

THE CITIZEN'S CHARTER



OFFICE OF THE MUNICIPAL MAYOR
 Second Floor Municipal Building
 Maragondon, Cavite
 Tel. nos.: 046-4121872/046-423-6814

Service : REQUEST FOR ENDORSEMENT / RECOMMENDATION
 Who may avail the Service : All bona-fide & residents of the Municipality of Maragondon
 Schedule of Service Availability : Monday to Friday (8:00AM-5:00PM) NO NOON BREAK
 Requirements : Brgy. Certification; Pertinent Documents relating to the Request
 Fees / Charges : NONE

HOW TO AVAIL THE SERVICE...

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE/ PERSON	OFFICE/ LOCATION	REQUIREMENTS
1	Approaches Customer Service Desk & registers with the customer service Assistance	Checks the documents required & informs the client whom to approach at the Office of the Mayor	1min.	Meivelyn N. De Boda	Office of the Mayor	Brgy. Certification & other pertinent documents relating to the request
2	Approaches the one in-charge & submit the documents	Check the documents & conducts initial interview	1-3mins.	Veronica A. Ramirez Ria Kris H. Orosa	Office of the Mayor	Same
3	While waiting	Prepares endorsement/ Recommendation Letter & secures The Signature of The Mayor	3-5mins.	Ria Kris H. Orosa Melinda P. Panganiban	Office of the Mayor	Same
4	Receives the approved endorsement recommendation letter	Gives the approved endorsement/ Recommendation Letter to the client	1min.	Meivelyn N. De Boda	Office of the Mayor	Same

Service : REQUEST FOR FINANCIAL/MEDICAL ASSISTANCE AT THE OFFICE OF CONGRESSMAN PSWDO & PCSO

Who may avail the Service : All bona-fide & residents of the Municipality of Maragondon

Schedule of Service Availability : Monday to Friday (8:00AM-5:00PM)NO NOON BREAK

Requirements : Original Copy of the following:
 Medical / Abstract
 Billing Statement prepared by the admitting hospital
 Brgy. Certification/Certificate of Indigency

FEES/CHARGES : NONE

HOW TO AVAIL THE SERVICE...

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE/ LOCATION	REQUIREMENTS
1	Approaches Customer Service Desk & registers with the customer service Assistance	Checks the documents required & informs the client whom to approach at the Office of the Mayor	1min.	Meivelyn N. De Boda	Office of the Mayor	Medical Abstract/Certification Billing statement prepared by the Admitting hospital; Brgy. Certification, Certificate of Indigency
2	Approaches the one in-charge & give the original copies of the documents needed	Evaluates the documents provided & conduct initial interview	1-3mins.	Ria Kris H. Orosa Veronica A. Ramirez	Office of the Mayor	Same
3	While waiting.....	Prepares endorsement letter of the financial Medical Assistance request & secure approval of the Mayor/Administrator	3-5mins.	Ria Kris H. Orosa Melinda P. Panganiban	Office of the Mayor	Same
4	Receives the approved endorsement letter	Instruct client to proceed to the office where the endorsement letter is addressed & bring with him all the needed docs	1-2mins.	Meivelyn N. De Boda	Office of the Mayor	NONE

Service : **REQUEST FOR THE APPROVAL OF BUSINESS/SPECIAL PERMIT**
 Who may avail the Service : Concerned Applicant
 Schedule of Service Availability : Monday to Friday (8:00AM-5:00PM)NO NOON BREAK
 Requirements : Business/Special Permit; Official Receipt issued by MTO
 FEES/CHARGES : NONE

HOW TO AVAIL THE SERVICE...

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE/ LOCATION	REQUIREMENTS
1	Give the Permit & supporting documents with O.R to the BPLO Staff	Receives the documents & Record it for proper monitoring while pending for approval	1-2mins.	Mary Gold A. De Mesa Alma M. Angeles	Office of the Mayor	Business/ Special Permit; Supporting documents & O.R
2	While waiting...	Informs the client to wait while forwarding the permit for approval & signature of the Mayor / Administrator	3-5mins.	Annaliza R. Arandia	Office of the Mayor	SAME
3	Receives the Approved Permit	Releases the approved permit to the client & instruct client to give copies to the concerned municipal departments/offices	1min.	Veronica A. Ramirez	Office of the Mayor	SAME

Service : **RECEIVING VISITORS / GUESTS REQUEST FOR AN APPOINTMENT TO SEE THE MAYOR**
 Who may avail the Service : General Public
 Schedule of Service Availability : Monday to Friday (8:00AM-5:00PM)NO NOON BREAK
 Requirements : Personal Appearance
 FEES/CHARGES : NONE

HOW TO AVAIL THE SERVICE

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE/ LOCATION	REQUIREMENTS
1	Approached the customer service Desk & registers with the Customer Service Assistant	Requires the client to log purpose of the visit after which will instruct client to proceed at the office of the Mayor	1-2min.	Meivelyn N. De Boda Veronica A. Ramirez	Office of the Mayor	Personal Appearance
2	Approaches the secretary of the Mayor	Conducts initial interview as the purpose of the visit	1-3mins.	Melinda P. Panganiban	Office of the Mayor	SAME
3	While waiting at the receiving area.....	Informs the Mayor or the Administrator of the request of the client & waits for the response of the Mayor or the Administrator	1-5mins	Melinda P. Panganiban	Office of the Mayor	SAME
		Informs the client as to the approval/ availability/ schedule given by the Mayor/Administrator for him to have an audience with the Mayor/Administrator	1min.	Ria Kris H. Orosa	Office of the Mayor	SAME
4	Once the Mayor is available, guest to proceed inside the Mayor's Office	Guides & assist the guest in going to the Chief Executive's Office; Introduce the guest to the Municipal Mayor	1min.	Melinda P. Panganiban	Office of the Mayor	SAME

Service : **REQUEST FOR MAYOR'S CLEARANCE / CERTIFICATION**
 Who may avail the Service : All bona-fide residents of the Municipality of Maragondon
 Schedule of Service Availability : Monday to Friday (8:00AM-5:00PM)NO NOON BREAK
 Requirements : Supporting Documents; Brgy. Clearance; Police Clearance; Official Receipt for Clearance
 FEES/CHARGES : Mayor's Clearance Php 115.00; Police Clearance Php 115.00(local)
 Php 125.00 Abroad

HOW TO AVAIL THE SERVICE

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE/ LOCATION	REQUIREMENTS
1	Approaches customer service Desk & registers with Customer Service Assistant	Requires the client to log & check the documents. If complete, he/she will advice the client to pay the fee at MTO	1-2mins.	Meivelyn N. De Boda	Office of the Mayor	Brgy. Clearance, Police Clearance,& Supporting Documents
2	Client will pay at the Treasurer's Office	Cashier will receive payment & issue O.R	1-2mins.	Any staff at the Treasurer's Office	Treasurer's Office	SAME
3	Client will proceed at the office of the Mayor & will approached the one in-charge	Asks for the documents & prepares the Mayor's Clearance Certification	1-3mins.	Ria Kris H. Orosa	Office of the Mayor	Brgy. Clearance, Police Clearance, & Supporting documents, Official Receipt
4	While waiting....	Forwards the Mayor's Clearance / Certification for approval by the Municipal Mayor	1-3mins	Veronica A. Ramirez	Office of the Mayor	SAME
5	Receives the Mayor's Clearance/ Certification	Releases the approved Mayor's Clearance/ Certification to the client	1min.	Meivelyn N. De Boda Veronica A. Ramirez	Office of the Mayor	SAME