OFFICE OF THE CITY MAYOR
CITIZEN'S CHARTER

I. Mandate

1) Exercise general supervision and control over all programs, projects and activities of the city government.

i) Determine the guidelines of City policies and be responsible to the Sangguniang Panlungsod for the program of government;

ii) Direct the formulation of the City Development Plan, with the assistance of the City Development Council, and upon approval thereof bythe Sangguniang Panlungsod, implement the same;

iii) At the opening of the regular session of the Sangguniang Panlungsod for every calendar year and, as may be deemed necessary, present theprogramof the government and propose policies and projects for the consideration of the Sangguniang Panlungsod as the general welfare of the inhabitants and the needs of the City government may require;

iv) Initiate and propose legislative measures to the Sangguniang Panlungsod and, from time to time as the situation may require, providesuch information and data needed or requested by said Sanggunian in the performance of its legislative functions;

v) Appoint all officials and employees whose salaries and wages are wholly or mainly paid out of City funds and whose appointments are not otherwise provided for in this Code, as well as those he may be authorized by law to appoint;

vi) Upon authorization by the Sangguniang Panlungsod, represent the City in all its business transactions and sign on its behalf all bonds, contracts, and obligations, and such other documents made pursuant to law or ordinance;

vii) Carry out such emergency measures as may be necessary during and in the aftermath of man-made and natural disasters and calamities;

viii) Determine, according to law or ordinance, the time, manner and place of payment of salaries or wages of the officials and employees of the City;

ix) Allocate and assign office space to City and other officials and employees who, by law or ordinance, are entitled to such space in the City hall and other buildings owned or leased by the City government;

x) Ensure that all executive officials and employees of the City faithfully discharge their duties and functions as provided by law and this Code, and cause to be instituted administrative or judicial proceedings against any official or employee of the City who may have committed as offense in the performance of his official duties;

xi) Examine the books, records and other documents of all offices, officials, agents or employees of the City and in aid of his executivepowers and authority require all national officials and employees stationed in or assigned to the City to make available to him such books, records, and other documents in their custody, except those classified by law as confidential;

xii) Furnish copies of executive orders issued by him to the provincial governor within seventy-two (72) hours after their issuance;

xiii) Visit component barangays of the City at least once every six (6) months to deepen his understanding of problems and conditions therein, listen and give appropriate counsel to local officials and inhabitants, inform the component barangay officials and inhabitants of general laws and ordinances which especially concern them, and otherwise conduct visits and inspections to the end that the governance of the City will improve the quality of life of the inhabitants;

xiv) Act on leave applications of officials and employees appointed by him and the commutation of the monetary value of leave credits according to law;

xv) Authorize official trips outside of the City of City officials and employees for a period not exceeding thirty (30) days;

xvi) Call upon any national official or employee stationed in or assigned to the City to advise him on matters affecting the City and to make recommendations thereon, or to coordinate in the formulation and implementation of plans, programs and projects, and when appropriate, initiate an administrative or judicial action against a national government official or employee who may have committed an offense in the performance of his official duties while stationed in or assigned to the local government unit concerned;

xvii) Subject to availability of funds, authorize payment of medical care, necessary transportation, subsistence, hospital or medical fees of City officials and employees who are injured while in the performance of their official duties and functions;

xviii) Solemnize marriages, any provision of law to the contrary not withstanding;

xix) Conduct a Palarong Bayan, in coordination with the Department of Education, Culture and Sports, as an annual activity which shall feature traditional sports and disciplines included in national and international games; and

(xx) Submit to the provincial governor the following reports: an annual report containing a summary of all matters pertaining to the management, administration and development of the City and all information and data relative to its political, social and economic conditions; and supplemental reports when unexpected events and situations arise at any time during the year, particularly when man-made or natural disasters or calamities affect the general welfare of the City, province, region or country.

