



LOCAL GOVERNMENT UNIT OF BALAMBAN

OFFICE OF THE MAYOR

CITIZENS' CHARTER

I. Mandate

Such that the mayor is tasked to promote the general welfare of the Municipality and its constituents through the efficient, effective, relevant and economical governance, the office of the mayor is responsible of the implementation and delivery of the services, programs, projects, and activities initiated by the mayor and other offices and agencies requiring the assistance and coordination of the office of the mayor.

II. Vision

The office of the mayor is the leader of change through profound service initiatives, program developments, and project creations in promoting better quality life of all the constituents.

III. Mission

The office of the mayor takes the lead in delivering basic services, promoting and preserving Filipino values, ensuring a disaster-resilient and climate change adaptive community, and initiating plans, programs, projects for the development of a vibrant economy.

IV. Service Pledge

Mayor's office commits to be prompt and upfront in the delivery and implementation of all initiated plans, programs, projects, services and activities of the municipal mayor set in his executive agenda "ALAGAD SA BALAMBAN" which aims to put emphasis on providing profound services to its constituents and in this connection shall among all others:

1. Accommodate and assist clientele promptly and professionally;
2. Delivers services profoundly and timely;
3. Process requests, procurements, and permits efficiently, accurately and on time;
4. Effective and timely Implementation of programs, projects, and activities;

5. Carry out such emergency measures as may be necessary during and in the aftermath of man-made and natural disasters and calamities.

List of Services

External Services

1. Solemnization of Marriage by the Mayor

The Mayor will solemnize marriages with the authority granted upon him by the Local Government Code to those who wish to enter into contract of marriage.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	one of the contracting parties is resident of Balamban			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License 2. List of sponsors 3. Solemnization Fee Receipt		1. Civil Registrar Office 2. To be provided by the applicant 3. Municipal Treasury Office – payment Window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the marriage license and ask for schedule at the Mayor's office Kasal Window	Validate license and book the scheduled date and time, ask applicant's contact number and list of sponsors	None	1 min	Arman Artes

2. Come on Schedule 15 minutes before the set time	Request the applicant to check the prepared marriage certificate should their be corrections of entries	None	3 min	Arman Artes
3. Wedding Ceremony	Solemnization	None	5 min	Mayor
4. Pay solemnization fee	Issue receipt of payment	Php 300.00	3 min	Collection Clerks
5. Submit the certificate of marriage to Civil Registry Window in MCR office	Entry of record of marriage to the book of civil registry	None	3 min	Record Clerk
TOTAL:		Php 300.00		

2. Issuance of Mayor's Special Permit for Cockfighting

Mayor's Special Permit for cockfighting is a document issued granting permission to requesting organizers to hold cockfights accordingly to the provisions of laws.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Game cockers and/or Organizers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance 2. Permit Fee Official Receipt		1. Barangay Hall - office of the secretary 2. Treasury Office – payment window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Barangay Clearance for purpose of holding cockfight	Validate request to hold cockfight, issue barangay clearance	Varies per barangay	5 min	Barangay secretary
2. Pay Permit & other Fees at the Treasury Office-payment window	Prepare payment order, issue official receipt	Pintakasi: 1. Permit Fee-Php 750.00 2. Secretaries & doc stamp –Php 115.00 Special Derby: 1. Permit Fee: 2 cock – Php 2,500.00 3 cock – Php 3,500.00 4 cock – Php 4, 500.00 5 cock – Php 6, 000.00 2.Secretaries Fee & doc stamp – Php 115.00	5 min	Efren Nipaya

<p>3. Present Barangay Clearance and Fees Official Receipt at the Mayor's Office Clearance and Permits Processing Window</p> <p>4. Claim the issued Permit</p> <p>5. Provide copy of the granted permit the office of PNP Balamban Station</p>	<p>Validate presented documents, prepare the permit, secure mayor's approval, record in the prescribed logbook of permits issued</p> <p>Have the claimant sign in the record book upon release of document</p> <p>Receive the copy provided, note the schedule of the activity and provide police visibility</p>	<p>Cockfight during Fiesta & other celebrations: 1. Permit Fee –Php 1,000.00 2. Secretaries Fee & doc stamp – Php 115.00</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 min</p> <p>3 min</p> <p>3 min</p>	<p>Anthony Dinoy</p> <p>Anthony Dinoy</p> <p>PNP Personnel on front desk</p>
<p>TOTAL:</p>		<p>Pintakasi – Php 865.00</p> <p>Derby:</p>		

