



MUNICIPAL PLANNING & DEVELOPMENT OFFICE

**CITIZEN'S CHARTER**

STEPS BY STEP PROCEDURE		PROCESSING	RESPONSIBLE
CLIENT	SERVICE PROVIDES STEPS	TIME	PERSON
<b>20% MUNICIPAL DEVELOPMENT FUND DISBURSEMENT CONTROL</b>			
1. Comply and Submit document as required	1. Receive, review and evaluate required documents	1 hr.	MAYLA JOI V. MANIGO PDO II
2. Attendance to SB Committee Hearing	2. Secure an SB Resolution authorizing the Municipal Mayor to enter into MOA with the Punong Barangay (Optional)	1 hr.	ENGR. GEORGE V. CALAMBA, EnP MPDC ENGR. ANECITO T. ESTILLORE JR. MGADH
3. Submit approved MOA and Disbursement Voucher	3. Evaluation of Complete Documents	30 mins.	MYLA JOI V. MANIGO PDO II
4. Receive the disbursement voucher	4. Recommend Disbursement Voucher 5. Control and Release Disbursement Voucher	20 mins. 10 mins.	ENGR. GEORGE V. CALAMBA, EnP MPDC MYLA JOI V. MANIGO PDO II
	<b>TOTAL RESPONSE TIME</b>	<b>3 hrs.</b>	<b>(Excluding Legislative Process)</b>
5. Proceed to Municipal Budget Office			
<b>SECURING A DEVELOPMENT PERMIT FOR MEMORIAL AND HOUSING SUBDIVISION PROJECTS</b>			
1. Secure development plan approval requirements	1. Provide list of Requirements	5 mins.	ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
2. Submit Application Form, development plans design and other pertinent documents to the Zoning Administrator	2. Conduct technical review of the subdivision scheme and provide application form to the client 3. Conduct of Actual Site Inspection and Final evaluation of Technical Plans, Design and other documents	4 hrs. 4 hrs.	ENGR. GEORGE V. CALAMBA, EnP MPDC / Zoning Administrator Des. ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
3. Provide official receipt of Development Permit Fee from the Treasurer's Office	4. Received Official Receipt from MTO		ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
4. Attendance to SB Committee Hearing for the proposed project	5. Recommend to the SB for Development Permit Approval 6. Prepare the Development Permit 7. Sign and recommend document for approval to the Municipal Mayor 8. Facilitate the approval of Municipal Mayor	1 hr. 20 mins. 5 mins. 10 mins.	ENGR. GEORGE V. CALAMBA, EnP MPDC / Zoning Administrator Des. ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
5. Receive the approved Development Permit	9. Issue and Release Development Permit	5 mins.	ENGR. GEORGE V. CALAMBA, EnP MPDC / Zoning Administrator Des.
	<b>TOTAL RESPONSE TIME</b>	<b>9 hrs &amp; 45 mins.</b>	<b>(Excluding Legislative Process)</b>
<b>SECURING LOCATIONAL CLEARANCE</b>			
1. Client submits required documents for evaluation	1. Technical review of the documents and application form will be provided to the client	30 mins.	ENGR. GEORGE V. CALAMBA, EnP MPDC / Zoning Administrator Des. ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
2. Provide Official Receipt of Development Permit fee from the Treasurer's Office	2. Received Official Receipt		ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
	3. Conduct of Actual Site Inspection 4. Preparation of Evaluation Report	2 hrs. 5 mins.	JAN AKRON POLICARPIO Zoning Inspector Des. ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
	5. Preparation of Locational Clearance for the Approval of the MPDC 6. Sign and Approve Locational Clearance	20 mins 5 mins.	ENGR. KHRITZLE VONN T. BULADAGO Draftsman II ENGR. GEORGE V. CALAMBA, EnP MPDC / Zoning Administrator Des.
3. Receive the approved Locational Clearance	7. Issue and Release Locational Clearance	5 mins.	ENGR. KHRITZLE VONN T. BULADAGO Draftsman II
	<b>TOTAL RESPONSE TIME</b>	<b>3 hrs. &amp; 15 mins</b>	
<b>SECURING ZONING CERTIFICATION</b>			
1. Secure Latest Tax Declaration of Lot from the Municipal Assessor's Office and Provide Official Receipt of Zoning Certification fee from the Treasurer's Office	1. Received Official Receipt	5 mins.	JUDITH ANNE ESTOBIO MPDS STAFF LORVEÑA O ARMODIA Admin Asst. II
	2. Conduct Actual Inspection of Business Establishment Location	30 mins.	JAN AKRON POLICARPIO Zoning Inspector Des.
	3. Identify the Zoning Classification as per Zoning Ordinance No. 007, series of 2015 4. Prepare Zoning Certification	10 mins.	MARGE P. ALANUNAY DMO II
	5. Zoning Administrator will sign the Zoning Certification and recommend for approval to the Municipal Mayor	5 mins.	ENGR. GEORGE V. CALAMBA, EnP MPDC / Zoning Administrator Des. ENGR. ANECITO T. ESTILLORE JR. MGADH
2. Receive the recommended Zoning Certification	6. Issue and Release Zoning Certification	5 mins.	JUDITH ANNE ESTOBIO MPDS STAFF LORVEÑA O ARMODIA Admin Asst. II
	<b>TOTAL RESPONSE TIME</b>	<b>55 mins.</b>	
3. Proceed to Mayors Office for Approval			
<b>PROVISION OF DATA FOR RESEARCH AND INFORMATION</b>			
1. Client submits request letter stating the purpose and the data needed	1. Receive the request letter	5 mins.	JUDITH ANNE ESTOBIO MPDS STAFF CHARILYN D. LORZANO ADMINISTRATIVE AIDE VI
2. Client pay reproduction fee to the office of the Municipal Treasurer (*if necessary)	2. Prepare the data needed of the client	1 hr.	CHARILYN D. LORZANO ADMINISTRATIVE AIDE VI
3. Receive the data needed	3. Released of data needed	5 mins.	JUDITH ANNE ESTOBIO MPDS STAFF CHARILYN D. LORZANO ADMINISTRATIVE AIDE VI
	<b>TOTAL RESPONSE TIME</b>	<b>1 hr. &amp; 10 mins</b>	