local Chief Executive to enter into Memorandum of Agreement (MOA).

Description of the service: Authorizing the Local Chief Executive to enter into an agreement between entities, groups or individuals through a Resolution.

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|----------------------|---------------------------------------|
| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2G |
| Who may avail: | All Department of the City Government |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Endorsement from the Local Chief Executive 2. Letter of intent signed by the Head of Office 3. Sample of draft Memorandum of Agreement | Mayor's Office From concerned department From Project Proponent |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--------------------------|---|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | 1.1. Receives the required documents and check for completeness | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.2. Give client one (1) photocopy of the received documents for their file | | | |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 1.4. SP Regular Session (First Reading) | None | 2-3 hours Once a week | Alfredo S. Paz City Council Sec. Secretariat |
| | 1.5. Refer to appropriate committees for the conduct of committee hearing | | 1-2 minutes | Alfredo S. Paz City Council Sec. Secretariat |
| | 1.6. Prepare communication inviting the client to attend the Committee Hearing | | 5 minutes | Karen S. Macapayag Board Secretary I |
| 2. Appears during committee hearing | 2.1. Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |

| | | | | |
|--|--|------|-------------------------------|---|
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre Board Secretary II |
| | 2.3. Adoption of Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.6. Drafting and finalization of Minutes and approved Resolution | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish the client the approved resolution duly signed by the City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3.Receives copy of approved Resolution then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Resolution 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | None | 2 minutes | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |

3. Application for Civil Society Organization Accreditation

Description of the service: Non-State, not-for-profit, voluntary entities formed by people in the social sphere that are separate from the State and the market including community-based organizations as well as non-governmental organizations (NGOs) must undergo an accreditation process in the Office of the Sangguniang Panlungsod in order to be established as Civil Society Organization so that they can be active partners in the pursuit of local autonomy and involvement in the delivery of basic services and facilities.

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|----------------------|--------------------------------------|
| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2C |
| Who may avail: | Organizations, Cooperatives |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Letter-request for accreditation signed by the CSO President addressed to the City Vice Mayor | Client |
| 2. Duly accomplished Application Form | SP Office |
| 3. Board Resolution signifying intention for accreditation | Client/Organization |
| 4. List of current officers and members | Client/Organization |
| 5. Certificate of Registration | SEC/DOLE/CDA |
| 6. Financial Statement | Client/organization |
| 7. Barangay Resolution endorsing the Civil Society Organization | Barangay where the Organization reside |
| 8. Annual Accomplishment Report for the immediate preceding year | Client/Organization |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|---|--|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | 1.1. Receive the required documents and check for completeness 1.2. Give client one (1) photocopy of the received documents for their file | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 1.4. SP Regular Session (First Reading) 1.5. Refer to appropriate committees for the conduct of | None | 2-3 hours Once a week 1-2 minutes | Alfredo S. Paz City Council Sec. Secretariat Alfredo S. Paz City Council Sec. Secretariat |

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|---|--|------|-------------------------------|---|
| | committee hearing 1.6. Prepare communication inviting the client to attend the Committee Hearing | | 5 minutes | Karen S. Macapayag Board Secretary I |
| 2. Appears during committee hearing | 2.1. Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre Board Secretary II |
| | 2.3. Adoption of Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.6. Drafting and finalization of Minutes and approved Resolution | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish the client the approved resolution duly signed by the City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3. Receives copy of approved Resolution then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Resolution 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | None | 2 minutes | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |

4. Review of Barangay and Sangguniang Kabataan Budget and Investment Program

Description of the service: Reviews barangay budget to ensure that the provisions of the Code on Local Fiscal Administration are complied with, which review power includes the authority to declare the same inoperative if it is ascertained that the appropriations contained therein exceed the estimates of the income duly certified as collectibles, or that the same has not complied with the budgetary requirements set forth; and the authority to disallow the same if the items of appropriation are contrary to, or in excess of, any of the general limitations or the maximum amount prescribed.

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|----------------------|---|
| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2G |
| Who may avail: | Sangguniang Barangay and Sangguniang Kabataan |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| <u>For BUDGET</u> 1. Endorsement from the City Budget Officer 2. Barangay Appropriation Ordinance | City Budget Office Sangguniang Barangay/Kabataan |
| <u>For INVESTMENT PROGRAM</u> 1. Endorsement from the City Planning and Development Officer 2. Barangay Investment Program | City Planning and Development Office Sangguniang Barangay/Kabataan |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|--------------------------|---|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | 1.1. Receive the required documents and check for completeness 1.2. Give client one (1) photocopy of the received documents for their file | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 1.4. SP Regular Session (First Reading) | | 2-3 hours Once a week | Alfredo S. Paz City Council Sec. Secretariat |
| | 1.5. Refer to appropriate committees for the conduct of committee hearing | None | 1-2 minutes | Alfredo S. Paz City Council Sec. Secretariat |

| | | | | |
|---|--|------|-------------------------------|---|
| | 1.6. Prepare communication inviting the client to attend the Committee Hearing | | 5 minutes | Karen S. Macapayag Board Secretary I |
| 2. Appears during committee hearing | 2.1. Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Appropriation and Finance |
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre Board Secretary II |
| | 2.3. Adoption of Committee Report | None | 5 minutes | Chairman Committee on Appropriation and Finance |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Chairman Committee on Appropriation and Finance |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Chairman Committee on Appropriation and Finance |
| | 2.6. Drafting and finalization of Minutes and approved Resolution | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish the client the approved resolution duly signed by the City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3. Receives copy of approved Resolution then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Resolution | | | Karen S. Macapayag Board Secretary I |
| | 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | None | 2 minutes | Rex Q. Buna Records Officer |

5. Review of Barangay and Sangguniang Kabataan Enacted Ordinances

Description of the service: Review all Ordinances approved by the Sangguniang Barangay and Sangguniang Kabataan to determine whether these are within the scope of the prescribed powers of the Sanggunian and of the Punong Barangay.

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|----------------------|---|
| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2G |
| Who may avail: | Sangguniang Barangay and Sangguniang Kabataan |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|----------------------|
| 1. Endorsement from the Punong Barangay to the Sanggunian | Sangguniang Barangay |
| 2. Barangay Ordinance | Sangguniang Barangay |
| 3. Certificate of Posting | Sangguniang Barangay |
| 4. Minutes of the Public Hearing | Sangguniang Barangay |
| 5. Attendance of the Public Hearing | Sangguniang Barangay |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--|---|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | 1.1. Receive the required documents and check for completeness 1.2. Give client one (1) photocopy of the received documents for their file | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 1.4. SP Regular Session (First Reading) 1.5. Refer to appropriate committees for the conduct of committee hearing 1.6. Prepare communication inviting the client to attend the Committee Hearing | None | 2-3 hours Once a week 1-2 minutes 5 minutes | Alfredo S. Paz City Council Sec. Secretariat Alfredo S. Paz City Council Sec. Secretariat Karen S. Macapayag Board Secretary I |
| 2. Appears during committee hearing | 2.1. Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |

| | | | | |
|---|--|------|-------------------------------|---|
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre Board Secretary II |
| | 2.3. Adoption of Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.6. Drafting and finalization of Minutes and approved Resolution | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish the client the approved Resolution duly signed by the City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3. Receives copy of approved Resolution then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Resolution | None | 2 minutes | Karen S. Macapayag Board Secretary I |
| | 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | | | Rex Q. Buna Records Officer |

6. Review and Approve Annual Appropriation Ordinance and Investment Programs for the ensuing year of the City Government.

Description of the service: Review and approve Annual and Supplemental Budgets of the City government and appropriate funds for specific programs, projects, services and activities of the City for other purposes not contrary to law, in order to promote the general welfare of the City and its inhabitants.

