



MUNICIPALITY OF TUBIGON

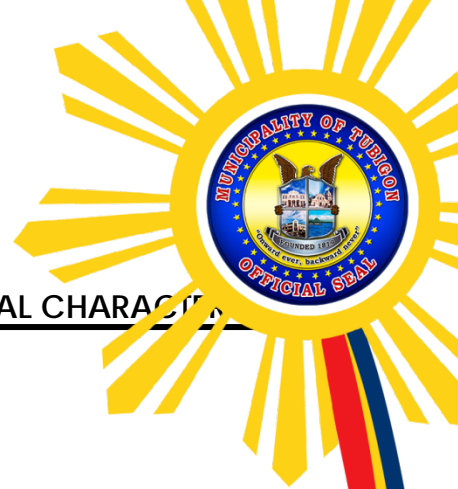
**CITIZEN'S
CHARTER**





MAYOR'S OFFICE
ADMINISTRATIVE SERVICES





SECURING MAYOR'S CLEARANCE & CERTIFICATE OF GOOD MORAL CHARACTER

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

General public

What are the Requirements:

Police Clearance – Original copy
Latest Community Tax Certificate
Official Receipt from the Municipal Treasurer's Office

Duration: 16 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	Form
1	Submits all requirements to the receiving clerk or employee in-charge at the Mayor's Office.	<p>Receives, reviews the Requirements</p> <ul style="list-style-type: none"> <i>If not complete, return documents to applicants</i> 	2 minutes	Mayor's Office Staff	Based on the Revised Revenue Code (Mun. Ordinance No. 2015-07-416)	None
2	<p>Payment.</p> <p>Pays the clearance fee at the Treasurer's Office and asks for the Official Receipt.</p>	<p>Instructs the client to pay the corresponding clearance fee at the Treasurer's Office.</p> <p>Accepts the payment, gives the Official Receipt and instructs the client to go to the Mayors Office for the printing of Mayor's clearance and/or Certificate of Good Moral Character</p>	2 mins.	MTO Cashier		
3	Receives the Mayor's clearance and/or Certificate of Good Moral Character	<p>Receives the Official Receipt and prints the Mayor's clearance and/or Certificate of Good Moral Character</p> <p>Forwards to the Mayor's Office for signature.</p> <p><i>The Mayor (or his authorized</i></p>	<p>5-10 minutes</p> <p>2 minutes</p>	<p>Mayor's Staff</p> <p>Mayor's Staff</p>		



	<p><i>representative) signs the Clearance.</i></p> <p>Keeps a copy of the clearance and/or Certificate of Good Moral Character for office files, releases the clearance and/or Certificate of Good Moral Character</p>			
END OF TRANSACTION				

SECURING PERMIT ON ALL ADVERTISING / PROMOTIONAL ACTIVITIES

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

General public

What are the Requirements:

Barangay Clearance
Zoning Clearance/authority/consent of private owner
Official Receipt from the Municipal Treasurer’s Office
Sample of advertising/promotional materials

Duration: 16 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	Form
1	Submits all requirements to the receiving clerk or employee in-charge at the Mayor’s Office.	<p>Receives, reviews the Requirements</p> <ul style="list-style-type: none"> <i>If not complete, return documents to applicants</i> <p>Instructs the client to pay the corresponding permit fee at the Treasurer’s Office.</p>	2 minutes	Mayor’s Office Staff	Based on the Revised Revenue Code (Mun. Ordinance No. 2015-07-416)	Nor
2	Payment. Pays the permit fee at the Treasurer’s Office and asks for the Official Receipt.	Accepts the payment, gives the Official Receipt and instructs the client to go to the Mayors Office for the printing of Mayor’s Permit	2 mins.	MTO Cashier		



3	Receives the Mayor's Permit	Receives the Official Receipt and prints the Mayor's Permit Forwards to the Mayor's Office for signature.	5-10 minutes	Mayor's Staff	
		<i>The Mayor (or his authorized representative) signs the Clearance.</i> Keeps a copy of the permit for office files, releases the permit	2 minutes	Mayor's Staff	
END OF TRANSACTION					

SECURING PERMIT TO CONDUCT PUBLIC ASSEMBLY, RALLIES AND DEMONSTRATIONS, PARADES, MOTORCADE, RECORDEDA, CAROLLING, DISCO, BENEFIT DANCE, CONCERTS, FUND RASING, RAFFLE DRAWS, ETC.

