



### **OFFICE OF THE MUNICIPAL MAYOR**

#### **External Services**

# 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
3 photocopies of Voter's ID or Verification Slip/Driver's License/National ID	Commission of Election Office, Subic/Concerned Agency/Offices
3 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. Advise the client to proceed to the DSWD for an Interview whether the client is qualified as indigent patient or not	None	10 Minutes	Admin. Aide I/ Admin. Aide III
2. Personal appearance to the chief executive	2. Interviews the client, then approves and signs the granted assistance.	None	10 Minutes	Municipal Mayor
3. Submits himself for an interview	3. Advise the client to proceed to the DSWD for an interview whether the client is qualified as indigent or patient or not	None	5 Minutes	Admin. Aide I/ Admin. Aide III  <i>MSWD Office</i>

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4. Present the Certificate of Indigency (AICS) to the Mayor's Office Personnel	4.1. Receives the AICS then notes, collates and orders the needed medicines to the authorized drug stores.	None	2 Minutes	Admin. Aide I/ Admin. Aide III
	4.2. Receives and prepares more or less 700 ordered medicines.	None	5 Hours	Drug Store Personnel
	4.3. Pickup and receives medicines from authorized drug store.	None	15 Minutes	Municipal Driver
	4.4. Release the medicine to client/ patient	None	5 Minutes	Admin. Aide I/ Admin. Aide III
	<b>TOTAL</b>		<b>5 Hours and 47 Minutes</b>	



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### 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
3 Photocopies Voter's ID or Verification Slip/Driver's License/National ID	Commission of Election Office, Subic/Concerned Agency/Offices
3 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	10 Minutes	Admin. Aide I
2. Photocopy and submit the valid documents	2. Receives the valid documents.	None	2 minutes	Admin. Aide I
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance	None	10 minutes	Municipal Mayor
4. Submit himself for an interview	4. Interviews the client, if qualified as indigent patient.	None	5 minutes	Social Welfare Officer/ Admin. Aide III/ Admin Aide I MSWD Office
5. Present the certificate of indigency to the MO Personnel	5. Issue a referral slip indicating the approved amount of the financial assistance	None	3 minutes	Admin. Aide I
	<b>TOTAL</b>		<b>30 minutes</b>	

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### 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
3 photocopies Voter's ID or Verification Slip/Driver's License/National ID	Commission of Election Office, Subic/Concerned Agency/Offices
3 photocopies of hospital bill	Hospital/Clinic/Doctor

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	10 Minutes	Admin. Aide I
2. Photocopy and submit the valid documents	2. Receives the valid documents	None	2 minutes	Admin. Aide I
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance.	None	10 minutes	Municipal Mayor
4. Submit himself for an interview	4. Interviews the client, if qualified as indigent patient.	None	5 minutes	Social Welfare Officer/ Admin. Aide III/ Admin Aide I MSWD Office
5. Receive the Assistance	5. Issue a referral slip indicating the approved amount of the Medical Assistance	None	3 minutes	Admin. Aide I
	<b>TOTAL</b>		<b>30 Minutes</b>	



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### 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
3 photocopies Voter's ID or Verification Slip/Driver's License/National ID	Commission of Election Office, Subic/Concerned Agency/Offices
6 photocopies of Death Certificate/Funeral Service Contract	Hospital/RHU/Chosen Funeral Service by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voter's ID and Death Certificate/Funeral Service Contract	1. Examines the validity of the documents and advises to photocopy the documents	None	5 Minutes	Admin. Asst. I
2. Photocopy and submit the valid documents	2. Receives the valid documents	None	2 minutes	Admin. Asst. I
3. Personal appearance to the Chief Executive	3. Interviews the client, then approves and signs the granted assistance.	None	15 minutes	Municipal Mayor
4. Submit himself for an interview	4. Interviews the client, if qualified as indigent patient.	None	5 minutes	Social Welfare Officer/ Admin. Aide III/ Admin Aide I MSWD Office
5. Receive the Assistance	5. Issue a referral slip indicating the approved amount of the burial assistance	None	3 minutes	Admin. Aide I
	<b>TOTAL</b>		<b>30 Minutes</b>	