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| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | (G2G) |
| Who may avail: | City Government of El Salvador |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| <p><u>For Annual and Supplemental Investment Program</u></p> <ol style="list-style-type: none"> 1. Endorsement from the Local Chief Executive 2. City Development Council Resolution 3. Local Finance Committee Recommendation 4. Proposed Annual or Supplemental Investment Program | <p>Office of the City Mayor City Development Council Local Finance Committee City Planning and Development Office</p> |
| <p><u>For Annual and Supplemental Budget</u></p> <ol style="list-style-type: none"> 1. Endorsement from the Local Chief Executive 2. Local Finance Committee Recommendation 3. Proposed Annual or Supplemental Budget | <p>Office of the City Mayor Local Finance Committee City Budget Office</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--|---|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | <ol style="list-style-type: none"> 1.1. Receive the required documents and check for completeness 1.2. Give client one (1) copy of the received documents for their reference | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | <ol style="list-style-type: none"> 1.4. SP Regular Session (First Reading) 1.5. Refer to appropriate committees for the conduct of committee hearing 1.6. Prepare communication inviting the client to attend the Committee Hearing | None | <p>2-3 hours Once a week</p> <p>1-2 minutes</p> <p>5 minutes</p> | <p>Alfredo S. Paz City Council Sec. Secretariat</p> <p>Alfredo S. Paz City Council Sec. Secretariat</p> <p>Karen S. Macapayag Board Secretary I</p> |

| | | | | |
|--|---|------|-------------------------------|---|
| 2. Appear during the committee hearing | 2.1. Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Appropriation and Finance Gerly L. Pierre Board Secretary II (Secretariat) |
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre Board Secretary II |
| | 2.3. Adoption of Committee Report | None | 5 minutes | Chairman Committee on Appropriation and Finance |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Chairman Committee on Appropriation and Finance |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Chairman Committee on Appropriation and Finance |
| | 2.6. Drafting and finalization of Minutes and approved Ordinance | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish the client the approved ordinance duly signed by the City Mayor, City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3. Receives copy of approved Ordinance then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Ordinance 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | None | 2 minutes | Karen S. Macapayag Board Secretary I |
| | 3.3. Post Approved Ordinance in the bulletin board | None | 1-2 hours | Karen S. Macapayag Board Secretary I Marilou L. Bonayog Administrative Aide - I |
| | 3.4. Submit Ordinance with corresponding attachments to the Sangguniang Panlalawigan for review and approval | None | 1-2 hours | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |

7. APPLICATION FOR LAND RECLASSIFICATION

Description of the service: Accepting/endorsing/approving applications for land reclassification along with other office/s tasked to scrutinize the documentary and other requirements for its approval in order to promote the general welfare and, for said purpose.

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| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2G |
| Who may avail: | City Mayor |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| 1. Endorsement from the Local Chief Executive 2. Application letter for land reclassification 3. Documentary requirements from the City Planning and Development Office 4. CDC Resolution | City Mayor's Office Client City Planning and Development Office City Development Council |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--|---|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | 1.1. Receive the required documents and check for completeness 1.2. Give client one (1) copy of the received documents for their reference | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 1.4. SP Regular Session (First Reading) 1.5. Refer to appropriate committees for the conduct of committee hearing 1.6. Prepare communication inviting the client to attend the Committee Hearing | None | 2-3 hours Once a week 1-2 minutes 5 minutes | Alfredo S. Paz City Council Sec. Secretariat Alfredo S. Paz City Council Sec. Secretariat Karen S. Macapayag Board Secretary I |
| 2. Appear during the committee hearing | 2.1. Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Agriculture |

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|--|---|------|-------------------------------|---|
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre Board Secretary II |
| | 2.4. Adoption of Committee Report | None | 5 minutes | Chairman Committee on Agriculture |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Chairman Committee on Agriculture |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Chairman Committee on Agriculture |
| | 2.6. Drafting and finalization of Minutes and approved Ordinance | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish client the approved Ordinance duly signed by the City Mayor, City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3. Receives copy of approved Ordinance then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Ordinance 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | None | 2 minutes | Karen S. Macapayag Board Secretary I |
| | 3.3. Post approved Ordinance in the bulletin board | None | 1-2 hours | Karen S. Macapayag Board Secretary I Marilou L. Bonayog Administrative Aide - I |
| | 3.4. Submit Ordinance with corresponding attachments to the Sangguniang Panlalawigan for review and approval | None | 1-2 hours | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |

8. Organizational Structure, Personnel Matters, and Other Administrative Concerns of the City Government.

Description of the service: The task and responsibility of the Sangguniang Panlungsod towards effective administrative governance revolves on the enactment, amendment or supplementation of legislative measures such as ordinances relating to functional and organizational structures of the City Offices as well as the staffing pattern in the light of changing conditions in the City.

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|----------------------|--------------------------------------|
| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2G |
| Who may avail: | All LGU Department |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| <p>For Creation of Positions:</p> <ol style="list-style-type: none"> 1. Endorsement from the Local Chief Executive 2. Letter of intent from the requesting office to the HRMO 3. Letter of intent from the HRMO to the LCE requesting for an endorsement and approval 4. Local Finance Committee Recommendation for budgetary requirements 5. Proposed Creation of Plantilla Position/s with Job Description, Item Number and Salary Grade with rationale and legal basis 6. Organizational and Functional Structure <p>For Abolition and Re-Titling of Positions:</p> <ol style="list-style-type: none"> 1. Endorsement from the Local Chief Executive 2. Letter of intent from the requesting office to the HRMO 3. Letter of intent from the HRMO to the LCE requesting for an endorsement and approval 4. Proposed Abolition and Re-titling of Positions with rationale and legal basis | <p>City Mayor's Office Requesting Office</p> <p>Human Resource and Management Office</p> <p>Local Finance Committee</p> <p>Human Resource and Management Office</p> <p>Human Resource and Management Office</p> <p>City Mayor's Office Requesting Office</p> <p>Human Resource and Management Office</p> <p>Human Resource and Management Office</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | <ol style="list-style-type: none"> 1.1. Receive the required documents and check for completeness 1.2. Give client one (1) copy of the received documents for their reference | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |

| | | | | |
|--|---|------|----------------------------------|--|
| | 1.4. SP Regular Session (First Reading) | | 2-3 hours Once a week | Alfredo S. Paz City Council Sec. Secretariat |
| | 1.5. Refer to appropriate committees for the conduct of committee hearing | None | 1-2 minutes | Alfredo S. Paz City Council Sec. Secretariat |
| | 1.6. Prepare communication inviting the client to attend the Committee Hearing | | 5 minutes | Karen S. Macapayag Board Secretary I |
| 2. Appear during the committee hearing | 2.1. Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre Board Secretary II |
| | 2.5. Adoption of Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Chairman Committee on Laws, Rules & Privileges |
| | 2.6. Drafting and finalization of Minutes and approved Ordinance | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish client the approved Ordinance duly signed by the City Mayor, City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3. Receives copy of approved Ordinance then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Ordinance 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | None | 2 minutes | Karen S. Macapayag Board Secretary I |

| | | | | |
|--|--|------|-----------|--|
| | 3.3. Post Approved Ordinance in the bulletin board | None | 1-2 hours | Karen S. Macapayag Board Secretary I Marilou L. Bonayog Administrative Aide - I |
| | 3.4. Submit Ordinance with corresponding attachments to the Sangguniang Panlalawigan for review and approval | None | 1-2 hours | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |

9. Adoption of Mandatory Plans

Description of the Service: Adoption of Mandated Local Plans is a function of the legislative council pursuant to its status as a political unit. This devolved function is being exercised by the Sanggunian on behalf of the National State which is directed by the Constitution.

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|----------------------|--------------------------------------|
| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2G |
| Who may avail: | All Department |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---------------------|
| 1. Endorsement from the Local Chief Executive | City Mayor's Office |
| 2. Letter of Intent | Concerned Office |
| 3. Approved Plan | Concerned Office |
| 4. Resolution Approving the Plan | Concerned Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|--------------------------|--|
| 1. Submits documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then waits for the process and issuance of resolution | 1.1. Receive the required documents and check for completeness | None | 1-2 minutes | Karen S. Macapayag Board Secretary I |
| | 1.2. Give client one (1) copy of the received documents for their reference | | | |
| | 1.3. Calendar the request for First Reading | None | 5 minutes | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| 2. Appear during the committee hearing | 1.4. SP Regular Session (First Reading) | None | 2-3 hours Once a week | Alfredo S. Paz City Council Sec. Secretariat |
| | 1.5. Refer to appropriate committees for the conduct of committee hearing | | 1-2 minutes | Alfredo S. Paz City Council Sec. Secretariat |
| | 1.6. Prepare communication inviting the client to attend the Committee Hearing | | 5 minutes | Karen S. Macapayag Board Secretary I |
| | 2.1. Committee Hearing | None | 20 – 30 minutes | Committee Chairman |