	2 cock – Php 2,615.00 3 cock – Php 3,615.00 4 cock – Php 4,615.00 5 cock – Php 6,115.00 Cockfight during fiesta & other celebrations – Php 1,115.00		
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3. Issuance of Mayor's Special Permit for other forms of business

Mayor's Special permit for other forms of business is a document issued to applicant permitted to do business in a specific location/area within the municipality on a specified date only.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	G2C; G2B
Who may avail:	All; business entities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request 2. Barangay Clearance 3. Permit Fee Official Receipt		1. Provided by the applicant 2. Barangay Hall to where the business activity will take place 3. Treasury Office – payment window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the secretary at the office of the mayor	Receive request and endorse for mayor's approval	None	3 min	Concepcion Esmeralda
2. Follow-up written request at the date or time told to	Release the request letter with mayor's comment	None	3 min	Releasing Staffs Charlito Laraño/Christopher Dumdum
3. secure barangay clearance from the barangay where the business activity will take place	Issue barangay business clearance	Business Clearance Fee – Php 140.00	5 min	Barangay Secretary
4. Present the approved letter request with the Barangay	Do the validation and assessment, prepares payment order	None	5 min	Ma. Christina Miel

Clearabce to BPLO office	issue official receipt	1.Permit Fee – Php 350.00 2.Secretaries Fee & Doc.Stamp – Php 115.00 3. Market Clearance Fee – Php-Php 85.00 4. Garbage Fee – Php 100.00 5. Health Card – Php 10.00	5 min	Collection clerk
5. Pay Permit & other Fees at the Treasury Office- payment window				
6. If business location is market area, present Market Clearance fee OR to the Market office for the issuance of clearance	Determine the specific location in the market area and Issue market clearance	None	5 min	Dindo Fuentes
7. Present Barangay Clearance and Fees Official Receipt at the Mayor's Office Clearance and Permits Processing Window	validate presented documents, prepare the permit, secure mayor's approval, record in the prescribed logbook of permits issued	None	10 min	Anthony Dinoy
8. Claim the issued Permit	Have the claimant sign in the record book upon release of document	None	3 min	Anthony Dinoy

TOTAL:		Php 1,015.00		

4. Issuance of Mayor's Permit for the conduct of Group Activities

This permit is issued to every person who shall conduct or hold any program/ activity involving the grouping of people within the jurisdiction of this municipality to include Disco/dances, conference/meetings/rallies/demonstrations in outdoor/parks/plazas/road/streets, coronation and ball, promotional sales, and other group activities.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	All; business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request 2. Barangay Clearance (except recorida/parade) 3. Permit Fee Official Receipt		1. Provided by the applicant 2. Barangay Hall to where the activity will take place 3. Treasury Office – payment window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the secretary at the office of the mayor	Receive request and endorse for mayor's approval	None	3 min	Concepcion Esmeralda
2. Follow-up written request	Release the request letter with mayor's comment	None	3 min	Releasing Staffs

3. secure barangay clearance from the barangay where the activity will take place (except recorida /parade)	Issue barangay clearance	Clearance Fee – varies per barangay	5 min	Charlito Laraño/Christopher Dumdum Barangay Secretary
4. Proceed to BPLO office	Do the validation and assessment, prepares payment order	None	5 min	Ma. Christina Miel
5. Pay Permit & other Fees at the Treasury Office-payment window	issue official receipt	Disco/Dances: 1.Permit Fee – Php 200.00 2.Secretaries Fee & Doc.Stamp – Php 115.00 Conferences/meetings/rallies/demonstration: 1.Permit Fee – Php 500.00 2.Secretaries Fee & Doc.Stamp – Php 115.00 Coronation and Ball: 1.Permit Fee – Php 200.00	5 min	Collection clerk

