



# **MUNICIPALITY OF SAN FRANCISCO**

## **CITIZEN'S CHARTER**

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2021 (1<sup>st</sup> Edition)



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San Francisco, Cebu

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## **I. Mandate:**

The Local Government of San Francisco oblige the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President as mandated by law under R.A. 11032.

## **II. Vision:**

The Local Government of San Francisco (its management) will pursue to operate in building a strong business relationship that contributes the socio-economic development and the welfare to every individual as a whole.

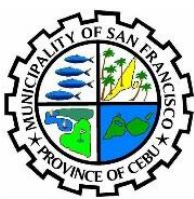
## **III. Mission:**

San Francisco Public Market through its excellent implementation of policies, strategic marketing schemes in any business scale and other visible programs that will serve and provide equal opportunities to every consumers and entrepreneurs towards sustainable economy.

## **IV. Service Pledge:**

We commit to:

1. Provide quality public service, ecologically balance environment and decent public service assistance to every individual.
2. Create and increase the level of consumers' opportunities and competitiveness to buy affordable products.
3. Establish and promote vibrant market that make our market locations, a destination and comfortable place for tourists and visitors.
4. Implement market policies and abide municipal ordinances in securing the safety and protection.



**MUNICIPALITY OF SAN FRANCISCO**  
**MAYOR'S OFFICE**  
**External Services**



## 1. Issuance of Endorsement/Recommendation

Recommendation/Endorsement is given to individuals and organizations to support their intentions for a purpose.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent/Request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Letter of Intent/Request	1. Receive letter and evaluate/review	None	2 Minutes	Administrative Aide Office of the Mayor
	1.1 Prepare Endorsement/Recommendation Letter	None	5 Minutes	Administrative Aide Office of the Mayor
	1.2 Approve and Sign the endorsement/recommendation letter by the Municipal Mayor	None	5 Minutes	Municipal Mayor Local Government of San Francisco
2. Receive the Endorsement/Recommendation Letter	2. Release the Endorsement/Recommendation Letter	None	1 Minute	Administrative Aide Office of the Mayor



## 2. Issuance of Mayor's Clearance

The Mayor's Office Clearance is issued to individuals needing this document that state that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance		Barangay Concerned		
Police Clearance		San Francisco Police Station		
Community Tax Certificate		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File request and submit complete requirements	1. Receive request and complete requirements and advise client to pay the required fees at the Municipal Treasurer's Office	None	1 Minute	Administrative Aide Office of the Mayor
2. Pay Required fees at the Municipal Treasurer's Office and present the Official Receipt at the Office of the Mayor	2. Issuance of Official Receipt	P 100.00 for the clearance plus P 30.00 for the documentary stamp	3 Minutes	Collection Clerk Office of the Municipal Treasurer
	2.1. Prepare Mayor's Clearance and forward to the Mayor for approval	None	5 Minutes	Administrative Aide Office of the Mayor

	2.2. Approval of Mayor's Clearance	None	1 Minute	Municipal Mayor Office of the Mayor
3. Claim approved Mayor's Clearance	3. Record, file for office copy and release Mayor's Clearance to the client	None	2 Minutes	Administrative Aide Office of the Mayor



### 3. Issuance of Mayor's Permit

The Office of the Mayor Issues Mayor's Permit to individuals and business establishments in the municipality as one of the requirements in putting up their business, building constructions and other related services that needs Mayor's Permit

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B –Government to Business			
<b>Who may avail:</b>	Individuals, business establishments and owners of buildings			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Office of the Mayor		
Official Receipt		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Letter of Request for evaluation	1. Receive documents and check all documents needed and advice client to pay the required fees at the Municipal Treasurer's Office	None	2 Minutes	Administrative Aide Office of the Mayor
2. Pay required fees at the Municipal Treasurer's Office/Business Permit and Licensing Office and present the Official Receipt at the office of the Mayor	2. Issuance of Official Receipt	Please refer to the computation of the BPLO and MEO	3 Minutes	Revenue Collection Clerk Municipal Treasurer's Office Business Permit and Licensing Office
	2.2. Prepare Mayor's Permit and forward to	None	1 Minute	Administrative Aide



	the Mayor for approval			Office of the Mayor
	2.3 Approval of Mayor's Permit	None	1 Minute	Municipal Mayor Office of the Mayor
3. Claim approved Mayor's Permit	3. Record, file an office copy and release approved Mayor's Permit	None	1 Minute	Administrative Aide Office of the Mayor



#### 4. Issuance of Solicitation Permit

The Office of the Mayor Issues Solicitation Permits to individuals and organizations to provide support to their needs.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Indigency		Office of the Municipal Social Welfare and Development Officer		
Certificate of Low Income		Barangay Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Barangay Certification/Barangay Indigency	1. Receive and evaluate submitted documents	None	2 Minutes	Administrative Aide Office of the Mayor
	1.1. Prepare Solicitation Permit and forward to the Mayor for approval	None	5 Minutes	Administrative Aide Office of the Mayor
	1.2 Approval of the Solicitation Permit	None	1 Minute	Municipal Mayor Office of the Mayor
2. Claim the approved Solicitation Permit	2. Record, file for office copy and release solicitation permit to the client	None	1 Minute	Administrative Aide Office of the Mayor



### 5. Issuance of Special Permit

The Office of the Mayor Issues Special Permits to individuals and organizations to support activities or any purpose.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request	1. Receive letter of request and evaluate documents	None	2 minutes	Administrative Aide Office of the Mayor
	1.1 Prepare Special Permit and forward to the Mayor for approval	None	5 Minutes	Administrative Aide Office of the Mayor
	1.2 Approval of Special Permit	None	1 Minute	Municipal Mayor Office of the Mayor
2. Claim the approved Special Permit	2. Record, file an office copy and release approved Special Permit	None	1 Minute	Administrative Aide Office of the Mayor



## 6. Filing of Complaints/Recommendation/Feedback

To ensure that the Local Government of San Francisco will continue to provide efficient public service to all clients availing of any of the services. Anyone regardless of status are free to file their complaints regarding the services availed or share their recommendations and feedbacks to the Public Assistance and Complaints Desk Officer.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	Customers/Employees/Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up form and/or letter of complaint or call the hotline 8888		Public Assistance and Complaints Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Drop at the box the letter of complaints/recommendations/feedback	1. The Public Assistance and Complaints Desk Officer will open the box evaluate, record and submit the letter of complaints at the Office of the Mayor	None	2 Minutes	Public Assistance and Complaints Desk Officer  Human Resource Management Officer  Office of the Mayor
	1.1. Immediately respond to the complaint thru investigation and forward the complaint to the respective office for their explanation.	None	8 Hours	
	1.2. Prepare a report after the investigation and submit to the Municipal Mayor.	None	30 Minutes	

	1.3 Prepare and submit reports to the DILG regarding the findings of the complaints	None	15 Minutes	
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