2) Enforce all laws and ordinances relative to the governance of the City and the exercise of its corporate powers implement all approved policies, programs, projects, services and activities of the City and, in addition to the foregoing, shall:

i) Ensure that the acts of the City's component barangays and of its officials and employees are within the scope of their prescribed powers, functions, duties and responsibilities;

ii) Call conventions, conferences, seminars or meetings of any elective and appointive officials of the City, including provincial officials and national officials and officials and employees stationed in or assigned to the City at such time and place and on such subject as he may deem important for the promotion of the general welfare of the local government unit and its inhabitants;

iii) Issue such executive orders as are necessary for the proper enforcement and execution of laws and ordinances;

iv) Be entitled to carry the necessary firearm within his territorial jurisdiction;

v) Act as the deputized representative of the National Police Commission, formulate the peace and order plan of the City and upon its approval implement the same and exercise general and operational c entrol and supervision over the local police in the City in accordance with R.A. No 6975; and,

vi) Call upon the appropriate law enforcement agencies to suppress disorder, riot, lawless violence, rebellion or sedition or to apprehend violators of the law when public interest is compromised if City police forces are inadequate to cope with the situation or the violators.

3) Initiate and maximize the generation of resources and revenues, and apply the same to the implementation of development plans, program objectives and priorities.

i) Require each head of an office or department to prepare and submit an estimate of appropriations for the ensuing calendar year, in accordance with the budget preparation process;

ii) Prepare and submit to the Sanggunian for approval of the executive and supplemental budgets of the City for the ensuing calendar year;

iii) Ensure that all taxes and other revenues of the City are collected and that City funds are applied in accordance with law or ordinance to the payment of expenses and settlement of obligations of the City;

iv) Issue licenses and permits and suspend or revoke the same for any violation of the conditions upon which said licenses or permits had been issued, pursuant to law or ordinance;

v) Issue permits, without need of approval therefore from any national agency, for the holding of activities for any charitable or welfare purpose, excluding prohibited games of chance or shows contrary to law, public policy and public morals;

vi) Require owners of illegally constructed houses, buildings or other structures to obtain the necessary permit, subject to such fines and penalties as may be imposed by law or ordinance, or to make necessary changes in the construction of the same when said construction violates any law or ordinance, or to order the demolition or removal of said house, building or structure within the period prescribed by law or ordinance;

vii) Adopt adequate measures to safeguard and conserve land, mineral, marine, forest, and other resources of the City; provide efficient and effective property and supply management in the City; and protect the funds, credits, rights and other properties of the City; and

viii) Institute or cause to be instituted administrative or judicial proceedings for violation of ordinances in the collection of taxes, fees or charges, and for the recovery of funds and property; and cause the City to be defended against all suits to ensure that its interests, resources and rights shall be adequately protected.

4) Ensure the delivery of basic services and the provision of adequate facilities:

i) Ensure that the construction and repair of roads and highways funded by the national government shall be, as far as practicable, carried out in a spatially contiguous manner and in coordination with the construction and repair of the roads and bridges of the City and the province;

ii) Coordinate the implementation of technical services rendered by national and provincial offices, including public works and infrastructure programs in the City;

5) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision

We envision Canlaon City as eco-tourism destination in Central Visayas, cool, progressive, peaceful, producer of high-quality rice and other agricultural products with healthy, disciplined, well-educated, God loving citizenry, and committed local leaders.

III. Mission

Sustain Canlaon City as a special growth center of Central Visayas through the protection of the environment and eco-tourism resources, maximizing agricultural and agro-industrial products thereby promoting massive livelihood initiative to the constituents for sustainable development.

IV. Service Pledge

As anchored in the Mantra of the City "SALTA CANLAON" wherein SALTA stands for Services Always Lavishly and Timely Availed, it manifest a steadfast, reliable and, immediate service to

V. Internal Services

1. Receiving Emails

City Mayor's Office is assigned in receiving local and national e-mails for the advisory and information of the office/individuals concerned.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices within and outside the LGU

CHECKLIST OF REQUIREMENTS

1. E-mail Request

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an e-mail to zmc_canlaoncity@yahoo.com	1.1 Acknowledge the e-mail of the office/institution/organization concerned	None	5 minutes	Sheila Mae Balanag Edna Linou Maacampo
TOTAL		NONE	5 minutes	

2. Endorsement of Communication

A process in which the concern office recognizes the receipt of the letter that is

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices within the LGU

CHECKLIST OF REQUIREMENTS

1. A letter addressed to the concerned office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the receiving clerk the letter request.	1.1 Stamp receive and acknowledge the receipt of the letter request 1.2 Receiving clerk will endorse to the head of office for appropriate action or approval to the request.	None	5 minutes	Sheila Mae Balanag LCE/Marites P. Estrada
TOTAL		NONE	5 minutes	

3. Issuance of Executive Orders, Memorandum, Administrative Orders and, Resolution

As the head office, it ensure that rules and regulations issued by the executive branch are properly enforced.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices within the LGU

CHECKLIST OF REQUIREMENTS

1. Issuance of duly signed Executive Order, Memorandum, Administrative Order and Resolution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concern office or council will request for the issuance of executive order, memorandum, administrative order and resolution	1.1 Acknowledge the receipt of the request and stamp receive. 1.2 The head of office will review the request and issue an executive order, memorandum, administrative order or resolution	None	5 minutes	Sheila Mae Balanag/Edna Linou Maacampo Marites P. Estrada/LCE
TOTAL		NONE	5 minutes	

4. Submission of Mandated Reports

As the Executive Branch of the LGU, it is tasked to accede to the request of the office concerned through submission of specific reports that is needed in the general workflow of Local Government Unit.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices within the LGU

CHECKLIST OF REQUIREMENTS

1. Submitted Reports

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Consolidate all data received and validate. 1.2 Submit the consolidated data tot he head of office for the review and approval.	None	5 minutes	Edna Linou Maacampo/Sheila Mae Balanag LCE/Marites P. Estrada
TOTAL		NONE	5 minutes	

VI. External Services

1. Mayor's Permit

The Mayor's Permit, as per definition in its function in the office, it refers to the permission to conduct of activities. Ex: Caravan, parade and motorcade.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2G – Government to Business
Who may avail:	Citizens of Canlaon

CHECKLIST OF REQUIREMENTS

1. Letter of Intent requesting for the approval of the activities subject for the recommendation of the Local IATF and ECC.
2. Receipt issued by the City Treasurer's Office.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the Mayor's Permit Assistance Desk.	1.1 The assigned personnel will accommodate the client.	None	15-20 minutes 15-20 ka minuto	Malou Dela Torre
2. The client must present a "Letter of Intent" addressed to the City Mayor.	The assigned personnel will interview the client about the activities to be conducted, where it will be utilized, and, other necessary questions needed.	None	15-20 minutes 15-20 ka minuto	Malou Dela Torre
3. The client will entrust the letter to the assigned personnel.	If the further verification has been done, the assigned personnel will present the letter to the Mayor.		15-20 minutes 15-20 ka minuto	Malou Dela Torre
4. The client will go to City Treasurer's Office to pay for the permit fee. The assigned personnel will issue an receipt to be presented for the issuance of the permit.	The CTO Personnel will assist the client in paying the permit fee.	300-1000 pesos	15-20 minutes 15-20 ka minuto	CTO Personnel
5. The client will go back to the City Mayor's Office, present the official receipt issued by the CTO and claim the Mayor's Permit.	The assigned personnel will release the permit and usher the next client in line, if there's any.		15-20 minutes 15-20 ka minuto	Malou Dela Torre
TOTAL		300-1000 pesos	1 - Hour and 45 minutes	

5. Mayor's Clearance

A Mayor's Clearance is a document that is usually issued to citizens who need it for foreign/local jobs, business, owners and operators of motorized tricycles for hire, weapons licenses, as well as other legal reasons

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Citizens of Canlaon

CHECKLIST OF REQUIREMENTS

1. Barangay Clearance
2. Tax Clearance
3. Mayor's Official Receipt
4. Fiscal Clearance
5. Court Clearance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client must go to the Mayor's Clearance Assistance Desk	The assigned personnel will accommodate the client	None	15-20 minutes	Malou Dela Torre
2. The client must present all the requirements needed.	The assigned personnel will check all the requirements needed for the Mayor's Clearance		15-20 minutes	Malou Dela Torre
3. The client will go to the City Treasurer's Office to pay for the Mayor's Clearance fee and secure the official receipt	The assigned personnel will issue an official receipt to the client after paying	500	15-20 minutes	CTO Personnel
4. The client will present the official receipt and wait in a designated area.	The assigned personnel will verify the receipt and attach a copy of the Mayor's Clearance to be subjected for the Mayor's Signature.			Malou Dela Torre
5. The client will claim the Mayor's Clearance	The assigned personnel will release the Mayor's Clearance.			Malou Dela Torre
TOTAL		500 pesos	1 - Hour and 20 minutes	

6. Fuel and Vehicle Request (Fuel Request)

Fuel and Vehicle request is intended to aid an individual whose not in capacity of transporting someone or certain group of people because of absence of a transport vehicle, as well as the fuel needed for a vehicle to function.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Official Duty Assigned Drivers of the LGU

