

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

**List of Services**

**SERVICES PAGE NO.**

Issuances of Public Documents 3

Memorandum of Agreement (MOA) 4

Civil Society Organization Accreditation 6

Review of Sangguniang Barangay and Sangguniang Kabataan Budget and Investment Program 8

Review of Sangguniang Barangay and Sangguniang Kabataan Enacted Ordinances 10

Annual Appropriation Ordinance and Investment Programs 12

Application for Land Reclassification 14

Organizational Structure, Personnel Matters, and Other Administrative Concerns 16

Approval of Mandatory Plans 19

Application for Motorized Tricycle-for-Hire Franchise 21

Feedback and Complaint Mechanism 22

**1. Issuances of Public Documents.**

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

|  |  |
| --- | --- |
| 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. Secure and fill-out a request form | 1.1. Provide a request form to the client | None | 1 minute | Karen S. Macapayag  Board Secretary I |
| 2. Submit the filled-out 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 order of payment is not issued, 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 City 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. Receive the document then sign 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:** This Service facilitates authorizing the Local Chief Executive to enter into an agreement between entities, groups or individuals through a Resolution.

|  |  |
| --- | --- |
| 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. Submit documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then wait 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. Conduct 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 committee hearing | 2.1. Conduct Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre  Board Secretary II |
|  | 2.3. Adopt Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.4. Process Second Reading  (Deliberation) | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.5. Process Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.6. Draft and finalize 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.Receive copy of approved Resolution then sign file copy to acknowledge receipt and log book to log out | 3.1. Furnish client the approved Resolution  3.2. Let client sign 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.

|  |  |
| --- | --- |
| 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 2. Duly accomplished Application Form 3. Board Resolution signifying intention for accreditation 4. List of current officers and members 5. Certificate of Registration 6. Financial Statement 7. Barangay Resolution endorsing the Civil Society Organization 8. Annual Accomplishment Report for the immediate preceding year | Client  SP Office  Client/Organization  Client/Organization  SEC/DOLE/CDA  Client/organization  Barangay where the Organization reside  Client/Organization  Client/Organization |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO**  **BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit 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. Conduct 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 committee hearing | 2.1. Process Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre  Board Secretary II |
|  | 2.3. Adopt Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.4. Process Second Reading (Deliberation) | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.5. Process the Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.6. Draft and finalize 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.Receive copy of approved Resolution then sign 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:** This 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.

|  |  |
| --- | --- |
| 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** |
| For BUDGET   1. Endorsement from the City Budget Officer 2. Barangay Appropriation Ordinance | City Budget Office  Sangguniang Barangay/Kabataan |
| For INVESTMENT PROGRAM   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. Submit 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. Process the 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 committee hearing | 2.1.Conduct the Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Appropriation and Finance |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre  Board Secretary II |
|  | 2.3. Adopt the Committee Report | None | 5 minutes | Chairman Committee on Appropriation and Finance |
|  | 2.4. Conduct the Second Reading (Deliberation) | None | 1 week  (next regular session) | Chairman Committee on Appropriation and Finance |
|  | 2.5. Conduct Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Chairman Committee on Appropriation and Finance |
|  | 2.6. Draft and finalize 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.Receive copy of approved Resolution then sign 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 |

**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.

|  |  |
| --- | --- |
| 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 2. Barangay Ordinance 3. Certificate of Posting 4. Minutes of the Public Hearing 5. Attendance of the Public Hearing | Sangguniang Barangay  Sangguniang Barangay  Sangguniang Barangay  Sangguniang Barangay  Sangguniang Barangay |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO**  **BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit 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. Conduct 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. Conduct Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes | Gerly L. Pierre  Board Secretary II |
|  | 2.3. Adopt Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.4. Conduct Second Reading  (Deliberation) | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.5. Conduct Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.6. Draft and finalize 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. Receive copy of approved Resolution then sign 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 |

