



CITIZEN'S CHARTER

In compliance to Republic Act 11032 " An act promoting ease of doing business and efficient delivery of government services, by amending Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007, and other purpose.

I. ENGINEERING PLANS AND PROGRAM OF WORKS				
Clients Steps	Agency Action	Fees to be paid	Processing Time	Responsible Persons
1. Submit request for the preparation of Detailed Engineering Design (DED) and Program of Works (POW)	1.1 Receive and record the request in the logbook and submit to Planning and Programming Division	None	10 minutes	Rosie Octaviano
	1.2 Site Inspection	None	4 hours	Engr. Maria Carmela L. Padura/ Engr. Freche Ann Sanchez/ Engr. Jerome S, Lendio/ Engr. Cristian James O. Calamba/ Annabelle G. Bagtilay/ John Michael Ido
	1.3 Preparation of Engineering Plans	None	Simple (Php200K and below): 1 day Complex (More than Php200K): 10 days	Engr. Maria Carmela L. Padura Engr. Freche Ann Sanchez John Michael Ido
	1.4 Preparation of Program of Works and supporting documents	None	Simple (Php200K and below): 4 hours Complex (More than Php200K): 3 days	Engr. Maria Carmela L. Padura/ Engr. Freche Ann Sanchez/ Engr. Jerome S, Lendio/ Engr. Cristian James O. Calamba/

				Annabelle G. Bagtilay/ John Michael Ido
2. Claims the Engineering Plans and Program of Works	2.1 Check and Review of the prepared Engineering Plan and Program of Works	None	Simple: 1 hour Complex: 1 day	Engr. Rafael B. Daarol
	2.2 Recommending Approval of the Engineering Plan and Program of Works	None	1 hour	Engr. Alexes E. Lagat
	2.3 Approval of the Local Chief Executive	None	Refer to Mayor's Office	Mayor Grace Carmel Paredes-Bravo
	2.4 Release of Approved DED and POW	None	5 minutes	Rosie Octaviano
TOTAL PROCESSING TIME (MAXIMUM)			Simple: 2 working days Complex: 15 working days	

II. EQUIPMENT SERVICES				
Clients Steps	Agency Action	Fees to be paid	Processing Time	Responsible Persons
1. Submit request for Equipment Rental	1.1 Receive and record the request in the logbook	None	5 minutes	Editho S. Manliguez
	1.2 Fills-up the Equipment Request and Rental Order (ERRO) Form	None	10 minutes	Editho S. Manliguez
2. Client pays the rental fee	2.1 Issues official receipt and sign the ERRO form	None	Refer to MTO	Municipal Treasurer
3. Receives the approved ERRO	3.1 Approves the ERRO	None	5 minutes	Engr. Alexes E. Lagat
	3.2 Provide a copy of the approved ERRO	None	5 minutes	Editho S. Manliguez
	3.3 Schedule the dispatch of the equipment	None	10 minutes	Editho S. Manliguez
	3.4 Dispatch the equipment	None	As per schedule	Editho S. Manliguez
	3.5 Monitor the equipment	None	As per schedule	Manuel S. Ruta
TOTAL PROCESSING TIME (MAXIMUM)			1 hour	

III. ISSUANCE OF BUILDING PERMIT				
Clients Steps	Agency Action	Fees to be paid	Processing Time	Responsible Persons
1. Submit the Building Plan, prescribed form & other documentary requirements to the Office of Building Official	1.1 Receive and assess the completeness and correctness of the documents	None	30 minutes	Aracelli G. Acierto Julie Malbert O. Pacna
	1.2 Review and evaluation of architectural, structural, electrical, mechanical, sanitary, plumbing, and electronics plans and other documents.	None	Simple Project: 1 working day Complex Project: 4 working days Highly Technical Project: 12 working days	Engr. Rafael B. Daarol (Electrical) / Engr. Krizza Meghan B. Poso (Civil/Structural) / Engr. Maria Carmela L. Padura (Plumbing) / Engr. Jerome Lendio (Civil/Structural) / Engr. Cristian James Calamba (Civil/Structural)
	1.3 Conduct ocular onsite inspection/ Site Validation and compute all necessary fees	None	Simple Project: 1 working day Complex Project: 2 working days Highly Technical Project: 7 working days	Engr. Krizza Meghan PosO Julie Malbert O. Pacna
	1.4 Inform the clients thru text and issue order of payments	As computed per plan based on PD 1096 computation and Local Ordinance	5 minutes	Aracelli G. Acierto
2. Pay fees to the Municipal Treasurer's Office and submit official receipt	2.1 Receive official receipt and prepare building permit	None	1 hour	Aracelli G. Acierto
3. Claims the approved Building Permit	3.1 Review and Sign building permits	None	1 hour	Engr. Alexes E. Lagat
	3.2 Release of Approved Building Permit	None	5 minutes	Aracelli G. Acierto