CHECKLIST OF REQUIREMENTS

1. Driver's Trip Ticket
2. Travel Order

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the Fuel and Vehicle Request Desk.	The assigned personnel will accommodate the client	None	5 minutes	Malou Dela Torre
2. The client will present the trip ticket and the travel order that is duly signed by the LCE or the City Administrator	The assigned personnel will verify the trip ticket and travel order.			Malou Dela Torre
3. The client will be waiting in a designated area. The client will claim	The assigned personnel will issue the fuel ticket that contains the specific number of liters of fuel to be given.			Malou Dela Torre
TOTAL		NONE	5 minutes	

7. Fuel and Vehicle Request (Vehicle Request)

Fuel and Vehicle request is intended to aid an individual whose not in capacity of transporting someone or certain group of people because of absence of a transport vehicle, as well as the fuel needed for a vehicle to function.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Official Duty Assigned Drivers of the LGU

CHECKLIST OF REQUIREMENTS

1. Trip Ticket
2. Travel Order

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the Fuel and Vehicle Request Desk.	The assigned personnel will accommodate the client	None	5 minutes	Malou Dela Torre
2. The client will present the trip ticket and the travel order that is duly signed by the LCE or the City Administrator.	The assigned personnel will verify the trip ticket and travel order.		5 minutes	Malou Dela Torre
3. The client will wait in a designated area	The assigned personnel will verify the availability of vehicle to be utilized.		5 minutes	Malou Dela Torre
4. If the vehicle is available, the client can egress the building. If the vehicle is not available, the client can hire a private vehicle and shoulder the expense of the matter to attend to, as either the client can wait for a government vehicle to be vacant or if it's urgent, a private vehicle can be utilized but it is out of the LGU's jurisdiction.	The assigned personnel will confirm the availability of the vehicle		5 minutes	Malou Dela Torre
TOTAL		NONE	20 minutes	

8. Transportation Flow Chart

Transportation Flow Chart is intended for underprivileged citizens of the city that's in need of a transport vehicle for their family events, emergency transportation and, other urgent situations that needs immediate transportation.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Citizens of Canlaon

CHECKLIST OF REQUIREMENTS

1. None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the Transportation Assistance Desk.	The assigned personnel will accommodate the client	None	5 minutes	Malou Dela Torre
2. The client will request for the availability of a government vehicle.	The assigned personnel will check the availability of the government vehicle.		5 minutes	Malou Dela Torre
3. If the vehicle is available, the client will sign the logbook to record the request.	The assigned personnel will let the client sign the logbook for it will serve as the office record.		5 minutes	Malou Dela Torre
4. The client will claim the trip ticket accompanied with the corresponding specific number of liters for the fuel.	The assigned personnel release the trip ticket and the fuel assistance.		5 minutes	Malou Dela Torre
5. The client will go to the Office of the Mayor or to the City Administrator for the signature of approval to utilize such government vehicle.				
TOTAL		NONE	20 minutes	

9. Financial Assistance

The Financial Assistance aims to help underprivileged individuals who are in need of financial cash aid to lessen their bill and other urgent payments to be settled.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Citizens of Canlaon

CHECKLIST OF REQUIREMENTS

1. Statement of Account
2. Certificate of Indigency
3. Medical/Hospital Bill
4. Laboratory Request

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the Financial Assistance Desk	The assigned personnel will accommodate the client	None	5 minutes	Teresita C. Asegurado Geneluz Diosana Leah Monebil
2. If the bill presented by the client is 5,000 pesos below, the client shall be granted the financial assistance but is subjected to the Mayor's Approval.	The assigned personnel will interview the client and check the requirements needed.		5 minutes	Teresita C. Asegurado Geneluz Diosana Leah Monebil
3. Record in the logbook and signature on the voucher	The assigned personnel will get the logbook for its record and the voucher for the client's signature.		5 minutes	Teresita C. Asegurado Geneluz Diosana Leah Monebil
4. If the bill presented by the client is 5,000 pesos above, it must be approved and signed by the Mayor and is subjected for the endorsement of CSWDO for the creation of Case Study	The assigned personnel will consult the Mayor. If the Mayor approves the request, the assigned personnel will approach a SWMO personnel for him to make a Case Study.		5 minutes	Teresita C. Asegurado Geneluz Diosana Leah Monebil Earl Vergara, RSW
5. The client will sign the BA 200 form and the voucher	The case study document will be attached and presented for the date and for the signing of BA 200 and the Voucher.		5 minutes	Teresita C. Asegurado Geneluz Diosana Leah Monebil Earl Vergara, RSW
6. The client will claim the Financial Assistance	The assigned personnel will release the approved Financial Assistance.		1 minute	Teresita C. Asegurado Geneluz Diosana Leah Monebil
TOTAL		NONE	26 minutes	