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### 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

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	5 minutes	Admin. Aide III
2. Personal appearance to the Chief Executive	2. Interviews the client, then approves and signs for approval	None	15 minutes	Municipal Mayor
3. Submit himself for an interview	3. Interviews students and guardians	None	5 minutes	Admin. Aide III
4. Receives the approved scholarship slip	4. Issue a referral slip indicating the approved amount of the burial assistance	None	2 minutes	Admin. Aide III
	<b>TOTAL</b>		<b>27 Minutes</b>	



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### 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.

<b>Office or Division:</b>	OFFICE OF THE MAYOR
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G – GOVERNMENT TO CITIZEN
<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 Intents, Barangay Clearance, Official Receipts from the Mun. Treasurer's Office and other related documents	Mayor's Permit – P50  Certification – P100	10 minutes	Admin Asst. II/ Admin. Asst. I/ Community Affairs Officer II/ Admin. Aide III



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2. Submit for an interview	2.1. Interviews clients and determines the proper correspondence to be serve	None	10 minutes	Municipal Administrator
	2.2. Constructs and encodes communication, request, recommendations, clearances and other official documents	None	10 minutes	Municipal Administrator
	2.3. Proofreads and signs the documents	None	5 minutes	Municipal Administrator
3. Receives the accomplished documents	3. Releases the requested documents	None	2 minutes	Admin Asst. II/ Admin. Asst. I/ Admin. Aide III
<b>TOTAL</b>			<b>37 Minutes</b>	

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### 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	5 minutes	Community Affairs Officer IV
2. Submit himself for an interview.	2. Interview the students	None	5 minutes	Municipal Administrator Admin. Aide III
	2.1 Type a Memorandum of Agreement for the student	None	5 minutes	Admin. Aide III
3. Appearance from the Mayor	3. Interviews the student then approves and signs the Memorandum of Agreement	None	5 minutes	Mun. Administrator or Municipal Mayor
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 HR Office
	<b>TOTAL</b>		<b>22 Minutes</b>	

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### 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	10 minutes	Admin Asst. II
2. Appear with the Mayor	2. Congratulates the student and sign the Certificate of Completion	None	5 minutes	Municipal Mayor
3. Receive the Certificate of Completion	3. Release the Certificate of Completion	None	2 Minutes	Admin Asst. II/ Admin. Aide III
	<b>TOTAL</b>		<b>17 Minutes</b>	



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### C. 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	5 Minutes	Community Affairs Officer IV
2. Submit himself for an interview	2. Interview the student	None	5 Minutes	Community Affairs Officer IV
3. Appear with the Mayor	3.1. Congratulates the client for his achievement then approves the posting of Congratulatory Tarpaulin.	None	5 Minutes	Municipal Mayor
	3.2. Emails to the authorized printing press for the layout and printing of Congratulatory Tarpaulin.	None	10 minutes	Community Affairs Officer IV
	3.3. Printing of Tarpaulin	None	2 Days	Printing Press
	3.4. Receives the tarpaulin and sends to the Municipal Carpenter for the framing	None	5 Minutes	Community Affairs Officer IV

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	3.5. Frames and posts the tarpaulin to the conspicuous place of this municipality	None	2 Days	Municipal Carpenter
	<b>TOTAL</b>		<b>4 Days and 30 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	15 minutes	Municipal Administrator  Community Affairs Officer IV 
	<b>TOTAL</b>		<b>15 Minutes</b>	

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### 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

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	15 minutes	Municipal Administrator Community Affairs Officer IV
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	Municipal Administrator Municipal Mayor
	<b>TOTAL</b>		<b>1 Hour and 15 Minutes</b>	