

## CITIZEN CHARTER OFFICE OF THE CITY MAYOR

### 1. ISSUANCE OF ENDORSEMENT LETTER FOR PAGCOR AND OFFICE OF THE PRESIDENT

The office of the City Mayor extends assistance through Endorsement letter to families or individuals who are in need of medical health.

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Citizens/Pasigueños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Abstract / Medical Certificate	Hospital / Clinic
2. For Hospital Billing - Hospital Bill - For Laboratory - Laboratory Request - For Procedure - Procedure Quotation - For Hemodialysis Treatment - Dialysis Quotation - For Chemotherapy Treatment - Treatment Protocol - For Medicine – Prescription	- Hospital / Clinic - Hospital / Clinic  - Hospital / Clinic  - Hospital / Dialysis Center  - Hospital / Clinic  - Hospital / Clinic
3. Social Case Study address to PAGCOR/Office of the President	LGU Pasig DSWD
4. Certificate of Barangay Indigency	Respective Barangay
5. Valid ID's - Photocopy	Prepared by the proponent / requesting party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1	Proceed to Mayor's receiving area for Endorsement for PAGCOR and Office of the President.	The staff will receive the request letter and will advise the client to wait for further instructions.	None	5-10 minutes	<b>Jhonalyn L. Obias</b> – Administrative Aide I <b>Jonabelle C. Prieto</b> – Administrative Aide I
2	Submit the complete requirements and wait for the processing of your request.	The authorized staff will check the requirements and assess the request of the client.	None	3-5 minutes	<b>Zeriy P. Landicho</b> – Private Secretary II
3	Claim your Endorsement letter	The authorized staff will inform the client for the next step once they released the endorsement letter.	None	3-5 minutes	<b>Zeriy P. Landicho</b> – Private Secretary II

## 2. ISSUANCE OF CERTIFICATE OF APPEARANCE

This certificate is a document usually availed by private sectors and LGU's from other City with a valid transaction with the City Mayor.

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<b>Type of Transaction:</b>	G2C – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID's	Prepared by the proponent / requesting party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	After the meeting with the City Mayor, proceed to receiving area for Certificate of Appearance	The authorized staff will receive the request letter and advise the client to wait for further instructions.	None	5-10 minutes	<b>Jhonalyn L. Obias</b> – Administrative Aide I

					<b>Jonabelle C. Prieto</b> – Administrative Aide I
2	Submit the complete details (Name, Office/Company & Purpose) and wait for the processing of your request.	The authorized staff will check the requirements and assess the request of the client.	None	5-10 minutes	<b>Zeriy P. Landicho</b> – Private Secretary II
3	Claim your Certificate of Appearance	The authorized staff will inform the client to get their signed and approved certificate.	None	3-5 minutes	<b>Zeriy P. Landicho</b> – Private Secretary II

### 3. RECEIVING OF COMMUNICATIONS AND LETTERS

Letters from Private Offices, Departments and other Government Offices received and encoded.

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<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños, LGU's National Offices, NGO's, Private Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) copies of letter request/communication which contains the Date, Time, Contact person/ Contact number and other essential information regarding their concern.	From the individual concerned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the documents at the Receiving Clerk	-Receive of the documents: affixing of received stamp on both original and receiving copy. -Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.	None	3-5 minutes	<b>Sarah F. Mariano</b> Political Affairs Assistant II <b>Danica B. Cruz</b> Political Affairs Assistant II <b>Maridel C. Peronilla</b> Licensing Officer I

2	For follow-ups you can go directly to the office or call the local number given by the receiving clerk	Encode the request and forward to the Secretary to the Mayor for instructions	None	2-3 days except under exceptional circumstances	<b>Sarah F. Mariano</b> Political Affairs Assistant II <b>Danica B. Cruz</b> Political Affairs Assistant II <b>Maridel C. Peronilla</b> Licensing Officer I
3	Once the document has been reviewed/ instructed, kindly go directly to the office concerned to determine the next steps	Release the documents to the client or concerned departments.	None	2-3 days except under exceptional circumstances	<b>Sarah F. Mariano</b> Political Affairs Assistant II <b>Danica B. Cruz</b> Political Affairs Assistant II <b>Maridel C. Peronilla</b> Licensing Officer I