10. Burial Assistance

Financial aid that is given to the underprivileged citizens of the city in a form a bank check to cater the expenses under the provision of the funeral parlor.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Citizens of Canlaon

CHECKLIST OF REQUIREMENTS

1. Registered Death Certificate
2. Service Contract from the Funeral Parlor
3. Certificate of Indigency
4. Valid ID (Barangay ID, Voter's ID, Any Government ID, etc)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the Burial Assistance Desk	The assigned personnel will accommodate the client. The client will be advised to be accompanied by the assigned personnel to the Office of the Mayor.	None	10-15 minutes	Joan Pahayahay
2. The client will go to the Office of the Mayor to be accompanied with the assigned personnel to determine the amount to be released as aid.	The assigned personnel will verify the requirements brought by the client.		5 minutes	Joan Pahayahay Local Chief Executive
3. If the amount is determined, the client is required to sign the BA Form 200 and the Voucher so that the Burial Assistance will be processed.	The assigned personnel will process the BA Form 200 and the Voucher to be signed by the client.		5 minutes	Joan Pahayahay
4. The client will claim the endorsement letter as proof that the burial assistance has been processed from the LGU will shoulder the expenses in the specific amount stated in the letter.	The assigned personnel will release an endorsement letter to the funeral parlor to cater the expenses of the client.		10 minutes	Joan Pahayahay
TOTAL		NONE	20-30minutes	

11. Civil Marriage (Application for Marriage)

A civil wedding is a non-denominational ceremony performed by a government official. It is a public ceremony that commemorates a significant event in the formation of a family: the legal union of a man and a woman. A civil ceremony is a legally binding marriage that takes place without regard for religion.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Unmarried couples within the city

CHECKLIST OF REQUIREMENTS

1. Application for Marriage approved by the Local Civil Registrar Officer.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients will go to the Civil Marriage Assistance Desk.	The assigned personnel will accommodate the clients.	None	5 minutes	Jaqueline Trembolo
2. The clients will present the Application for Marriage that is signed by the Local Civil Registrar and show it to the assigned personnel.	The assigned personnel will countercheck and verify the said document.		5 minutes	Jaqueline Trembolo
3. The clients will be accompanied by the assigned personnel for they will be scheduled an official date for the signing with the Local Chief Executive.	The assigned personnel will accompany the clients to the Office of the Mayor		5 minutes	Jaqueline Trembolo Local Chief Executive
4. The clients must pay the solemnizing fee, the registration fee, sponsor fee and official receipt coming from the Office of the City Treasurer	The assigned personnel will check official receipt and attach it to Marriage Certificate	Solemnizing - 100 Registration - 50 Sponsor 100 per sponsor	5 minutes	Jaqueline Trembolo CTO Personnel
5. After the civil wedding proper, the couple will have the Marriage Certificate signed by the Mayor. It will be entrusted to the Local Civil Registar (LCR) for the official registration to the Philippine Statistics Authority (PSA)	The assigned personnel will receive the Marriage Certificate to be entrusted to the Local Civil Registrar.		5 minutes	Jaqueline Trembolo Local Chief Executive
TOTAL		150 pesos (and depending on the number of sponsors)	5 minutes	

12. Civil Marriage (Family Code Article 34)

A Civil Marriage that is necessary to a man and a woman living together as husband and wife for at least five (5) years without legal impediment.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Unmarried couples for at least five years

