

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)



CITY GOVERNMENT OF EL SALVADOR

CITY MAYOR’S OFFICE

CITIZEN’S CHARTER

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Service A 1

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**Service Office**

**Service Category**

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1. ISSUANCE OF MAYOR’S CERTIFICATION OF NO INCOME

**Description of the Service:** 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.

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| **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**  **CITY SOCIAL WELFARE & DEVELOPMENT (SWD) CERTIFICATION -1 Original Copy** | | | Barangay Hall  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. Issue the Mayor’s Certification |  | 5-10 minutes | Conie P. Lapad  Bookbinder III  Executive Secretary |
|  | 1.3 Sign the Certification |  | 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 |

1. ISSUANCE OF MAYOR’S CERTIFICATION (SOLEMNIZING OFFICER)

**Description of the Service:** This service provides Mayor’s Certification for the church or organization whose Head/Pastor/ Priest is applying or renewing his or her license to solemnize. This certificate is free.

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| **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**  **SEC REGISTRATION OF THE CHURCH- 1 Original Copy for presentation and 1 Photocopy for submission** | | | Barangay Hall  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 |  | 5minutes | 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 |

1. ISSUANCE OF MAYOR’S CLEARANCE

**Description of the Service:** 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.

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| **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 or Community Tax Certificate (CTC)**  **POLICE CLEARANCE**  **RECEIPT OF PAYMENT** | | | City Treasury Office/Barangay Hall  Philippine National Police (PNP)  City Treasurer’s Office (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 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 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 |

1. ISSUANCE OF PHILHEALTH CERTIFICATION

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

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| **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 |

1. ISSUANCE OF CASH ASSISTANCE

**Description of the Service:** This service provides medical and burial financial assistance to bonafide indigent residents of El Salvador City.

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| **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 Original Copy**  **Case Study/Case Summary-1 set original copy**  **Medical Abstract for Medical Assistance –1 set original copy**  **Billing Statement for Medical Assistance– 1 original copy**  **Prescription for Medical Assistance – 1 original copy**  **Death Certificate for Burial– 1 photocopy**  **CDRRMO Certificate of Qualified Victim – 1 original copy** | | | | Barangay Hall  City Social Welfare and Development Office (CSWDO)  Attending Physician  Hospital Billing Department  Attending Physician  CCR  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 |  | | 5minutes | 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 |

1. ISSUANCE OF PESO CLEARANCE

**Description of the Service:** 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.

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| **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** | | |
| **Community Tax Certificate (CTC) – 1 original copy**  **Police Clearance – 1 original, 1 photocopy**  **Receipt of Payment – 1 original** | | | City Treasury Office/Barangay Hall  Philippine National Police (PNP)  City Treasurer’s Office (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 |  | 5minutes | 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  for PESO Manager and LCE’s signature |  | 10 minutes | Conie P. Lapad  Bookbinder III  PESO Manager-Designate  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 |

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

**Description of the Service:** 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.

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| **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 the 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) | |
| National Bureau of Investigation (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 |  | 5minutes | 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  Treasurer’s Office for payment | 200.00/day | 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 the NOC for PESO Manager Signature |  | 5 minutes | Conie P. Lapad  Bookbinder III  PESO Manager-Designate |
| 3. Receive the No Objection Certificate (NOC) | 3.1. Register on the logbook and release the NOC, keep copy for file |  | 5 minutes | Maylen Y. Tomarong  Admin Aide I  PESO Staff |

1. **REFERRAL TO PUBLIC AND PRIVATE ENTITIES**

**Description of the Service:** It helps facilitate employment for job seekers/ applicants in private and public entities for local and overseas employment thru Job Referral and Job Placement.

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| **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** | | | |
| Any of the following:   * 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 From | 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  2. Facilitate Job Matching based on the clients skills, preferred job, qualifications and work location  3. Email the documents to preferred company as to the desired positon  4. Inform client that the Company’s HR will act outright and provide feedback on his/her application | | |  | 5 minutes  5 minutes  2 minutes  1 minute | Conie P. Lapad  Bookbinder III  PESO Manager-  Designate |

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| **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 | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |