



## **CITIZEN'S CHARTER**

**2<sup>nd</sup> Edition Series of 2023**

## I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

## II. Vision

### **BANSUD**

#### **“A ROBUST AGRICULTURAL TOWN”**

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

## III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

## IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



**OFFICE OF THE MUNICIPAL MAYOR**  
**Frontline Services**

## List of Services

<b>Municipal Government of Bansud Frontline Services</b>	<b>1</b>
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Republic of the Philippines  
Province of Oriental Mindoro  
**MUNICIPALITY OF BANSUD**

**OFFICE OF THE MUNICIPAL MAYOR**

**CITIZEN'S CHARTER**

<b>MAYOR'S CLEARANCE</b>				
The Office of the Municipal Mayor issues Mayor's Clearance to individuals residing in the Municipality, of good moral character and is a law-abiding citizen. The clearance is a document usually availed of by the individual for employment, scholarship, fire arms licensing, PNP/AFP requirements and for any other purposes.				
Office/Division	<b>Office of the Municipal Mayor</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C – All</b>			
Who may avail	<b>All interested and qualified clients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance 2. Official Receipt from MTO		1. Barangay 2. Municipal Treasurer Office (MTO)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements	Receive and review the requirements if complete and duly signed.	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
2. Proceed to Municipal Treasurer's Office (MTO) to pay prescribed fee	Receive issued Official Receipt w/ documentary stamp.  Authentication of Mayor's Clearance with documentary stamp ( <i>Optional</i> )	P130.00  P80/page	5 minutes	Melody Hernandez
3. Return to the Mayor's Office and present the official receipts from MTO	Prepare the clearance	None	5 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
4. Affix signature on the clearance	Sign the clearance	None	1 minute *	Hon. Ronaldo M. Morada
5. Receives the Mayor's clearance	Seal the documents and get a duplicate copy, record and release the clearance	None	1 minute	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin

6. Authentication of Clearance <b>(Optional)</b>	Prepare Clearance for authentication <b>(Optional)</b>	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
7. Affix signature on the authenticated clearance	Sign the authenticated clearance	None	1 minute *	Hon. Ronaldo M. Morada
5. Receives the authenticated clearance	Seal and released the authenticated clearance	None	1 minute	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
<b>TOTAL</b>			<b>18 minutes</b>	

\* Depends on the availability of the signatory

<b>MUNICIPAL PEACE AND ORDER COUNCIL</b>				
For possible enlistment with the Philippine National Police				
Office/Division	<b>Office of the Municipal Mayor</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C – All</b>			
Who may avail	<b>All interested and qualified clients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance 2. Official Receipt from MTO		1. Barangay 2. Municipal Treasurer Office (MTO)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will sign in the logbook at table 1	1. The Staff will hand-over the client the Logbook to log-in details like name, address, contact number, body temperature, purpose and signature	None	1 minute	Ms. Lerma D. Dimpaz
2. Submit all requirements	Receive and review the requirements if complete and duly signed.	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
3. Proceed to Municipal Treasurer's Office (MTO) to pay prescribed fee	Receive issued Official Receipt w/ documentary stamp.  Authentication of Municipal Peace and Order Council (MPOC) with documentary stamp <b>(Optional)</b>	P130.00  P80/page	5 minutes	Melody Hernandez

4. Return to the Mayor's Office and present the official receipts from MTO	Prepare the Municipal Peace and Oder Council (MPOC)	None	5 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
5. Affix signature on the clearance	Sign the MPOC	None	1 minute *	Hon. Ronaldo M. Morada
6. Receives the Municipal Peace and Oder Council	Seal the documents and get a duplicate copy, record and release the documents	None	1 minute	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
7. Proceed to SB Office for the Authentication of the documents( <i>Optional</i> )	Advice client to proceeds to Sangguniang Bayan Office ( <i>Optional</i> )	None	20 minutes	Melvin D. Marin
<b>TOTAL</b>			<b>35 minutes</b>	