CHECKLIST OF REQUIREMENTS

1. Certificate of Non-Marriage
2. Birth Certificate
3. Valid ID
4. Affidavit Certification of Living Together
5. Affidavit of Living Together
6. Two Witnesses with Valid ID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The clients will go to the Civil Marriage Assistance Desk.	The assigned personnel will accommodate the clients.	None	5 minutes	Jaqueline Trembolo
2. The clients will present the Application for Marriage that is signed by the Local Civil Registrar and show it to the assigned personnel.	The assigned personnel will countercheck and verify the said document.		5 minutes	Jaqueline Trembolo
3. The clients will be accompanied by the assigned personnel for they will be scheduling an official date together with the Local Chief Executive.	The assigned personnel will accompany the clients to the Office of the Mayor		5 minutes	Jaqueline Trembolo Local Chief Executive
4. The clients must pay the solemnizing fee, the registration fee, sponsor fee and official receipt coming from the Office of the City Treasurer	The assigned personnel will check official receipt and attach it to Marriage Certificate	Solemnizing - 100 Registration - 50 Sponsor 100 per sponsor	5 minutes	Jaqueline Trembolo CTO Personnel
5. After the civil wedding proper, the couple will have the Marriage Certificate signed by the Mayor. It will be entrusted to the Local Civil Registar (LCR) for the official registration to the Philippine Statistics Authority (PSA)	The assigned personnel will receive the Marriage Certificate to be entrusted to the Local Civil Registrar.		5 minutes	Jaqueline Trembolo
TOTAL		150 pesos (and depending on the number of sponsors)	25 minutes	

13. Medicine Assistance

Medicine Assistance Desk have emerged in an effort to help patients who lack health insurance, prescription drug coverage and financial resources obtain the medications they need.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Citizens of Canlaon

CHECKLIST OF REQUIREMENTS

1. Latest Physician's Prescription

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All clients/patients will proceed to the Medicine Assistance Desk. Tanang klyente kinahanglang moadto sa Medicine Assistance Desk.	1.1 The pharmacist will ask the for the latest physician's prescription. Ang pharmacist mangayo sa kanilang ang mga reseta gikan sa doctor.	None	1-5 minutes	Crisvalle Marinay, RPh
2. The client must present their Latest Physician's Prescription	The pharmacist will check the availability of the prescribed medications.		1-5 minutes	Crisvalle Marinay, RPh
3. If stocks are available, the client will sign the logbook.	If stocks are available, the pharmacist will record client's information, let the client sign the logbook and dispense the medicines accompanied by proper patient counseling on how and when to take their medications.		1-5 minutes	Crisvalle Marinay, RPh
4. If stocks are not available, the client is advised to proceed to Financial Assistance Desk.	If the stocks are not available, the client is advised to proceed to the Financial Assistance Desk.		1-5 minutes	Crisvalle Marinay, RPh
TOTAL		NONE	20 minutes	

14. Educational Assistance

It is a service through extending a financial by the office to those who are deserving students that is passionate to their studies but has a limited resources in school.

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students within the City

CHECKLIST OF REQUIREMENTS

1. Loaslip/Enrollment Form
2. School ID or Any Valid ID
3. Certificate of Indigency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student will go to the Educational Assistance Desk.	The assigned personnel will accommodate the student.	None	5 minutes	Jacquline E. Trembolo
2. The student will present all the required papers for processing the educational assistance.	The assigned personnel will verify the requirements brought by the student.		5 minutes	Jacquline E. Trembolo
3. The student will be waiting in a designated area and the BA Form 200 and Disbursement Voucher.	The assigned personnel will create a BA Form 200, Certificate of Eligibility and, Disbursement Voucher. The assigned personnel will print an Obligation Request and Disbursement Voucher.		5 minutes	Jacquline E. Trembolo
4. After signing, the student will be giving his/her contact number to the assigned personnel to determine the date of the educational assistance distribution.	The assigned personnel will keep record to the contact details of the student to inform the student of the date of educational assistance distribution.		5 minutes	Jacquline E. Trembolo
TOTAL		NONE	20 minutes	

15. . Literacy Enhancement Program for Quality Education (LET Passers and Non-Let Passers)

Brief description of the nature of service

Office/Division:	City Mayor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Exclusive for BEED and BSED Degree Holder

CHECKLIST OF REQUIREMENTS

FOR LET PASSERS:
1. Application Letter
2. Endorsement from the Supervising Officer in School
3. Transcript of Records
4. Photocopy of PRC License

FOR NON-LET PASSERS
1. Application Letter
2. Endorsement from the Supervising Officer in School
3. Transcript of Records/Diploma Certified Photocopy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will go to the Educational Assistance Desk	The assigned personnel will accommodate the client	None	5 minutes	Jacquline E. Trembolo
2. The client will present and submit all the required papers to the assigned personnel	The assigned personnel will verify all the requirements needed and inform the LCE and Chairman of Education to conduct a orientation to start their respective duties.		5 minutes	Jacquline E. Trembolo
TOTAL		NONE	10-minutes	