**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.

|  |  |
| --- | --- |
| 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** |
| For Annual and Supplemental Investment Program  1. Endorsement from the Local Chief Executive   1. City Development Council Resolution 2. Local Finance Committee Recommendation 3. Proposed Annual or Supplemental Investment Program | Office of the City Mayor  City Development Council  Local Finance Committee  City Planning and Development Office |
| For Annual and Supplemental Budget  1. Endorsement from the Local Chief Executive   1. Local Finance Committee Recommendation 2. Proposed Annual or Supplemental Budget | Office of the City Mayor  Local Finance Committee  City Budget Office |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO**  **BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then wait 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. Conduct 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 Appropriation and Finance  Gerly L. Pierre  Board Secretary II  (Secretariat) |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre  Board Secretary II |
|  | * 1. Adopt Committee Report | None | 5 minutes | Chairman Committee on Appropriation and Finance |
|  | 2.4. Conduct Second Reading  (Deliberation) | None | 1 week  (next regular session) | Chairman Committee on Appropriation and Finance |
|  | 2.5. Conduct Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Chairman Committee on Appropriation and Finance |
|  | 2.6. Draft and finalize 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.Receive copy of approved Ordinance then sign 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.

|  |  |
| --- | --- |
| 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. Submit documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then wait 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. Conduct 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.Conduct Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Agriculture |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre  Board Secretary II |
|  | * 1. Adopt Committee Report | None | 5 minutes | Chairman Committee on Agriculture |
|  | 2.4. Conduct Second Reading  (Deliberation) | None | 1 week  (next regular session) | Chairman Committee on Agriculture |
|  | 2.5. Conduct Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Chairman Committee on Agriculture |
|  | 2.6. Draft and finalize 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.Receive copy of approved Ordinance then sign 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.

|  |  |
| --- | --- |
| 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** |
| **For Creation of Positions:**   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   **For Abolition and Re-Titling of Positions:**   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 | City Mayor’s Office  Requesting Office  Human Resource and Management Office  Local Finance Committee  Human Resource and Management Office  Human Resource and Management Office  City Mayor’s Office  Requesting Office  Human Resource and Management Office  Human Resource and Management Office |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO**  **BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit documentary requirements in fifteen (15) sets (1 original copy and 14 photocopies), then wait 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. Process the 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.Conduct Committee Hearing | None | 20 – 30 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre  Board Secretary II |
|  | * 1. Adopt Committee Report | None | 5 minutes | Chairman Committee on Laws, Rules & Privileges |
|  | 2.4. Conduct Second Reading (Deliberation) | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.5. Conduct Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Chairman Committee on Laws, Rules & Privileges |
|  | 2.6. Draft and finalize 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.Receive copy of approved Ordinance then sign 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.

|  |  |
| --- | --- |
| 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 2. Letter of Intent 3. Approved Plan 4. Resolution Approving the Plan | City Mayor’s Office  Concerned Office  Concerned Office  Concerned Office |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO**  **BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit documentary requirements in fifteen (15) set (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.Conduct the Committee Hearing | None | 20 – 30 minutes | Committee Chairman |
|  | 2.2. Prepare Committee Reports  (findings and/or recommendations) | None | 20-30 minutes per report | Gerly L. Pierre  Board Secretary II |
|  | * 1. Adopt Committee Report | None | 5 minutes | Committee Chairman |
|  | 2.4. Conduct Second Reading  (Deliberation) | None | 1 week  (next regular session) | Committee Chairman |
|  | 2.5. Conduct Third and Final reading or approval of the proposed measures | None | 1 week  (next regular session) | Committee Chairman |
|  | 2.6. Draft and finalize 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.Receive copy of approved Resolution then sign 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”.**

|  |  |
| --- | --- |
| 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. Submit 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  1.3. Sign Provisional Authority | None | 5 minutes  2 minutes | Marilou Bonayog  Administrative Aide I  (With Supervision)  City Vice Mayor  (Chairman – CESTRB) |
| 2. Receive 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. Submit 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 (MTOP) | None | 5 minutes | Marilou Bonayog  Administrative Aide I  (With Supervision) |
| 4. Receive copy of Motorized Tricycle Operator Permit (MTOP) | Release Motorized Tricycle Operator Permit (MTOP) duly signed by City Vice Mayor | None | 2 minutes | Marilou Bonayog  Administrative Aide I  (With Supervision) |

|  |  |
| --- | --- |
| **FEEDBACK AND COMPLAINT MECHANISM** | |
| **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** | 1. All accomplished feedback forms are gathered by Officer-in-charge and forwarded to the Head of Office.  2.There will be weekly assessment and evaluation. |
| **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 |