

CITY OF EL SALVADOR HOUSING AND URBAN DEVELOPMENT OFFICE

CITIZEN’S CHARTER

2020 (1st Edition)

**I. Mandate:**

It formulates policies on the administration and implement programs and projects on low cost housing and other socialized dwellings specially for the underprivileged and homeless.

It also facilitates and encourages 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**



**1. Application for Socialized Housing Unit**

**Description of the Service**: This Service provides 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. Receive invitation letter and meet  Zone Leader Housing staff on site | Conduct an Initial Dialogue with the affected parties | None | ½ day | *Junar Plaga*  *Housing Officer IV*  *w/ staff* |
| 2.Attend meeting for all families affected | Conduct orientation proper | None | 1 day | *Claudine Capili*  *Aide I*  *Junar G. Plaga*  *Housing Officer IV* |
| 3. Submit himself/herself for an interview at their residence. | 3.1 Conduct interview and profiling  3.2 Encode and review documents | None | 5 Days | *Rutchila de la Pena Aide I*  *JunarPlaga*  *Housing Officer IV*  *Claudine Capili*  *Aide I*  *JunarPlaga*  *Housing Officer IV* |
|  | 3.3 .Finalize list by the Committee of Beneficiary Selection | None | 2 hours | *Members of the Committee headed by Ms Kristine C. Firmalino*  *Head-CSWD*  *Barangay Representative* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 3.4.Evaluate and Deliberate by the Committee of Beneficiary Selection during Board Meeting and approval for a Resolution | None | 40 minutes | *Members of the Committee headed by Ms Kristine C. Firmalino*  *Head-CSWD* |
| 3.5.Endorse and wait for Approval of SP for Disturbance Fee | None | 10 days | *JunarPlaga*  *Housing Officer IV* |
| 4.Receive notice and attend drawing of lots | 4.1 Draw Lots  4.2 Facilitate Transfer of relocators | None | ½ day | *JunarPlaga*  *Housing Officer IV With CSWD representative* |
| None | 1 week |
|  |  |  |  |  |

**2. Facilitate Application for Building Permit for LGU Resettlement Project**

**Description of the Service**: 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 | *Rutchila de la Pena Aide I*  *JunarPlaga*  *Housing Officer IV* |
| 2. Receive 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 | *Rutchila de la Pena Aide I*  *Junar Plaga*  *Housing Officer IV* |

**3. Application for Private Developer/Subdivision**

**Description of the Service:** 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** | | |
| 1. Six (6) sets of the following documents duly signed by a Licensed Architect/Engineer;  2.Site Development Plan (Schematic Plan showing the proposed layout)  3.Topographic Map  4.Vicinity Map –  4.1 Highlight the public road, proposed interconnecting road and the drainage outfall  4.2Google-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  5.Survey plan of the lot(s) as described in the title.  6. Four (4) copies of Certified True Copy of Title(s), Tax Declaration, Zoning Certificate and Current Tax Receipt;  7.Right to use or Deed of Sale or right-of-way for access road and other utilities when applicable & Barangay Resolution; | | (From CLIENT/LAND DEVELOPERS) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present Original copies and Submit photocopies of the same | 1.1Check and receive requirements  Conduct Preliminary Interview /evaluation | None | 15 minutes | *Rutchila de la Pena Aide I*  *JunarPlaga*  *Housing Officer IV* |
|  |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |
|  | 2.2Evaluate the technical plans and other pertinent documents |  |  |
| 3. Guide the inspectorate team | 3.1 Conduct ocular inspection and completeevaluation 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 | *Local Housing Board* |

**4. Issuance of Repayment Slip**

**Description of the Service:** This service facilitates the processing of Monthly payment of housing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 | *Roxanne Baculio*  *Housing Officer I*  *Junar Plaga*  *Housing Officer IV* |
|  |  | |  |  |  |
| Present O.R after payment from City Treasurer | Record the O.R # and Date | None | | 3 minutes | *Roxanne Baculio*  *Housing Officer I*  *Junar Plaga*  *Housing Officer IV* |

|  |  |  |  |
| --- | --- | --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | | | |
| How to send feedback | | Accomplish feedback form available in the office and out in the suggestion box | |
| How feedbacks are processed | | Discuss during Weekly Staff Meetings | |
| How to file a complaint | | Write a Letter of Complaint to be addressed to the Local Chief Executive thru the Human Resource Management Office | |
| How complaints are processed | | Discussed with the Local Chief Executive | |
| Contact Information of CCB | | CSC – Contact Center ng Bayan – 0908-8816-565 | |
| PCC | | Presidential Complaints Center - 8888 | |
| ARTA | | Anti-Red Tape Authority – 478-5093 | |