



**CITIZEN'S CHARTER
OFFICE OF THE MAYOR**

LGU- Puerto Galera, Oriental Mindoro

| TYPES OF SERVICES | RESPONSE TIME | FEES/ CHARGES | SERVICE PROVIDER |
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| Visitors/ Clientele Assistance | | | |
| Recommendation letter/ referral for Financial Assistance to DSWD/PCSO | 3-5 mins. | N/A | To be assessed by Ms. Zyryne Gamo and Mr. Zherwin Abante, letter to be prepared by Mrs. Mary Christine Ibon. To be approved and signed by Mayor Rocky D. Ilagan |
| Endorsement letter (to any business establishments/ Referral for on-the-job-training (OJT)- Graduating Students. | 3-5 mins. | N/A | Letter to be prepared by Mr. Venancio G. Yap. To be approved and signed by Mayor Rocky D. Ilagan |
| Special/ Temporary Permit/ Mayor's Clearance Certification/ Authorization/ Affidavit/ Certificate of Appearance | 5-7 mins. | N/A | To be assessed Mr. Zherwin Abante and prepared by Mrs. Christy Portugal. To be approved and signed by Mayor Rocky D. Ilagan |
| Send Personalized Birthday (special occasions) Cards/ Certificate of Commendation/ Recognition | N/A | | Design/ Lay-out of Cards/ Certificates to be prepared by Mr. Zherwin John M. Atienza. Contents of cards/ certificates to be done by Mrs. Mary Christine Ibon and Mr. Venancio G. Yap. To be signed by Mayor Rocky D. Ilagan |
| Power point Presentation (Data and Photo Collection) | 1 day | | To be prepared by Mr. John Atienza. To be reviewed and approved by Mayor Rocky D. Ilagan. |

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| Photo/ Video Coverage of LGU's significant events | N/A | | To be done by Mr. John M. Atienza. |
| Compilation/ Updating the Projects and Accomplishments/ Resume of Mayor Rocky D. Ilagan/ Publication of the Official Newspaper of LGU | N/A | | Responsibilities are co-shared by Mr. Venancio G. Yap and Mrs. Mary Christne Ibon. |
| Communication Preparation | | | |
| a. Complex Letter | 10- 15 mins. | | To be conceptualized/ drafted/ printed by Mr. Venancio G. Yap, Mrs. Christy P. Portugal. To be approved and signed by Mayor Rocky D. Ilagan. |
| b. Simple Letter/ Sangguniang Bayan Request Letter | 5 mins. 5 mins. | | To be drafted/ printed by Mr. Venancio G. Yap, Mrs. Christy P. Portugal. To be approved and signed by Mayor Rocky D. Ilagan. |
| c. Memorandum | | | To be drafted/ printed by Mr. Venancio G. Yap, Mrs. Christy P. Portugal. To be approved and signed by Mayor Rocky D. Ilagan. |
| d. Executive Order | 30 mins. – 1hr. | | To be drafted/ printed by Mr. Venancio G. Yap, Mrs. Christy P. Portugal. To be approved and signed by Mayor Rocky D. Ilagan. |
| Record/ File Incoming Communications | 3-5 mins. | | Communications to be received on the logbook by Mrs. Mary Christine C. Ibon To be reviewed and be given appropriate action accordingly by Mayor Rocky D. Ilagan. Copies will be given to concerned office. Received copies will be given to concerned office. Received copies will be filed by Mr. Zherwin Abante. |
| Information Technology Services | N/A | | I.T. Officer, Mr. John Atienza is the one responsible for overseeing all information technology within the Local Government Unit. He blends technology with government practices and selects appropriate software and hardware for company operations, as well as troubleshooting these systems regularly. |
| Information Services | N/A | | Mr. Venancio G. Yap and Mr. John Atienza provides the information and research data required for the delivery of basic services and provision of adequate facilities so that the public becomes aware of said services and may fully avail of the same. He/ |

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| | | | She Consults the municipal Mayor on all matters relative to public information and research data as it relates to the total socioeconomic development of the LGU. |
| Follow- up of Requested Projects | N/A | | All requested projects with different agencies will be followed- up by Mrs. Mary Christine Ibon, Mr. Venancio G. Yap. Proper coordination with different agencies are necessary to ensure positive outcome. |
| Inspection of Deliveries | | | To be done by Mrs. Mary Christine Ibon as the property inspector and to be assisted by Mr. Zherwin L. Abante/Ms. Krystel Joy Babao. |
| Safekeeping of the LGU Documents and Properties | | | To be done by Mrs. Mary Christine Ibon as the property officer and to be assisted by Zherwin L. Abante/Ms Krystel Joy Babao. |
| Preparation/ Logging of Vouchers | | | To be done by Mrs. Mary Christine C. Ibon. |
| Internet- Related Services (Maintenance of the LGU Account and the Official Website) | N/A | | Responsibilities are co-shared by John Atienza. |
| Scholarship Grants | 1-3 mins. | | To be assisted by Mrs. Mary Christine Ibon approved by Mayor. |
| Events Coordinator (gym schedule, rent tables & chairs, service vehicle) | 1-3 mins. | | To be assisted by Mr. Zherwin L. Abante. |
| Maintenance of Mayor's office premises | N/A | | To be accomplished by Mr. Sergio Y. Atienza |