#### 4. REQUEST FOR SCHEDULED MEETING OR COURTESY CALL WITH THE CITY MAYOR

The requesting party shall submit a request letter of appointment at the Office of the City Mayor or they shall send an email to [mayorsoffice@pasigcity.gov.ph](mailto:mayorsoffice@pasigcity.gov.ph) or [vicosotto@outlook.com](mailto:vicosotto@outlook.com)

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any party with sufficient reason shall be allowed to have an appointment with the City Mayor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A letter of request for appointment.	From the individual concerned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of a letter of request for an appointment at the Office of the City Mayor.	The authorized staff will received the documents and forward it to appointment secretary	None	2-3 Days	<b>Angel B. Coronado</b> – Administrative Aide III
2	Wait for the call or response (email) for the confirmed schedule with the Mayor.	The authorized staff will call the client and inform the confirmed schedule for a meeting - Review, evaluation and coordination of request (Approval or Notation)	None	2-3 Days	<b>Edwin Lar Anthony B. Abeto</b> Executive Assistant III

		- Inform client on availability of Mayor's schedule			
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## 5. PEOPLE'S DAY

Each individual citizen may have one on one talk with the City Mayor regarding with their concern or request.

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<b>Who may avail:</b>	Citizens/Pasigüeños

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-up form stating the concern	OPS in front of the Mayor's Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Filling-out of visitor's appointment form stating visitor's name and reason for seeking of audience	OPS in front of the Mayor's Office	None	2-3 Days	<b>Angel B. Coronado</b> – Administrative Aide III
2	Wait to be called by the City Mayor's secretary.	-Assist the City Mayor with the concern of the Citizen/Pasigüeño -Refer the client to department concerned	None	5-10 minutes	<b>Edwin Lar Anthony B. Abeto</b> Executive Assistant III
3	Wait for the next instructions from the City Mayor and his assistant.	-Continuous for every visitor's/ audience's request -Issuance of written referral to concerned office depending on visitor's/ client's requests.	None	2-3 Days	<b>Edwin Lar Anthony B. Abeto</b> Executive Assistant III <b>Kyle Nathan A. Nepomuceno</b> Research Analyst I

## 6. WALK-IN DOCUMENTS FOR CITY MAYOR'S SIGNATURE (Payroll, Vouchers, Overtime Request, Approval of the Mayor, Certificates, Clearances, Permits, Ordinance, Resolution, Service Contract, Office Order, Executive Order, etc.)

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<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter, Transmittal or Receiving Copy	Submitted by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit documents to Office of the Secretary to the Mayor (such as purchase-requests, payrolls and/or vouchers etc.)	The authorized staff will received the documents and forward it to proper authorized employee. - Initials of the Secretary to the Mayor	None	1 day	<b>Zeriyl P. Landicho</b> – Private Secretary II <b>Sarah F. Mariano</b> Political Affairs Assistant II
2	Waits for action in the waiting area	Verifies contents, puts initials on the documents and forward it to the City Mayor	None	1 day	<b>Zeriyl P. Landicho</b> – Private Secretary II
3	Received the documents	Releases the documents	None	1 day	<b>Zeriyl P. Landicho</b> – Private Secretary II

**7. LETTER OF REQUEST FOR APPROVAL** (other internal correspondences requests and memos)

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<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Submitted by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1	Submit letter of request to the Office of the Mayor and wait for the receiving copy with a barcode number.	-Receive of the documents: affixing of received stamp on both original and receiving copy. -Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.	None	5-10 minutes	<b>Gio Ravanne P. Cruz</b> – Administrative Aide I
2	Wait for 2-3 days to follow up the request.	- Encode the request letter - Advise the client to call for follow up.	None	2-3 days	<b>Marjorie A. Pejoro</b> - Administrative Aide III <b>Christine B. Fabul</b> – Administrative Aide I <b>Mary Grace M. Yago</b> - Administrative Aide III
		-Review and evaluation of request (for instructions ,approval, revision or notation) and affixing of initials - Approval and Affixing of initials and authorized signature/s	None	2-3 days	<b>Ernie Al O. Edralin</b> – Executive Assistant V
3	Release of documents/request.	Release of letter of requests to appropriate office - Logging of document in outgoing documents in logbook of officially transmitted/released documents.	None	5-10 minutes	<b>Gio Ravanne P. Cruz</b> – Administrative Aide I <b>Leon Christian V. Coronel</b> – Administrative Aide I