<p>6. Present Barangay Clearance and Fees Official Receipt at the Mayor's Office Clearance and Permits Processing Window</p> <p>7. Claim the issued Permit</p>	<p>validate presented documents, prepare the permit, secure mayor's approval, record in the prescribed logbook of permits issued</p> <p>Have the claimant sign in the record book upon release of document</p>	<p>2.Secretaries Fee & Doc.Stamp – Php 115.00</p> <p>Promotional Sales: 1.Permit Fee – Php 500.00 2.Secretaries Fee & Doc.Stamp – Php 115.00</p> <p>Other Group Activities: 1.Permit Fee – Php 100.00 2.Secretaries Fee & Doc.Stamp – Php 115.00</p> <p>None</p> <p>None</p>	<p>10 min</p> <p>3 min</p>	<p>Anthony Dinoy</p> <p>Anthony Dinoy</p>
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TOTAL:	Disco/Dances – Php 315.00 Conferences/meetings/rallies/demonstration- Php 615.00 Coronation and Ball – Php 315.00 Promotional Sales – PHp 615.00 Other Group Activities – Php 215.00		
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5.Issuance of Mayor's Clearance, Certifications, and Job Recommendations

The Mayor's Office Clearance is issued to individuals needing a document that states that he/she has no pending case filed with the office of the Mayor. Certifications are issued to affirm the validity of information. Job Recommendations are issued to job seekers needing mayor's endorsement or recommendation.

Office or Division:	Mayor's Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	all		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Barangay Clearance (except for Job Recommendations) 2. Police Clearance or Court Clearance (for issuance of mayor's clearance only) 3. Clearance/Certificate Fee Official Receipt (except for Job Recommendations)		1. Barangay Hall to where the applicant reside 2. PNP Balamban Station or Municipal Circuit Trial Court-Balamban 3. Treasury Office – payment window	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Barangay Clearance from the Barangay the requestor is residing	Issue Clearance with OR	Varies per Barangay	5 min	Barangay Secretary
2. Secure Police Clearance at PNP Balamban Station Or Court Clearance at MCTC-Balamban	Issue Clearance with OR	Police Clearance: Php – 215.00 Court Clearance: Php 165.00	15 min 10 min	PNP Support Staff for clearance issuance MCTC-Balamban staffs
3. Pay Clearance & Certificate Fees at the Treasury Office- payment window	prepares payment order, issue official receipt	Clearance and Certification Fee including Secretaries Fee and doc stamp: if, 1. For employment – Php 200.00 2. For passport/visa application – Php 315.00 3. For securing/renewal of license firearms – Php 315.00	5 min	Collection clerk

		4. For other purposes not mentioned above – Php 200.00		
		Job Recommendation: None		
4. Present Barangay Clearance and Fees Official Receipt at the Mayor's Office Clearance and Permits Processing Window	validate presented documents, and for clearance: prepare the clearance, , secure mayor's approval, get file copy of the document for certificate and Job Recommendation: endorse to colleague who shall prepare the document, secure mayor's approval	None None	5 min 5 min	Anthony Dinoy For clearance: Anthony Dinoy For Certificate and Job Recommendation: Laviña Campos or Michael Playda
5. Claim the issued Clearance/Certificate/Recommendation	Have the claimant sign in the office file copy upon release of document	None	3 min	Charlito Laraño or Christopher Dumdum

TOTAL:	Mayor's Clearance and Mayor's Certification Fee: if, 1. For employment – Php 415.00 2. For passport/visa application – Php 530.00 3. For securing/renewal of license firearms – Php 530.00 4. For other purposes not mentioned above – Php 415.00 Job Recommendation: None		
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6.Issuance of Mayor's Permit on Film-making

Mayor's Permit on Film Making is a document issued granting permit to any person who shall go on location-filming within the territorial jurisdiction of this municipality.

Office or Division:	Mayor's Office
Classification:	Simple
Type of Transaction:	G2C; G2B
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written request	1. Provided by the applicant

2. Barangay Clearance 3. Permit Fee Official Receipt		2. Barangay Hall to where the activity will take place 3. Treasury Office – payment window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the secretary at the office of the mayor	Receive request and endorse for mayor's approval	None	3 min	Concepcion Esmeralda
2. Follow-up written request	Release the request letter with mayor's comment	None	3 min	Releasing Staffs Charlito Laraño/Christopher Dumdum
3. secure barangay clearance from the barangay where the film making activity will take place	Issue barangay clearance	Barangay Clearance Fee – varies per barangay	5 min	Barangay Secretary
4. Present the approved letter request to BPLO office	Do the validation and assessment, prepares payment order	None	5 min	Ma. Christina Miel
5. Pay Permit & other Fees at the	issue official receipt	1. Secretaries Fee & Doc.Stamp – Php 115.00 2. Permit Fee if:	5 min	Collection clerk