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

General public

What are the Requirements:

Letter request addressed to the Municipal Mayor indicating the scheduled date, planned route and purpose of the activity

Must secure Official Receipt of payment from the Municipal Treasurer's Office

Duration: 16 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	F
1	Submits all requirements to the receiving clerk or employee in-charge at the Mayor's Office.	Receives, reviews the Requirements • <i>If not complete, return documents to applicants</i>	2 minutes	Mayor's Office Staff	Based on the Revised Revenue Code (Mun. Ordinance No. 2015-07-416)	N



		<p>Instructs the client to pay the corresponding permit fee at the Treasurer's Office.</p> <p>Accepts the payment, gives the Official Receipt and instructs the client to go to the Mayor's Office for the printing of Mayor's Permit</p>	2 mins.	MTO Cashier	
2	<p>Payment.</p> <p>Pays the permit fee at the Treasurer's Office and asks for the Official Receipt.</p>				
3	<p>Receives the Mayor's Permit</p>	<p>Receives the Official Receipt and prints the Mayor's Permit</p> <p>Forwards to the Mayor's Office for signature.</p> <p><i>The Mayor (or his authorized representative) signs the Clearance.</i></p> <p>Keeps a copy of the permit for office files, releases the permit</p>	<p>5-10 minutes</p> <p>2 minutes</p>	<p>Mayor's Staff</p> <p>Mayor's Staff</p>	
END OF TRANSACTION					

AVAILING OF PUBLIC ASSISTANCE

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

General public

What are the Requirements:

Punong Barangay's Certification
Official Receipt of payment from the Municipal Treasurer's Office

Duration: 20 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	
1	Submits all requirements to the	Receives, reviews the	5 minutes	Mayor's Office	None	No



	receiving clerk or employee in-charge at the Mayor's Office.	Requirements <ul style="list-style-type: none"><i>If not complete, return documents to applicants</i> Ask the client what particular public assistance he/she needs. Endorse to the Mayor the required customer assistance for evaluation.		Staff	
2	Wait for her/his time for personal appearance with the Mayor	Call the client for personal appearance with the Mayor	15 mins.	Mayor	
3	Talked with the Mayor and go home				
END OF TRANSACTION					



SEUCRING AFFIDAVITS

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

General public

What are the Requirements:

Based on the type of affidavit needed (see next page)

Duration: 16 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	Form
1	Submits all requirements to the receiving clerk or employee in-charge at the Mayor's Office.	<p>Receives, reviews the Requirements</p> <ul style="list-style-type: none"> <i>If not complete, return documents to applicants</i> <p>Instructs the client to pay the corresponding permit fee at the Treasurer's Office.</p>	2 minutes	Mayor's Office Staff	Based on the Revised Revenue Code (Mun. Ordinance No. 2015-07-416)	None
2	Payment. Pays the Affidavit fee at the Treasurer's Office and asks for the Official Receipt.	Accepts the payment, gives the Official Receipt and instructs the client to go to the Mayors Office for the printing of Mayor's Affidavit	2 mins.	MTO Cashier		
3	Receives the Affidavit	<p>Receives the Official Receipt and prints the Affidavit Forwards to the Mayor's Office for signature.</p> <p><i>The Mayor (or his authorized representative) signs the Affidavit.</i></p> <p>Keeps a copy of the Affidavit for office files, releases the</p>	<p>5-10 minutes</p> <p>2 minutes</p>	<p>Mayor's Staff</p> <p>Mayor's Staff</p>		



	Affidavit				
END OF TRANSACTION					

LIST of Requirements for Securing Affidavits:

Type of Affidavits	Requirements
1) Affidavit for Legitimation	<ul style="list-style-type: none">- Official Receipt of payment- Marriage Certificate- Community Tax Certificate
2) Self/joint Affidavit for Late Registration of Birth	<ul style="list-style-type: none">- Official Receipt of payment- Community Tax Certificate- Community Tax Certificate of two witness- Filled-up form duly signed by LCR representative
3) Affidavit for Acknowledgement Paternity	<ul style="list-style-type: none">- Affidavit Receipt- Community Tax of Affiant (father)
4) Affidavit of Two disinterested Persons for Correction of error	<ul style="list-style-type: none">- Official Receipt of payment- Community tax of affiant (2 witness)- A document showing the "clerical error" data
5) Affidavit of Loss	<ul style="list-style-type: none">- Official Receipt of payment- Community Tax of the Affiant



