

# **MUNICIPALITY OF SUBIC**

## **CITIZENS CHARTER**



**OFFICE OF THE MUNICIPAL MAYOR**

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### 1. PROVIDING MEDICAL/BURIAL ASSISTANCE

Employees in charge shall assist the under-privileged constituents of Subic their respective needs of medical, dental and hospital bills as well as financial aids which are administratively scrutinized and evaluated before it is approved and signed by the Chief Executive;

#### A. MEDICINE ASSISTANCE

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip	Commission of Election Office, Subic
2 Photocopies of Medical Prescriptions	Clinic, Hospital or Health Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Photocopies and submit the valid documents	1. Receives the valid documents then advise the client to proceed to the DSWD for an interview	None	10 minutes	<i>Admin. Aide III</i>
2. Submits himself for an interview	2. Interview the client if qualified as indigent patient	None	3 minutes	<i>Social Welfare Assistant Admin. Aide III (Clerk) MSWD Office</i>
3. Present the Certificate of Indigency (AICS) to the Mayor's Office Personnel	3. Receives the AICS then notes, collates and orders the needed medicines to the authorized drug stores  3.1 Receives and prepares more or less 700	None  None	2 minutes  4 hours	<i>Admin. Aide III</i>  <i>Authorized drug store Personnel</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	ordered medicines.			
	3.2 Pickup checks and receives medicines from authorized drug store	None	15 minutes	<i>Admin. Aide I</i>
	3. 3.3 Release the medicines to client/patient	None	3 minutes	<i>Admin. Aide III</i>
	<b>TOTAL</b>		<b>4 Hours and 33 Minutes</b>	

### B. IF MEDICAL LABORATORY, DIALYSIS AND CHEMOTHERAPY ASSISTANCE:

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Voter's ID or Verification Slip	Commission of Election Office, Subic
2 Photocopies of Medical procedure with costing	Hospital, Laboratory or Clinic where the patient is admitted

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voter's ID and Doctor's Referral	1. Examines the validity of the documents and advises to photocopy the documents	None	2 minutes	<i>Admin. Aide III (Clerk)</i>
2. Photocopy and Submit the valid documents	2. Receives the valid documents then advises the client to proceed to the DSWD for an interview	None	1 minute	<i>Admin. Aide III (Clerk)</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



3. Submit himself for an interview	3. Interviews the client, if qualified as indigent patient.	None	2 minutes	Social Welfare Assistant/ Admin. Aide III (Clerk) MSWD Office
4. Personal appearance to the Chief Executive	4. Interviews the client, then approves and signs the granted assistance.	None	5 minutes	Municipal Mayor
5. Present the Certificate of Indigency to the Mayor's Personnel	5. Issue a referral slip indicating the approved amount of the financial assistance	None	1 minute	Admin. Aide III (Clerk)
<b>TOTAL</b>			<b>11 Minutes</b>	

### C. IF HOSPITAL BILL ASSISTANCE:

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
VOTER'S ID or VERIFICATION SLIP	COMMISSION ON ELECTION OFFICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voter's ID and Doctor's Referral	1. Examines the validity of the documents and advises to photocopy the documents	None	2 minutes	Admin. Aide III (Clerk)
2. Photocopy and Submit the valid documents	2. Receives the valid documents then advises the client to	None	1 minutes	Admin. Aide III (Clerk)

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	proceed to the DSWD for an interview			
3. Submit himself for an interview	3. Interviews the client, if qualified as indigent patient.	None	2 minutes	<i>Social Welfare Assistant Admin. Aide III (Clerk) MSWD Office</i>
4. Personal appearance to the Chief Executive	4. Interviews the client, then approves and signs the granted assistance.	None	5 minutes	<i>Municipal Mayor</i>
5. Receive the Assistance	5. Issue a referral slip indicating the approved amount of the Medical assistance	None	1 minute	<i>Admin. Aide III (Clerk)</i>
	<b>TOTAL</b>		<b>11 Minutes</b>	

### D. IF BURIAL ASSISTANCE:

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
VOTER'S ID or VERIFICATION SLIP	COMMISSION ON ELECTION OFFICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voter's ID and Death Certificate	1. Examines the validity of the documents and advises to photocopy the documents	None	2 minutes	<i>Admin. Aide IV</i>
2. Photocopy and Submit the valid documents	2. Receives the valid documents then advises the client to	None	1 minute	<i>Admin. Aide IV</i>



# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	proceed to the DSWD for an interview			
3. Submit himself for an interview	3. Interviews the client, if qualified as indigent patient.	None	2 minutes	<i>Social Welfare Assistant Admin. Aide III (Clerk) MSWD Office</i>
4. Personal appearance to the Chief Executive	4. Interviews the client, then approves and signs the granted assistance.	None	5 minutes	<i>Municipal Mayor</i>
5. Receive the Assistance	5. Issue a referral slip indicating the approved amount of the Medical assistance	None	1 minute	<i>Admin. Aide III (Clerk)</i>
	<b>TOTAL</b>		<b>11 Minutes</b>	

## 2. SCHOLARSHIP ASSISTANCE PROGRAM

Employees in charge shall provide appropriate scholarship assistance, particularly secondary and college level, to indigent/under-privileged students who are bonafide residents of Subic, Zambales.

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished scholarship assistance form	Office of the Mayor
Form 137 for new applicants/report of grades for old scholars	School Attended
Certificate of Indigency	Mun. Social Welfare & Development Office
Student Statement of Accounts	School Attended
Voter's ID/Verification Slip	Commission on Election Office

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid requirements and fill up Application Form for Scholarship Assistance	1. Assesses the duly accomplished scholarship assistance form and the completeness of the requested requirements	None	3 minutes	<i>Admin. Aide III (Clerk)</i>
2. Submit for an interview	2. Interviews students and guardians	None	5 minutes	<i>Admin. Aide III (Clerk)</i>
	2.1 Checks the requirements, interview students and guardians, then signs for approval	None	5 minutes	<i>Municipal Mayor</i>
3. Receives the approved scholarship slip	3. Release the approved scholarship slip	None	2 minutes	<i>Admin. Aide III (Clerk)</i>
	<b>TOTAL</b>		<b>15 Minutes</b>	

### 3. ISSUANCE OF MAYOR'S CLEARANCE, BUSINESS AND SPECIAL PERMITS, CERTIFICATION AND OTHER RELATED COMMUNICATIONS.

This office issues different correspondence such as: Communications, letters, mayor's Clearance; permits and clients, transmittal of letters coming from the different agencies and/or complaints from the constituents having their own legal concerns, recommendations, referrals, endorsements, programs, certifications, memorandum, officers orders and other related matters which are being subjected for perusal and scrutiny of the Municipal Administrator before it is signed by the Chief Executive.

This office likewise takes charge in the diffusion of some circulars and orders from the Office of the President and other agencies.

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance	Barangay Office
Letter of Intent	Duly accomplished of the Client
Official Receipt from the Treasurer	Mun. Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid requirements	1. Receives transmittals, communication, Letter of Intent, Barangay Clearance, Official Receipts from the Mun. Treasurer's Office and other related documents	None	2 minutes	<i>Admin. Aide III (Clerk) Mun. Administrator</i>
2. Submit for an interview	2. Interviews clients and determines the proper correspondence to be served	None	5 minutes	<i>Mun. Administrator or Private Secretary I</i>
	2.1 Constructs and encodes communication, request, recommendations, clearances and other official documents	None	5 minutes	<i>Mun. Administrator</i>



# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	2.2 Proofreads and signs the documents	None	2 minutes	<i>Municipal Mayor</i>
3. Receives the accomplished documents	3. Releases the requested documents	None	1 minute	<i>Admin. Aide III (Clerk)</i>
	<b>TOTAL</b>		<b>15 Minutes</b>	

#### 4. EXTENDING AN ADVERTISING NEEDS FOR THE COMMUNITY

- Employees-in-charge shall provide the students their schedule of the On-the-Job Training to respective offices of this municipality.
- In charge of the congratulatory tarpaulins for the High Achievers and Board Passers Students/Employees/Teachers/Constituents of this municipality.
- Provides the posting of Job Fairs/Job-Hirings and other municipality's program to promote career development and uphold the merit principle.

