

OFFICE OF THE CITY MAYOR

EXTERNAL SERVICES

CITIZEN'S CHARTER



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1. ISSUANCE OF MAYOR'S CERTIFICATION

Mayor's Certification is a formal attestation/verification/confirmation of certain characteristics of a person or organization.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All Residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
For Certification to Solemnize Marriage				
Proof of attendance in an orientation seminar conducted by Philippine Statistics Authority for Solemnizing Officers		PSA		
Certified True Copy of Certificate of Ordination issued by the church		Issuing Church		
Copy of Appointment as a Priest		Church		
For Certification of Church Existence				
Proper endorsement from the Head of the Religious Sector		Church		
Barangay Certificate (certifying the existence of the church in the area)		Respective Barangay		
Photo copy of Valid ID		Client		
For Certification of Non-Taxable				
Barangay Certificate (certifying the present status of the requesting party)		Respective Barangay		
Affidavit of no income		City Legal Office		
Photo copy of Valid ID		Client		
For Certification of HOA for Tax Exemption				
Letter of Intent addressed to the City Mayor		Client		
Present endorsement from FIHAI for validity of request		Respective Home Owners Association		
Photo copy of Valid ID		Client		
For Certification (Letter of Acceptance)				
Medical Certificate		Local Health Office		
Valid Identification Card		Client		
Photo copy of Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the submitted requirements. 1.2 Issue order of payment.	None	5 minutes	Ernie Tambunting; Princess Gayamo;
2. Pay the required fee at the City Treasurer's Office	2. Receive the payment and issue the O.R.	Mayor's Certification (Local) –	3 minutes	City Treasurer's Office

		Php 50.00 Mayor's Certification for Red Ribbon – Php 150.00 Documentary Stamp Php 30.00		
3. Present the Official Receipt (OR).	3.1 Check the Official Receipt.	None	3 minutes	Princess Gayamo; Ernie Tambunting
	3.2 Process the request.	None	5 minutes	Ernie Tambunting
	3.3 Review the document.	None	3 minutes	Atty. Cristian P. Saba Arturo Pangilinan
	3.4 Present the document to the City Mayor or Chief of Staff for signature.	None	1 day	Atty. Cristian P. Saba
	3.5 Release the document.	None	2 minutes	Princess Gayamo; Ernie Tambunting
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor.

2. ISSUANCE OF MAYOR'S CLEARANCE

Mayor's Clearance is a document issued to an individual or organization that needs verification for foreign/local employment, firearms license, marriage requirements and other legal purposes.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All Residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
Barangay Clearance		Respective Barangay		
Police Clearance		Imus Main Police Station		
MTC Clearance		Municipal trial courts (Located near CAVSU Imus)		
RTC Clearance		Regional trial courts (Located near CAVSU Imus)		
Prosecutor Clearance		Prosecutors Office at old City Hall		
Photocopy of Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement.	1.1 Assess the submitted requirement.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Issue order of payment			Princess Gayamo; Ernie Tambunting
2. Pay the required fee at City Treasurer's Office.	2. Receive the payment and issue the O.R.	Mayor's Clearance for LTOPF – Php50.00 Mayor's Clearance for Overseas Employment – Php150.00 Mayor's Clearance for Tax Document for Foreign Countries – Php50.00 Mayor's Clearance for Other Purposes – Php50.00 Documentary Stamp Php 30.00	3 minutes	City Treasurer's Office

3. Present the Official Receipt (OR).	3.1 Check the receipt.	None	3 minutes	Princess Gayamo; Ernie Tambunting
	3.2 Process the request.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	3.3 Review the document.	None	3 minutes	Arturo Pangilinan Atty. Cristian P. Saba
	3.4 Present the document to the City Mayor for signature.	None	1 day	Atty. Cristian P. Saba Arturo Pangilinan
	3.5 Release the document	None	2 minutes	Princess Gayamo; Ernie Tambunting
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor.

3. ISSUANCE OF MAYOR'S PERMIT

Mayor's Permit is a document issued to an individual or organization stating the permission or approval to establish, operate or conduct any business, trade or activity within the city.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
For Mayor's Permit for MERALCO Application				
Certificate Final Electrical Inspection		Office of the Building Official		
Meralco Yellow Card		City Engineering Office		
Meralco Application Requirements		City Engineering Office		
Mayor's Routing Slip		City Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the submitted requirements.	None	5 minutes	Princess Gayamo Ernie Tambunting
	1.2 Issue order of payment			
2. Pay the required fee at City Treasurer's Office	2. Receive the payment and issue the O.R.	Mayor's Permit for Meralco Application – Php 50.00 Mayor's Permit for Fireworks – Php50.00	3 minutes	City Treasurer's Office
3. Present the Official Receipt (OR).	3.1 Check the receipt.	None	3 minutes	Princess Gayamo; Ernie Tambunting
	3.2 Process the request.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	3.3 Review the document.	None	3 minutes	Atty. Cristian P. Saba Arturo Pangilinan
		None	1 day	Atty. Cristian P. Saba