ISSUANCE OF BURIAL PERMIT

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

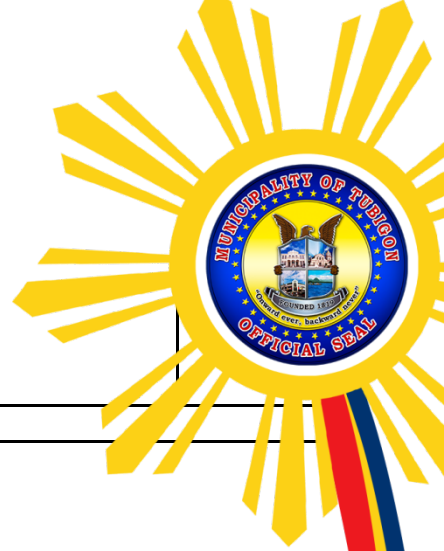
General public

What are the Requirements:

Death Certificate

Duration: 16 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	Form
1	Submits the requirement to the receiving clerk or employee in-charge at the Mayor's Office.	<p>Receives, review the Requirement</p> <p><i>* If no death certificate, advise applicants to secure</i></p>	2 minutes	Mayor's Office Staff	Based on the Revised Revenue Code (Mun. Ordinance No. 2015-07-416)	None
2	Payment. Pays the permit fee at the Treasurer's Office and asks for the Official Receipt.	<p>Instructs the client to pay the corresponding permit fee at the Treasurer's Office.</p> <p>Accepts the payment, gives the Official Receipt and instructs the client to go to the Mayors Office for the printing of Burial Permit</p>	2 mins.	MTO Cashier		
3	Receives the Burial Permit	<p>Receives the Official Receipt and print s the Burial Permit Forwards to the Mayor's Office for signature.</p> <p><i>The Mayor (or his authorized representative) signs the Clearance.</i></p> <p>Keeps a copy of the permit for office files, releases the</p>	<p>5-10 minutes</p> <p>2 minutes</p>	<p>Mayor's Staff</p> <p>Mayor's Staff</p>		



		permit			
END OF TRANSACTION					

ISSUANCE OF MAYOR'S PERMIT

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

General public.

What are the Requirements:

Based on the approved required documentary requirements by the BPLO per line of business.

Duration: 16 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	Form
1	Submits the requirements to the receiving clerk or employee in-charge at the Mayor's Office.	Receives, reviews the Requirements and the required regulatory fees if it is in order. <ul style="list-style-type: none"> <i>If not complete, return documents to applicants</i> 	5 minutes	Mayor's Office Staff	Based on the Revised Revenue Code (Mun. Ordinance No. 2015-07-416)	None
2	Wait	instructs the client to go wait while preparing for the printing of Mayor's Permit	2 mins.	MTO Cashier		
3	Receives the Mayor's Permit	Prints the Business Permit Forwards to the Mayor's Office for signature.	5-10 minutes 2 minutes	Mayor's Staff Mayor's Staff		



		<p>The Mayor (or his authorized representative) signs the Clearance.</p> <p>Keeps a copy of the permit for office files, releases the permit</p>			
END OF TRANSACTION					

SECURING FINANCIAL ASSISTANCE

Schedule of the Availability of Service:

Mondays – Fridays
8:00 AM – 5:00 PM without noon break

Who May Avail of the Service:

General public.

What are the Requirements:

Barangay Clearance
Hospital bill or official receipts

Duration: 10 minutes

Step	Applicant/Client	Action Officer	Duration of the Activity	Persons in Charge	Fees	Form
1	Submits the requirements to the receiving clerk or employee in-charge at the Mayor's Office.	<p>Receives, reviews the Requirements and as the client if he/she already go to the MSWDO office for interview</p> <ul style="list-style-type: none"> <i>If in-complete, return documents to applicants while if the client did not underwent MSWDO staff interview, advise the client to go to the MSWDO for an interview</i> 	5 minutes	Mayor's Office Staff	None	Non
2	Wait	instructs the client to go wait while preparing for the letter of Mayor to	5 mins.	Mayor's Office Staff		



<p>3</p>	<p>Bring the documents together with the letter of the Mayor to MSWD Office for voucher preparation.</p> <p>Wait for a maximum of 3 days and get the financial assistance at the Municipal Treasurer's Office</p>	<p>MWSDO</p> <p>Instruct the client to bring the letter to MSWDO office and advise them to wait for maximum of 3 days for the release of the financial assistance check. Advise also the client to get their financial assistance at the Municipal Treasurer's Office for a maximum of 3 days. Also the Mayor's staff will get his/her contact number for updating.</p>				
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END OF TRANSACTION