## 8. EMPLOYMENT APPLICATION (WALK-IN)

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly filled-out Personal Data Sheet (PDS) or Resume	Client personal information
Other documents showing credentials, work and educational experience	Client personal information
Endorsement letter from other officials or agencies (Optional)	Previous work or any government officials (optional)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of intent or PDS/resume to the Office of the Mayor	-Receive of the documents: affixing of received stamp on both original and receiving copy. -Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.	None	5-10 minutes	<b>Honey Rose O. Laurete</b> – Political Affairs Assistant II
2	-Wait for the call of the authorized staff for initial interview. -Prepare the requirements needed.	- Encode the basic information of the applicant. - Assess the credentials of the applicant. - Preliminary Review and evaluation - Pre-hiring and screening approval	None	3-5 days	<b>Honey Rose O. Laurete</b> – Political Affairs Assistant II <b>Maria Bernadeth P. Umali</b> – Executive Assistant II <b>Johnson L. Villaruel</b> – Political Affairs Officer IV
3	Once approved the applications: submit the complete requirements to Human Resource Department.	-Forwarding of credentials and documents to Human Resource Department. -Preparation and attachment of corresponding transmittal form -Logging of document in outgoing documents in	None	2-3 days	<b>Honey Rose O. Laurete</b> – Political Affairs Assistant II <b>Maria Bernadeth P. Umali</b> – Executive Assistant II



		logbook of officially transmitted/released documents.			
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## 9. PHONED-IN QUERIES

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification of caller and provision of relevant caller information for referral to proper office/department.	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Address the concern to the authorized staff	The authorized staff will give information to the caller whatever the concerns	None	3-5 minutes	<b>Jhonalyn L. Obias</b> – Administrative Aide I <b>Jonabelle C. Prieto</b> – Administrative Aide I

## 10. REQUEST FOR CIVIL WEDDING SCHEDULE

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage license	Local Civil Registry

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the original copy of Marriage License to the Office of the Mayor	-The authorized staff will evaluate the license and conduct an initial interview regarding the license and their status. -Collect the phone number of each couple.	None	5-10 minutes	<b>Honey Rose O. Laurete</b> – Political Affairs Assistant II <b>Maria Bernadeth P. Umali</b> – Executive Assistant II
2	Wait for the text or call for the confirmed schedule.	-Line-up for the next available schedule. -Coordinate and inform the client on the available schedule.	None	5-10 working days	<b>Maria Bernadeth P. Umali</b> – Executive Assistant II
3	Process the Marriage Contract 5-days before the confirmed civil wedding schedule.	The authorized staff will give an instruction to the client regarding the processing of marriage contract.	None	3-5 minutes	<b>Maria Bernadeth P. Umali</b> – Executive Assistant
4	Wait until the day of civil wedding.	-Prepare the script of the City Mayor. -Inform the client regarding the restrictions during civil wedding ceremony.	None	10-15 minutes	<b>Honey Rose O. Laurete</b> – Political Affairs Assistant II <b>Maria Bernadeth P. Umali</b> – Executive Assistant II

### Feedback and Complaints

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Citizen's may send an email through <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> or message them through their facebook page: <a href="https://www.facebook.com/OfficialUgnayanSaPasig/">https://www.facebook.com/OfficialUgnayanSaPasig/</a>
How feedback is processed	The Ugnayan Office compiles and records all the feedback from individuals and forwarded to the concerned offices. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.
How to file a complaint	File a complaint through email address <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> or message them through their facebook page: <a href="https://www.facebook.com/OfficialUgnayanSaPasig/">https://www.facebook.com/OfficialUgnayanSaPasig/</a>
How complaints are processed	Complaint/s received shall be referred or forwarded to Office of the City Mayor or Office of the City Administrator who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Call 643-1111 loc. 203 or send your feedback through email address <a href="mailto:mayorsoffice@pasigcity.gov.ph">mayorsoffice@pasigcity.gov.ph</a> or <a href="mailto:vicosotto@outlook.com">vicosotto@outlook.com</a>

CA's Notes:

Ok with me.