

**CITIZENS' CHARTER
OFFICE THE CITY VICE-MAYOR**

CERTIFIED TRUE COPY OF CITY ORDINANCES AND RESOLUTIONS

Providing the public convenient and easy access to City Council Ordinances and Resolutions

Office or Division:	Sanggunian Secretariat
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person who wishes to avail of a certified true copy of the city ordinances and resolutions.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A request letter addressed to the Vice-Mayor stating the name, address and contact number of the requesting party, and the purpose of the request. <i>(Gumawa po ng liham addressed kay Vice-Mayor kung saan po ay nakalagay ang inyong pangalan, address at contact number kasama ng inyong dahilan at hinihiling na dokumento.)</i>	Client will prepare the request letter. <i>(Ang kliyente ang gagawa ng liham.)</i>
2. A virus-free USB-type storage media for storing the digital copy of their requested documents. <i>(Maghanda po ng isang virus-free USB-type storage media kung saan po ilalagay ang digital copy ng inyong hiniling na dokumento.)</i>	Client will provide the USB-type storage media. <i>(Ang kliyente ang magdadala ng USB-type storage media.)</i>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client submits request letter to the Office of the Vice-Mayor together with the USB-type storage media. <i>(Ibibigay ng kliyente and kanyang liham ng paghiling kasama ang USB-type storage media.)</i>	The VMO will endorse to the Sanggunian Secretariat the request for their immediate action. <i>(Ang VMO ang mag-endorso ng kahilingan sa Sanggunian Secretariat para sa agarang pagtugon.)</i>	None <i>(Wala)</i>	10 to 20 mins (depending on quantity of requested documents)	Sanggunian Secretariat Staff thru Ms. LOIDA VILLANUEVA
TOTAL:			None	10 to 20 minutes	Sanggunian Secretariat Staff

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ENDORSEMENT OR REFERRAL LETTERS

Providing the public with supporting official documents for their employment, medical or legal requirements

Office or Division:	Sanggunian Secretariat
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Any person who requires supporting official documents for employment or business requirements, and/or access to local or national services.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A request letter addressed to the Vice-Mayor stating the name, address and contact number of the requesting party, and the purpose of the request; appropriate supporting documents relevant to their request. (<i>Gumawa po ng liham addressed kay Vice-Mayor kung saan po ay nakalagay ang inyong pangalan, address at contact number kasama ng inyong dahilan at mga dokumento na sumusuporta sa inyong kahilingan.</i>)	Client will prepare the request letter and appropriate supporting documents relevant to their request. (<i>Ang kliyente ang gagawa ng liham at ilalagay ang mga kaulang dokumento na may kinalaman sa kanyang hinihiling.</i>)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client submits request letter and attachments to the Office of the Vice-Mayor. (<i>Ibibigay ng kliyente ang kanyang liham ng paghiling kasama ang mga kalakip na supporting documents.</i>)	The VMO will receive the request letter and attachments. Client is provided a date and time for the releasing of requested official document. (<i>Tatanggapin ng VMO ang liham ng paghiling at mga kalakip nito. Sasabihan ang kliyente kung kailan maaaring balikan ang kanyang request.</i>)	None (Wala)	5 mins	Vice-Mayor's Office Staff Vilma Rosario or Armand Santelices
2	Client returns on appointed date to receive requested official document. (<i>Babalik ang kliyente sa takdang araw para matanggap ang hinihiling na opisyal na dokumento.</i>)	The VMO will ask the Client to sign a receiving copy before releasing the requested official document. (<i>Ang kliyente ay papipirmahin sa receiving copy bago ibigay ang kanyang hiling na opisyal na dokumento.</i>)	None (Wala)	5 mins	Vice-Mayor's Office Staff Vilma Rosario or Armand Santelices
TOTAL:			None	10 minutes	Vice-Mayor's Office Staff

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be sent to: <p style="text-align: center;">IYO CHRISTIAN C. BERNARDO City Vice-Mayor Telephone No.: 8643-4595 E-mail: pasigvmo@gmail.com</p>
How feedback is processed	Feedback is received, and a confirmation message will be sent to the sender. Feedback is then classified according to concern, verified, reviewed, and if applicable, utilized to improve the service.
How to file a complaint	Complaints may be sent to: <p style="text-align: center;">IYO CHRISTIAN C. BERNARDO City Vice-Mayor Telephone No.: 8643-4595 E-mail: pasigvmo@gmail.com</p>
How complaints are processed	Complaint is received, and a confirmation message will be sent to the sender. Complaint is then classified according to the nature of complaint, subject person/process is then investigated or reviewed to determine validity of complaint, appropriate disciplinary or corrective action is taken, and Complainant is then informed of the action on the complaint.
Contact information	<p style="text-align: center;">IYO CHRISTIAN C. BERNARDO City Vice-Mayor Telephone No.: 8643-4595 E-mail: pasigvmo@gmail.com</p>