

# OFFICE OF THE MAYOR FRONTLINE SERVICES

## ***A. ISSUANCE OF MAYOR'S CLEARANCE, CERTIFICATION, RECOMMENDATION AND ENDORSEMENT LETTERS***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. Sign in Client's Log Book		3 minutes	Desiree D. Zoreta/ Rosario H. Villaruel
	For Job Recommendations/Endorsement a. Accomplished Personal Data Sheet b. Resolution/Request Letter	5 minutes	Ronaldo A. Torres/ Jovy B. De Guzman
2. For the issuance of Mayor's Clearance - Submit Documents for Review and Verification	a. Barangay Clearance b. Police Clearance c. Court Clearance d. Community Tax Certificate e. Official Receipt	3 minutes	Desiree D. Zoreta/ Rosario H. Villaruel
3. Pay the Required Clearance/ Certification Fee at the Treasurer's Office	Order of Payment	5 minutes	Rosalina Z. Duran/ Lenaida P. Apolinar
4. Return to the Mayor's Office for the Processing, Approval and Release of the Clearance, Certification or Certification or Endorsement Letter	Official Receipt for Mayor's Clearance and Certification	2 minutes	Desiree D. Zoreta/ Rosario H. Villaruel

TOTAL RESPONSE TIME:

18 minutes

# OFFICE OF THE MAYOR

## FRONTLINE SERVICES

### ***B. PREPARATION AND ISSUANCE OF MAYOR'S PERMIT, AFFIDAVITS AND OTHER PERTINENT DOCUMENTS***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. Sign in Client's Log Book		3 minutes	Desiree D. Zoreta
2. Submit Requirements for Review and Due Evaluation	Letter Request, Valid Residence Certificate and Other Pertinent Documents	5 minutes	Desiree D. Zoreta/ Rosario H. Villaruel
3. Pay the Required Fee at the Office of the Treasurer	Order of Payment	3 minutes	Rosalina Z. Duran/ Lenaida P. Apolinar
4. Return to the Mayor's Office for the Processing, Approval and Release	Official Receipts	5 minutes	Desiree D. Zoreta/ Rosario H. Villaruel

TOTAL RESPONSE TIME:

16 minutes

# OFFICE OF THE MAYOR

# FRONTLINE SERVICES

## ***C. PREPARATION OF MARRIAGE CERTIFICATE AND SCHEDULE OF SOLEMNIZATION OF MARRIAGE***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. Sign in Client's Log Book		3 minutes	Rosario H. Villaruel
2. Submit Requirements for Review and Evaluation	Marriage License (Article 34) 1. CENOMAR 2. Barangay Certification 3. Joint Affidavit 4. Birth certificate of Children 5. Birth Certificate of the Couple	3 minutes	Rosario H. Villaruel
3. Scheduling of Date of Marriage	Accomplished Certificate of Marriage	3 minutes	Ronaldo A. Torres
4. Preparation of Marriage Certificate	Application of Marriage Certificate, Marriage License	5 minutes	Rosario H. Villaruel

**TOTAL RESPONSE TIME:**

**14 minutes**

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## ***D. ASSISTANCE OF RESEARCHERS/GROUP STUDY/SURVEY***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. Sign in Client's Log Book		3 minutes	Ronaldo A. Torres
2. Submit Letter Request	Letter Request	5 minutes	Ronaldo A. Torres
TOTAL RESPONSE TIME:		8 minutes	

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### *E. REQUEST FOR PESO/DFA ENDORSEMENT*

STEPS/PROCEDURES	REQUIREMENTS	TIME FRAME	EMPLOYEE-IN-CHARGE
1. Sign in Client's Log Book		3 minutes	Hannah A. Esguerra
2. Submit Requirements for Evaluation	For PESO: Accomplished Personal Data Sheet/Mayor's Clearance For DFA: NSO Birth Certificate	5 minutes	Hannah A. Esguerra
3. Preparation, Signing and Releasing of the Endorsement	Certificate	5 minutes	Mayor Sophia G. Palacio Hannah A. Esguerra

TOTAL RESPONSE TIME: 13 minutes

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## FRONTLINE SERVICES

### ***F. LENDING OF COVERED COURT AND CONFERENCE ROOM***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. Sign in Client's Log Book		3 minutes	Ronaldo A. Torres
2. Submit Letter Request	Letter Request	3 minutes	Ronaldo A. Torres
3. Preparation, Approval and Releasing of Permit to Use Covered Court/ Conference Hall		5 minutes	Jovy B. De Guzman

TOTAL RESPONSE TIME: 11 minutes

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## FRONTLINE SERVICES

### ***G. RECEIVING AND RESPONDING OF INCOMING COMMUNICATIONS AND OTHER CORRESPONDENCE***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. Sign in Client's Log Book		3 minutes	Ronaldo A. Torres
2. Submit Documents for Records Purposes	Communications and Other Correspondence	3 minutes	Ronaldo A. Torres
3. Reply to the Document; for Review and Due Evaluation	Received Documents	30 minutes	Ronaldo A. Torres
4. Approval of the Mayor	Response	30 minutes	Mayor Sophia G. Palacio

TOTAL RESPONSE TIME: 1 HOUR & 6 MINUTES

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# FRONTLINE SERVICES

## ***H. GRANTING OF FINANCIAL AND MATERIAL ASSISTANCE FOR INDIGENT INDIVIDUALS AND FOR BARANGAYS***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. Sign in Client's Log Book		3 minutes	Ronaldo A. Torres
2. Present Request and Proposal to the Mayor for Approval (Project) Medical Certificate (AICS)	Letter Request/Resolution Medical Certificate	5 minutes	Ronaldo A. Torres
3. Submitted Resolution for Review, Verification and Budgetary Allocation/ Indigent Individual Endorsed to MSWD		2 minutes	Ronaldo A. Torres

TOTAL RESPONSE TIME: 10 minutes

**OFFICE OF THE MAYOR**



# FRONTLINE SERVICES

## ***I. SCHEDULE WITH THE MAYOR***

<b>STEPS/PROCEDURES</b>	<b>REQUIREMENTS</b>	<b>TIME FRAME</b>	<b>EMPLOYEE-IN-CHARGE</b>
1. For Appointment look for Ronald A. Torres, Secretary of the Mayor		2 minutes	Ronaldo A. Torres
2. For Emergency Appointment, Inquire if the Mayor is Available at the Office		Depends upon the call	Ronaldo A. Torres
3. If available, wait for the turn to be called and secure visitor's slip		Depends upon the call	Ronaldo A. Torres
4. If not, come back on the date given by the concerned staff		Depends upon the call	Ronaldo A. Torres

# VISION

**CALATAGAN as a world class eco-tourism destination and an improved agro-industrial municipality whose God loving citizens are active participants in the attainment of a balanced and sustainable development**

# MISSION

**To pursue aggressive plans and programs that will enhance eco-tourism and agro-industrial development; with comprehensive provisions for economic and social services and share with global obligation of environmental protection**