| | | | | |
|--|--|------|-------------------------------|---|
| | 2.2. Preparation of Committee Reports (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre Board Secretary II |
| | 2.6. Adoption of Committee Report | None | 5 minutes | Committee Chairman |
| | 2.4. Second Reading (Deliberation) | None | 1 week (next regular session) | Committee Chairman |
| | 2.5. Third and Final reading or approval of the proposed measures | None | 1 week (next regular session) | Committee Chairman |
| | 2.6. Drafting and finalization of Minutes and approved Resolution | None | 1-2 days | Alfredo S. Paz City Council Sec. Ferlyn Dunn D. Buna Local Legislative Staff Officer - I |
| | 2.7. Prepare endorsement letter and furnish the client the approved Resolution duly signed by the City Vice Mayor and SP Secretary | None | 5 minutes | Karen S. Macapayag Board Secretary I |
| 3.Receives copy of approved Resolution then signs file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Resolution 3.2. Let client sign the file copy to acknowledge receipt and log book to log out | None | 2 minutes | Karen S. Macapayag Board Secretary I Rex Q. Buna Records Officer |

9. Application of Motorized Tricycle-for-Hire Franchise

Description of the service: Issuance of new franchise for motorized tricycle-for-hire is governed under the Local Government Code of 1991 and under Ordinance No. 28-S.2017 known as the **LOCAL TRAFFIC CODE OF THE CITY OF EL SALVADOR 2018”**.

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|----------------------|--------------------------------------|
| Office or Division: | Office of the Sangguniang Panlungsod |
| Classification: | Highly Technical |
| Type of Transaction: | G2C |
| Who may avail: | All |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1. Application Form 2. 1 copy of Police Clearance 3. 1 copy of Barangay Clearance 4. 1 Photocopy of OR and CR 5. 1 copy of TEMU Clearance 6. 1 copy of Health Certificate 7. 1 Photocopy of Driver’s License | City Mayor’s Office Police Station Barangay where the owner resides Client TEMU Office City Health Office Client |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|--|
| 1. Submits all requirements | 1.1. Receive the required documents and check for completeness | None | 2 minutes | Marilou Bonayog Administrative Aide I (With Supervision) |
| | 1.2. Prepare Provisional Authority | None | 5 minutes | Marilou Bonayog Administrative Aide I (With Supervision) |
| | 1.3. Sign Provisional Authority | | 2 minutes | City Vice Mayor (Chairman – CESTRB) |
| 2. Receives copy of Provisional Authority then proceed to LTO and apply unit as for hire | Release Provisional Authority duly signed by City Vice-Mayor | None | 3 minutes | Marilou Bonayog Administrative Aide I (With Supervision) |
| 3. Submits photocopy of Official Receipt and Certificate of Registration | 3.1. Receive OR and CR | None | 1 minute | Marilou Bonayog Administrative Aide I (With Supervision) |
| | 3.2. Prepare Motorized Tricycle Operator Permit (MTOPI) | None | 5 minutes | Marilou Bonayog Administrative Aide I (With Supervision) |
| 4. Receives copy of Motorized Tricycle Operator Permit (MTOPI) | Release Motorized Tricycle Operator Permit (MTOPI) duly signed by City Vice Mayor | None | 2 minutes | Marilou Bonayog Administrative Aide I (With Supervision) |

FEEDBACK AND COMPLAINT MECHANISM

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|---------------------------------------|--|
| How to send feedback | 1. Write your feedbacks the form with complete details provided at designated area and drop at FEEDBACK BOX. |
| How feedbacks are processed | <p>1. All accomplished feedback forms are gathered by Officer-in-charge and forwarded to the Head of Office.</p> <p>2. There will be weekly assessment and evaluation.</p> |
| How to file a complaint | 1. Write your complaint on the form provided at designated area with complete details. |
| How complaints are processed | 1. Complaints are forwarded to the head of Office and to the recipient for immediate action and investigation. |
| Contact Center ng Bayan | 09088816565 |
| Presidential Complaints Center | 8888 |
| Anti-Red Tape Authority | 478-5093 |