TOTAL PROCESSING TIME (MAXIMUM)	Simple Project: 3 working days Complex Project: 7 working days Highly Technical Project: 20 working days	
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IV. ISSUANCE OF CERTIFICATE OF OCCUPANCY				
Clients Steps	Agency Action	Fees to be paid	Processing Time	Responsible Persons
1. Submit the As-built Plan, prescribed form & other documentary requirements to the Office of Building Official	1.1 Receive and assess the completeness and correctness of the documents	None	30 minutes	Aracelli G. Acierto
	1.2 Conducts a thorough final on-site inspection and compute all necessary fees	None	Simple Project: 2 working days Complex Project: 6 working days Highly Technical Project: 19 working days	Engr. Krizza Meghan Poso/ Engr. Rafael B. Daarol/ Engr. Maria Carmela L. Padura/ Engr. Jerome Lendio/ Engr. Cristian James Calamba/ Jesrael Artigo/ Julie Malbert O. Pacna
	1.4 Inform the clients thru text and issue order of payments	As computed per plan based on PD 1096 computation	5 minutes	Aracelli G. Acierto
2. Pay fees to the Municipal Treasurer's Office and submit official receipt	2.1 Receive official receipt and prepare certificate of occupancy	None	30 minutes	Aracelli G. Acierto
3. Claims the Certificate of Occupancy	3.1 Review and Sign the Certificate	None	1 hour	Engr. Alexes E. Lagat
	3.2 Release Certificate of Occupancy	None	5 minutes	Aracelli G. Acierto
TOTAL PROCESSING TIME (MAXIMUM)			Simple Project: 3 working days Complex Project: 7 working days Highly Technical Project: 20 working days	

V. ISSUANCE OF MAYOR'S PERMIT FOR ELECTRICAL INSTALLATION				
Clients Steps	Agency Action	Fees to be paid	Processing Time	Responsible Persons
1. Submit the required documents to the Office of Building Official	1.1 Receive and assess the completeness and correctness of the documents	None	30 minutes	Aracelli G. Acierto Julie O. Malbert Pacna
	1.2 Conducts a thorough final on-site inspection and compute all necessary fees	None	Simple Project: 4 hours	Engr. Krizza Meghan B. Poso Jesrael Artigo Julie O. Malbert Pacna Aracelli G. Acierto
	1.3 Inform the clients thru text and issue order of payments	Based on Local Ordinance	5 minutes	Aracelli G. Acierto
2. Pay fees to the Municipal Treasurer's Office and submit official receipt	2.1 Receive official receipt and prepare Mayor's Permit	None	30 minutes	Aracelli G. Acierto
3. Claims the Mayor's Permit	3.1 Review and Sign Mayor's permit	None	10 minutes	Engr. Alexes E. Lagat
	3.2 Review and Sign Mayor's permit	None	Refer to Municipal Planning Office	Engr. George Calamba
	3.3 Review and Sign Mayor's permit	None	Refer to Mayor's Office	Mayor Grace Carmel Paredes-Bravo
	3.4 Release of Mayor's Permit	None	5 minutes	Aracelli G. Acierto
TOTAL PROCESSING TIME (MAXIMUM)			1 working day	

VI. INSPECTION OF MOTOR TRICYCLE OPERATOR'S PERMIT				
Clients Steps	Agency Action	Fees to be paid	Processing Time	Responsible Persons
1. Submit duly filled-in MTOP	1.1 Conducts inspection	None	10 minutes	Rolando Verga Editho S. Manliguez
	1.2 Receive and log the request	None	15 minutes	Rolando Verga Editho S. Manliguez
2. Claims the signed MTOP	2.1 Sign the MTOP	None	5 minutes	Rolando Verga Editho S. Manliguez
	2.2 Release the signed MTOP	None	5 minutes	Rolando Verga Editho S. Manliguez
TOTAL PROCESSING TIME (MAXIMUM)			35 minutes	