\* Depends on the availability of the signatory

<b>JOB RECOMMENDATION</b>				
Issued for Job Seekers				
Office/Division	<b>Office of the Municipal Mayor</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C – All</b>			
Who may avail	<b>All interested and qualified clients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Data Sheet (PDS)/Biodata/Resume		1. Applicant		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Personal Data Sheet (PDS)	Review the documents and interview the client	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
	Prepare the recommendation	None	5 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
2. Affix signature on the recommendation	Sign the recommendation	None	1 minute*	Hon. Ronaldo M. Morada
3. Receive the recommendation	Get duplicate copy, record and release the recommendation	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
<b>TOTAL</b>			<b>10 minutes</b>	

\* Depends on the availability of the signatory

<b>CERTIFICATION OF GOOD MORAL</b>				
Issued to affirm the validity of information of the job seekers				
Office/Division	<b>Office of the Municipal Mayor</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2C – All</b>			
Who may avail	<b>All interested and qualified clients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance 2. Barangay Certification of Good Moral 3. Official Receipt from the Municipal Treasurer's Office		1. Barangay Hall 2. Municipal Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	Receive and review all requirements and advise client to pay the necessary fees.	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
2. Proceed to Municipal Treasure's Office (MTO) to pay prescribed fee	Received issued Official Receipt w/ documentary stamp	None	5 minutes	Melody H
3. Return to the Mayor's Office and present Official Receipt from MTO	Prepare the certification	None	5 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
4. Affix signature on the certification	Sign the certification	None	1 minute*	Hon. Ronaldo M. Morada
5. Receives the Certification	Seal the documents and get duplicate copy, record and release the certification	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
<b>TOTAL</b>			<b>15 minutes</b>	

\* Depends on the availability of the signatory



<b>ISSUANCE OF RESOLUTION ENDORSEMENT</b>				
Office/Division	<b>Office of the Municipal Mayor</b>			
Classification	<b>Simple</b>			
Type of Transaction	<b>G2G</b>			
Who may avail	<b>Departments and Section Head and Barangay Officials requiring resolution for a specific purpose</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of Resolution		1. Concern office/agency		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE COLLECTED</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client will sign in the logbook at table 1	The staff will hand-over to the client the logbook to log-in details like name, address, contact number, and signature	None	1 minute	Lerma D. Dimpas
2. Submit Original copy of Resolution	Receive copy of Resolution	None	2 minutes	Reysie D. Maneje
	Prepare endorsement	None	5 minutes	Reysie D. Maneje
3.Affix signature on the endorsement	Sign the endorsement	None	1 minute	Hon. Ronaldo M. Morada
4.Receives the endorsement	Get duplicate copy, record and release the endorsement	None	2 minutes	Melvin D. Marin
<b>TOTAL</b>			<b>11 minutes</b>	

\* Depends on the availability of the signatory

CLIENTELE SERVICES				
Those services including request of Hauling, medical assistance, burial assistance, employment, setting appointments and other request.				
<b>Office / Division:</b>	<b>Office of the Municipal Mayor</b>			
<b>Classification:</b>	<b>SIMPLE</b>			
<b>Type of Transaction:</b>	<b>G2C – All</b>			
<b>Who may avail:</b>	<b>All interested and qualified clients</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will sign in the logbook at table 1	1. The staff will hand-over to the client the logbook to log-in details like name, address, contact number, body temperature, purpose and signature	None	1 minute	Ms. Lerma D. Dimpaz
2. Submit Letter Request	2. Receive and review letter request	None	5 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
	2.1 Interview the client	None	5 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
	2.2 Record the incoming documents	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
	2.3. Endorse the letter request to the LCE for approval	None	2 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
3. Affix signature on the letter request	3 Sign the letter request	None	1 minute*	Hon. Ronaldo M. Morada
	3.1 Endorsed the approved letter to the office/agency concerned	None	5 minutes	Reysie D. Maneje Kent Sharif L. Abelis Melvin D. Marin
<b>TOTAL</b>			<b>21 minutes</b>	

\* Depends on the availability of the signatory