Treasury Office- payment window		<p>Commercial movies – P5,000.00/film</p> <p>Commercial Advertisement – P3,000.00/film</p> <p>Documentary Film – P2,000.00/film</p> <p>Video tape Coverage – P1,000.00</p>		
6. Present Barangay Clearance and Fees Official Receipt at the Mayor's Office Clearance and Permits Processing Window	validate presented documents, prepare the permit, secure mayor's approval, record in the prescribed logbook of permits issued	None	10 min	Anthony Dinoy
7. Claim the issued Permit	Have the claimant sign in the record book upon release of document	None	3 min	Anthony Dinoy

TOTAL:	Commercial movies – P5,115.00/film Commercial Advertisement – P3,115.00/film Documentary Film – P2,115.00/film Video tape Coverage – P1,115.00		
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7. Issuance of Mayor's Permit on Circus and Other Parades

This is a document issued granting permit to organizers of a Circus or Other Parades using banners, floats, or musical instruments carried on this municipality.

Office or Division:	Mayor's Office		
Classification:	Simple		
Type of Transaction:	G2C; G2B		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Written request 2. Barangay Clearance 3. Permit Fee Official Receipt		1. Provided by the applicant 2. Barangay Hall to where the activity will take place 3. Treasury Office – payment window	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the secretary at the office of the mayor	Receive request and endorse for mayor's approval	None	3 min	Concepcion Esmeralda
2. Follow-up written request	Release the request letter with mayor's comment	None	3 min	Releasing Staffs Charlito Laraño/Christopher Dumdum
3. secure barangay clearance from the barangay where the film making activity will take place	Issue barangay clearance	Barangay Clearance Fee – varies per barangay	5 min	Barangay Secretary
4. Present the approved letter request to BPLO office	Do the validation and assessment, prepares payment order	None	5 min	Ma. Christina Miel
5. Pay Permit & other Fees at the Treasury Office-payment window	issue official receipt	1.Secretaries Fee & Doc.Stamp – Php 115.00 2.Permit Fee – P150,00 per day	5 min	Collection clerk

<p>6. Present Barangay Clearance and Fees Official Receipt at the Mayor's Office Clearance and Permits Processing Window</p> <p>7. Claim the issued Permit</p>	<p>validate presented documents, prepare the permit, secure mayor's approval, record in the prescribed logbook of permits issued</p> <p>Have the claimant sign in the record book upon release of document</p>	<p>None</p> <p>None</p>	<p>10 min</p> <p>3 min</p>	<p>Anthony Dinoy</p> <p>Anthony Dinoy</p>
<p>TOTAL:</p>		<p>Varies on the number of days;</p> <p>for 1 day only – Php 265.00</p>		

Internal Services

1. Securing Mayor's Approval of Permit to Operate Pedaled Tricycle

Permit for Pedaled Tricycle is a document issued granting permit to persons engaged in the business of operating Pedaled Tricycle "trisikad" within the territorial jurisdiction of this municipality.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	BPLO as endorsing office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit for Signature with the following attachments: <ol style="list-style-type: none"> 1. Barangay Clearance 2. Permit & other Fees Official Receipts 3. Driver's Permit 4. BATOM Clearance 5. MENRO Clearance 6. CEDULA 		<ol style="list-style-type: none"> 1. Barangay Hall to where the operator resides 2. Treasury Office – payment Window 3. BATOM Office 4. BATOM Office 5. MENRO Office 6. Barangay Hall to where the operator resides 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Endorse the prepared permit with the attachments for mayor's signature	Receive request and endorse for mayor's signature	NA	3 min	Concepcion Esmeralda
	Then to releasing section for recording, and endorse back to BPLO	NA	3 min	Anthony Dinoy
TOTAL:		NA		

2. Securing Mayor's Approval of Permit to Operate Motorized Tricycle

Permit for Motorized Tricycle is a document issued to persons engaged in the business of operating tricycle within the territorial jurisdiction of this municipality.

