

**CITY GOVERNMENT OF CALAPAN
CITIZEN'S CHARTER**



1. SECURING MAYOR'S CLEARANCE

People seeking local employment, applying for firearms license, applicants to the Philippine National Police and the Armed Forces of the Philippines Enlistment Service Program and for other legal purposes may secure their Mayor's Clearance by submitting the enumerated requirements below during regular working days from 8:00 am until 5:00 pm including noon break.

Office/Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to transacting public			
Who may avail:	People seeking local employment, applying for Firearms License applicants to the Philippine National Police and Armed Forces of the Philippines Service Enlistment Program and other legal purposes.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Community Tax Certificate, Barangay Clearance, Judge's Clearance and Police Clearance			Office of the City Mayor, Respective Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing and submission of requirements	Issuance Order of Payment form upon verification of required documents	Clearance Fee Local purposes P100.00 Travel Abroad P200.00 Firearm License P200.00 Educational Support Program Fee Local purposes	1min.	Ms. Rosemarie R. Ulayan Administrative Aide II

		Travel Abroad P10.00 Firearms License P20.00		
Payment of Fees	Receipt of payment and issuance of Official Receipt		1 min.	Cashier Clerk City Treasury Department
Secure Mayor's Clearance	Printing and signing of clearance	None	2 mins.	Mr. Arthur A. Panganiban IV Administrative Assistant VI Ms. Beryl P. Tranco Executive Assistant I / Secretary to the City Mayor
	Release the Clearance	None	1 min.	Ms. Rosemarie R. Ulayan Administrative Aide II
TOTAL			5 minutes	

2. SECURING CERTIFIED TRUE COPY AND AUTHENTICATION OF DOCUMENTS

People seeking local employment requiring validation of documents and for other purposes may avail this service by submitting the enumerated requirements below during regular working days from 8:00 am until 5:00 pm including noon break.

Office/Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to transacting public			
Who may avail:	People seeking local employment requiring validation of documents and for other purposes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Document for certification and/or authentication		Office of the City Mayor, Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing and submission of requirements	Issuance of Order of Payment form upon verification of required documents	Certified True Copy P 100.00 Authentication P 100.00 Educational Support Program Fee P 10.00	1mins.	Ms. Rosemarie R. Ulayan Administrative Aide II

Payment of Fees	Receipt of payment and issuance of Official Receipt		1 mins.	Cashier Clerk City Treasury Department
Secure Authenticated and/or Certified true Copy/ies of Documents	Authentication and/or certification of copy/ies of document	None	2 min.	Mr. Arthur A. Panganiban IV Administrative Assistant VI Mr. Alexis S. Libre Administrative Officer V Ms. Beryl P. Tranco Executive Assistant I
	Release Authenticated and/or Certified true Copy/ies of Documents	None	1 min.	Ms. Rosemarie R. Ulayan Administrative Aide II
TOTAL		P 110.00	5 minutes	

3. SECURING JOB RECOMMENDATION AND EMPLOYMENT TRANSFER ENDORSEMENT

People seeking employment recommendation and endorsement for employment transfer may avail this service by submitting the enumerated requirements below during regular working days from 8:00 am until 5:00 pm including noon break.

Office/Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to transacting public			
Who may avail:	People seeking employment recommendation and endorsement for employment transfer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and copies of PDS/Resume or Curriculum Vitae		Office of the City Mayor, Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing and submission of requirements	Receiving and verification of request	None	1min.	Ms. Rosemarie R. Ulayan Administrative Aide II Ms. Beryl P. Tranco Executive Assistant I
Secure employment recommendation letter and/or employment transfer endorsement	Drafting and printing of employment recommendation letter and/or employment transfer endorsement for the Mayor's Signature	None	8 mins.	Mr. Alexis S. Libre Administrative Officer V Ms. Beryl P. Tranco Executive Assistant I

	Release employment recommendation letter and/or employment transfer endorsement	None	1 min.	Ms. Rosemarie R. Ulayan Administrative Aide II
TOTAL		None	10 minutes	

4. SECURING PERMIT TO USE GOVERNMENT FACILITIES AND OTHER PUBLIC SPACES AND TEMPORARY CLOSING OF ROADS

People requesting the use of government facilities and all public spaces owned by the City Government of Calapan, and those requesting for the temporary closure of roads may avail this service by submitting the enumerated requirements below during regular working days from 8:00 am until 5:00 pm including noon break.

Office/Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to transacting public			
Who may avail:	People requesting the use of government facilities and all public spaces owned by the City Government of Calapan, and those requesting for the temporary closure of roads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and proposed route for use of roads/activity plan		Office of the City Mayor, Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing and submission of requirements	Issuance of Order of Payment form upon verification of required documents	Street Dancing and other activities using public places P 100.00 Educational Support Program Fee P 10.00/day Security Fee P 10.00/day Animal Show P 300.00 Educational Support Program Fee P 10.00/day Security Fee P 200.00/day	1mins.	Ms. Rosemarie R. Ulayan Administrative Aide II Ms. Beryl P. Tranco Executive Assistant I

		Permit to close Road (Temporary) P 100.00 Educational Support Program Fee P 10.00/day		
Payment of Fees	Receipt of payment and issuance of Official Receipt	None	1 min.	Cashier Clerk City Treasury Department
Secure Permit to Use Government Facilities and Other Public Spaces and for the Temporary Closure of Roads	Evaluate the proposed activity plan and/or proposed route of activity Recommend for approval and issuance of permit	None	1 day	City Public Safety Department Traffic Management Office
	Release Permit to Use Government Facilities and Other Public Spaces and for the Temporary Closure of Roads	None	1 min.	Ms. Rosemarie R. Ulayan Administrative Aide II
TOTAL			1 day and 3 minutes	

EXEMPTION

Sec. 194 of the 2012 Revenue Code of the City of Calapan provides that programs or activities conducted by educational, charitable religious and government institution which are FREE to the public shall be exempted of the fee imposed, provided that the corresponding Mayor's Permit is secured. Programs and activities requiring admission fees for attendance are subject to the fees even if they are conducted by the exempted entities.

5. SECURING SCHEDULE OF CIVIL MARRIAGE CEREMONY

People securing appointment/schedule of solemnity of Civil Marriage officiated by the City Mayor may avail this service during regular working days from 8:00 am until 5:00 pm including noon break.

Office/Division:	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C- Government to transacting public
Who may avail:	People securing appointment/schedule of solemnity of Civil Marriage officiated by the City Mayor
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Copy of Marriage License from the City Civil Registry		Office of the City Mayor, Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing and submission of requirements	Receiving and verification of request and Marriage License	None	2mins.	Ms. Anjanette M. Mercado Administrative Aide II
Secure schedule/appointment of solemnity of Civil Marriage officiated by the City Mayor	Enlist client to the available schedule of solemnity of civil marriage <i>Schedule is subject to the availability of the Solemnizing Officer</i>	None	1 min.	Ms. Anjanette M. Mercado Administrative Aide II
TOTAL		None	3 minutes	