##### A. On-the-Job Training Students: ADMISSION

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	Students who will undergo On the Job Training during the school year.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application from Dean of the school is Required for the On-the-Job Training (OJT)	School Attended

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid requirements	1. Accepts the requirements needed from the student	None	1 minutes	<i>Admin. Aide III</i>
2. Submit himself for an interview.	2. Interview the students	None	2 minutes	<i>Municipal Administrator Admin. Aide III</i>
	2.1 Type a Memorandum of Agreement for the student	None	5 minutes	<i>Admin. Aide III</i>
3. Appearance from the Mayor	3. Interviews the student then approves and signs the	None	2 minutes	<i>Mun. Administrator or Municipal Mayor</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	Memorandum of Agreement			
4. Receive the Memo	4. Releases and transmits the Memorandum of Agreement then orient and refer the student to the HRMO and its office assigned.	None	2 minutes	HRMO Officer HRM Office  Admin. Aide III (Clerk)
	<b>TOTAL</b>		<b>12 Minutes</b>	

### B. On-the-Job Training Students: END OF CONTRACT

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	Students who completed OJT in the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Daily Time Record Accumulated during OJT	Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and present the Daily Time Record accumulated during OJT.	1. Checks the actual attendance and prepare Certification of Completion	None	6 minutes	Admin. Aide III in Charge
2. Appear with the Mayor	2. Congratulates the student and sign the Certificate of Completion	None	3 minutes	Municipal Mayor
3. Receive the Certificate of Completion	3. Release the Certificate of Completion	None	1 Minute	Admin. Aide III in Charge
	<b>TOTAL</b>		<b>10 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### B. HIGH ACHIEVERS, BOARDPASSERS

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	Board Passers, Academic Achievers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Board Examination Passers or Letter from the School	Client
Graduation Picture (Hardcopy or Softcopy)	Client
Letter of Intent.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid requirements.	1. Accepts the requirements needed from the student	None	1 Minute	<i>Admin. Aide III in Charge</i>
2. Submit himself for an interview	2. Interview the student	None	2 Minutes	<i>Admin. Aide III in Charge</i>
3. Appear with the Mayor	3.1. Congratulates the client for his achievement then approves the posting of Congratulatory Tarpaulin.	None	5 Minutes	<i>Municipal Mayor</i>
	3.2. Emails to the authorized printing press for the layout and printing of Congratulatory Tarpaulin.	None	5 minutes	<i>Admin. Aide III in Charge</i>
	3.3. Printing of Tarpaulin	None	2 Days	<i>Printing Press</i>
	3.4. Receives the tarpaulin and sends to the Municipal Carpenter for the framing	None	2 Minutes	<i>Admin. Aide III in Charge</i>

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



	3.5. Frames and posts the tarpaulin to the conspicuous place of this municipality	None	2 Days	<i>Municipal Carpenter</i>
	<b>TOTAL</b>		<b>4 Days and 15 Minutes</b>	

### 5. SCHEDULING OF APPOINTMENT

- Entertains clients/visitors and/or underprivileged constituents of this municipality determining their respective concerns and/or complaints which need the attention of the Chief Executive.
- Receives request for infrastructure projects of the concerned barangays of this municipality, subject for inspection of the appropriate officers and/or staff prior to the approval of the Chief Executive.
- Assists the indigent constituents to avail financial aids.
- Schedules the appointments of the clients/visitors for different purposes such as: weddings, Oath takings, courtesy calls, meetings and the likes.
- Collates and presents to the Chief Executive pertinent documents and other communications that needs his official seal and signature.

#### A. SCHEDULE OF APPOINTMENT:

<b>Office or Division:</b>	OFFICE OF THE MAYOR			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	All			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/ her concern	1. Receives request from the client/s does an interview and determine his concern or complaints. Upon checking the concerned official's itinerary, shall schedule the client appointment	None	5 minutes	Municipal Administrator Private Secretary I
	<b>TOTAL</b>		<b>5 Minutes</b>	

# MUNICIPALITY OF SUBIC

## CITIZENS CHARTER



### A. REQUESTING FOR AN INFRASTRUCTURE PROJECT:

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO GOVERNMENT
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NONE	NONE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her concern	1. Interviews the client and determines his request	None	5 minutes	<i>Mun. Administrator</i> <i>Admin. Aide III</i>
2. As accompanied by the personnel in charge, proceed to the Mun. Mayor and explain his request	2. Does an ocular inspection of the requested project	None	1 hour	<i>Mun. Administrator</i> <i>Municipal Mayor</i>
	<b>TOTAL</b>		<b>1 Hour and 5 Minutes</b>	



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