Office or Division:	Mayor's Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	BPLO as endorsing office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Permit for Signature with the following attachments: <ol style="list-style-type: none"> 1. Barangay Clearance 2. Permit & other Fees Official Receipts 3. BATOM Clearance 4. MENRO Clearance 		<ol style="list-style-type: none"> 1. Barangay Hall to where the operator resides 2. Treasury Office – payment Window 3. BATOM Office 4. MENRO Office 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the prepared permit with the attachments for mayor's signature	Receive documents and endorse to mayor for signature	NA	3 min	Concepcion Esmeralda
	Then to releasing section for recording, and endorse back to BPLO	NA	3 min	Anthony Dinoy
TOTAL:		NA		

3. Securing Mayor's approval for Business Permit Application

Business Permit is a document issued granting the person permission to do business within the territorial jurisdiction of this municipality.

Office or Division:	Mayor's Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	BPLO as endorsing office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Permit for Signature with the following attachments: <ol style="list-style-type: none"> 1. Business Permit Application 2. Barangay Business Clearance 3. Permit & other Fees Official Receipts 4. DTI/SEC Registration 5. CEDULA 		<ol style="list-style-type: none"> 1. Access eBPLS system or to Business Permit and Licensing Office 2. Barangay Hall to where the operator resides 3. Treasury Office – payment Window 4. DTI Office or SEC 	

6. HEALTH Card / Sanitary/Health Permit 7. Fire Clearance Certificate 8. MENRO clearance on Solid Waste Management 9. Market Clearance 10. BIR Clearance/Registration 11. Other clearances the type of business further required Additional attachment if renewal: 1. Tax Clearance 2. SSS clearance 3. Philhealth Clearance 4. Pag-ibig Clearance 5. Financial Statements of the previous year (Audited/Estimates)		5. Treasury Office – payment Window 6. Rural Health Unit 1 Center 7. Bureau of Fire Protection Office 8. MENRO Office 9. Market Office 10. BIR Office 11. Depends upon the type of clearance required 1. BIR office 2. SSS office 3. Philhealth office 4. Pag-ibig Office 5. The applicant will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the prepared permit with the attachments to the secretary of the mayor for mayor's signature	Receive the documents and endorse to mayor for signature	NA	3 min	Concepcion Esmeralda
	Then to releasing section for recording, and endorse back to BPLO	NA	3 min	Anthony Dinoy
TOTAL:		NA		

4. Securing Mayor's approval of Purchase Requests

Mayor as the chief of the agency is task to approve the procurement needs of the different offices in the LGU.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various offices of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request (PR) that is signed by the head of the office or section requesting and is already validated by the Budget office for the appropriation with the following attachment: <ul style="list-style-type: none"> • Program of Work • Updated PPMP 		1. Endorsing offices shall prepare the purchase request, program of work, and the updated PPMP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the prepared PR with the attachments to the secretary of the mayor for mayor's signature	Receive the documents and endorse to mayor for signature	NA	3 min	Concepcion Esmeralda
	Then to releasing section For recording	NA	3 min	Christopher Dumdum
2. Claim the approved PR	Release the PR with mayor's signature	NA	1 min	Christopher Dumdum
TOTAL:		NA		

5. Securing Mayor's Signature of the Documents of Payment of the Procured Items or services

Mayor as the chief of the agency is task to approve procurement and payments thereof by affixing his signature on the documents of payment of the procured items.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Accounting Office as the endorsing office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Requests, Disbursing Vouchers and/or Payroll duly validated by the Municipal Budget Officer and Municipal Accountant with attachment of the required documents		2. Office of the End User shall prepare the Obligation Request, Disbursement Voucher/Payroll and other necessary documents for payment and endorse these to budget office for recording of incurred expenses then to accounting office for validation and accounting entries		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the validated Vouchers with the attachments to the secretary of the mayor for mayor's signature	Receive the documents and endorse to mayor for signature	NA	3 min	Concepcion Esmeralda
	Then to releasing section for recording and endorse to treasury for the disbursement of payment or issuance of check payment	NA	1 min per voucher	Anthony Dinoy

TOTAL:		NA		

Prepared by:

Michael Juryphel R. Playda
Admin Officer 1

Noted by:

Alex Francis V. Binghay II
Acting Municipal Mayor