



MUNICIPAL GOVERNMENT OF DIPACULAO

CITIZEN'S CHARTER

F.Y. 2023

**Mandate:**

To serve primarily as a general-purpose government for the coordination and delivery of basic, regular and delivery of effective governance of the inhabitants within its territorial jurisdiction.

Vision:

Eco-tourism and business-friendly hub in the Province with vibrant and sustainable economy inhabited by culturally diverse, disaster resilient, safe, peaceful, healthy and empowered citizenry under a leadership that is transparent and responsive to support desired development.

Mission:

To instill in every community member of Dipaculao the spirit of unity and cooperation and encouraging them to become more empowered and proactive in all development endeavors by harnessing public-private partnership onwards the realization of a more economically aggressive and investment-oriented local government.



SERVICE PLEGE:

We, the officials and employees of the Municipal Government of Dipaculao, Aurora, do hereby pledge our firm commitment to perform our duties and functions with the goals to:

Deliver services to the people with respect, proficiency, ease and immediacy to their satisfaction;

Initiate public service that is truly God-centered, costumer-oriented and efficiency-driven;

Ppractice constantly the sense of honesty, transparency, loyalty and dedication in our work and gain the trust and confidence of the people;

Annihilate every thought of self, thereby giving first priority to the needs of the inhabitants/constituents.

Cultivate the foster good working relationship with other human resources in each office so as to create an atmosphere of friendliness among us that will lead to an easy and smooth flow of business transaction.

Unite in the pursuit of common goal of development and prosperity in our community regardless of position, economic status, religious and political affiliation, cultural and ethnic differences.

Love and value our job no matter how low or high our position is and give the best of our skills and abilities;

Aspire for greater achievements that will bring glory and pride to our community; and

Obtain a well-acclaimed municipality which is worthy of emulation when it comes to excellent delivery of services by efficient and dedicated public servants



LIST OF SERVICES

SANGGUNIANG BAYAN OFFICE

External Services

1. Issuance of Copies of Ordinance/Resolutions
And other SB Documents
2. Issuance of Certificate of Posting



OFFICE OF THE SANGGUNIANG BAYAN

External Services



1. Issuance of Copies of Ordinance/Resolutions and other SB Documents

The Office of the Secretary to the Sangguniang Bayan serves as the support staff of the Sangguniang Bayan, thus it is the depository of all SB records which, mostly, are public in nature. Copies of these records are available within a reasonable period of time upon request subject to the approval of the Municipal Vice-Mayor and/or the SB Secretary.

Office or Division:		Office of the Secretary to Sangguniang Bayan		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-up Request Form / Request Letter/ID		Office of the Sec to the SB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the existence of a certain ordinance/ resolution	1. Answer inquiries upon verification	None	9 Minutes	<i>SB Staff</i> SB Office
2. Submit request letter or fill-up request form Must include name, dept./ unit/ org. contact no., document being requested & purpose of request	2. Verify the content of the request letter/ request form then forward to the SB Secretary or Hon. Vice Mayor	None	4 Minutes	<i>Administrative Assistant III or in her absence, other SB staff</i> SB Office
3. Answer further inquiries if any	3. Approval of the Hon. Vice Mayor and/or the SB Secretary	None	5 minutes more or less	<i>Municipal Vice Mayor, SB Secretary</i> SB Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Wait for the release	4. Reproduction of the requested documents	None	2 minutes	<i>SB Staff Admin Officer I Admin Officer IV Admin Asst III SB Office</i>
TOTAL:		None	20 minutes	

2. Issuance of Issuance of Certificate of Posting

The Office of the Secretary to the Sangguniang Bayan serves as the support office of the Sangguniang Bayan, thus it is the depository storage of all SB records which, mostly, are public in nature. Copies of these records are available within a reasonable period of time upon request subject to the approval of the Municipal Vice-Mayor and/or the SB Secretary.

Office or Division:	Office of the Secretary to Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-up Request Form / Request Letter/ID		Office of the Sec to the SB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the document requested to be posted	1. Evaluate and accept the document	None	3 minutes	<i>Legislative Staff Officer I/ SB staff SB Office</i>
2. Submit request letter or fill-up request form Must include name, dept./ unit/ org. contact no., document being requested & purpose of request	2. Verify the content of the request letter/ request form then forward to the SB Secretary or Hon. Vice Mayor	None	4 minutes	<i>Administrative Assistant/SB staff SB Office</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the advice of the receiving staff as to the date of the availability of the certificate of posting	3. Inform the client of availability date of the certificate of posting	None	2 minutes	<i>Legislative Staff Officer I/SB staff</i> SB Office
4. Return to the SB office to get the requested certificate of posting upon payment of the required fees	4. Prepare the certificate of posting upon presentation of the receipt of posting fee	P 250.00 (Section 4H.01-Article 13 of Revenue Code)	5 minutes more or less	<i>Legislative Staff Officer I/Municipal Vice Mayor/SB Secretary</i> SB Office
5. Wait for the release	5. Issue the certificate of posting	None	2 minutes	<i>Legislative Staff Officer I/SB staff</i> SB Office
TOTAL:		250.00	16 minutes	