	3.4 Present the document to the City Mayor for signature.			Arturo Pangilinan
	3.5 Release the document.	None	2 minutes	Princess Gayamo; Ernie Tambunting
Fill-out the Client Satisfaction Rating Form				
	TOTAL	Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor

4. ISSUANCE OF MAYOR'S ENDORSEMENT/REFERRAL

Mayor's Endorsement/Referral is a correspondence provided to individuals or organizations seeking employment, sponsorship, or any form of assistance.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
For Referral for Medical Assistance				
Medical Abstract/Medical Certificate		Attending physician		
Barangay Indigency		Client		
Request letter address to City Mayor		Client		
Valid IDs		Client		
For Endorsement for School				
School credentials / Records		Issuing School		
Request letter address to the mayor		Client		
Request letter address to mayor		Client		
Barangay Clearance		Respective barangay		
For Endorsement for Job Application (First time Job seeker)				
Curriculum Vitae (for first time job seeker)		Client		
Request letter address to mayor		Client		
Barangay clearance		Respective barangay		
Police clearance		Imus main police station		
Photocopy of valid id		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the submitted requirements	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Process the document	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.3 Review the document	None	3 minutes	Atty. Cristian P. Saba; Arturo Pangilinan

	1.4 Present the document to the City Mayor for the signature	None	1 day	Atty. Cristian P. Saba; Arturo Pangilinan
2. Get the document.	2. Release the documents	None	2 minutes	Princess Gayamo Ernie Tambunting
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 day, 15 minutes	

Note: Turn Around Time depends on the availability of the City Mayor.

5. ISSUANCE OF MAYOR'S AUTHENTICATION

Mayor's Authentication is issued to certify the authenticity of original or photocopied documents for submission to local or international agencies.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
Original documents to be authenticated		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the submitted requirements.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Issue order of payment	None	3 minutes	Princess Gayamo; Ernie Tambunting
2. Pay the required fee at City Treasurer's Office	2. Receive the payment and issue the O.R.	Authentication (Local) – Php 50.00 Succeeding pages (Local) – Php1 0.00/page Authentication (Abroad) – Php 150.00 Succeeding pages (Abroad) – Php 50.00/page	3 minutes	City Treasurer's Office
3. Present the Official Receipt (OR).	3.1 Check the receipt.	None	2 minutes	Princess Gayamo; Ernie Tambunting

	3.2 Process the document	None	7 minutes	Dana Garcia
	3.3 Present the document to the City Mayor for the signature	None	1 day	Atty. Cristian P. Saba Arturo Pangilinan
4. Get the document.	4. Release the document.	None	2 minutes	Atty. Cristian P. Saba Arturo Pangilinan
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor.

6. REQUEST FOR MAYOR'S MATRIMONIAL SERVICES (MASS WEDDING)

The Local Chief Executive has the duty and responsibility to solemnize marriage as stated in Section 455 (b) (1) (xviii) of the Local Government Code of 1991.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric registration from the reception		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the submitted requirements 1.2 Schedule the wedding.	None	5 minutes	Shareena Monzon
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

7. REQUEST FOR MAYOR'S OATH TAKING SERVICES

Section 41 of Executive Order No. 292 otherwise known as "Instituting the Administrative Code of 1987" stated that (1) the city mayor has general authority to administer oath in the service of the government of the Philippines whose appointment is vested in the President.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric registration from the reception		Office of the City Mayor		
For Homeowners' Association				
List of Officers		Respective Home Owners Association		
Endorsement from Association Angat IMus Homeowners' Alliance Inc. (AIMHAI) or Civil Society Office (CSO)		AIMHAI Office, 4th Floor, New City Government of Imus.		
For Barangay Officials				
Endorsement from DILG		DILG Office, 2 nd Floor, New City Government of Imus		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the submitted requirements.	None	5 minutes	Shareena Monzon Jacqueline Campaña
	1.2 Schedule the oath taking and prepare the documents	None	10 minutes (stop time)	Jeff Purisima Atty. Cristian P. Saba Nikko de Quiroz
2. Attend scheduled oath taking ceremony.	2.1 Oath Taking Ceremony	None	20 minutes	Nikko De Quiroz
	2.2 Release the oath taking documents	None	3 minutes	Nikko de Quiroz
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	48 minutes	

8. REQUEST FOR FINANCIAL ASSISTANCE

The City Mayor can provide financial assistance to any individual or organization duly registered in the city for additional funding for their activities.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Any association organized for public purposes; Any sports fest or league to be conducted within the jurisdiction of the City of Imus; Accredited Homeowners' Associations; Organizers for any competitions, seminars and trainings within the jurisdiction of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric registration from the reception		Office of the City Mayor		
Financial Assistance letter addressed to mayor Alex Advincula		Client		
Photocopy of a Valid ID		Client		
For Trainings/Seminars/Competitions				
Invitation with the date, time and venue of the event		Event Organizing Committee		
Training Design and appropriations of any event				
For Sportsfest/League				
List of players and coaches		Client		
Certification from the Barangay Captain attesting their participation		Respective Barangay		
Homeowners' Association				
Board Resolution stating the request		Homeowners' Association		
List of officers		Homeowners' Association		
For Barangay				
Barangay Resolution		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the request letter.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Present the letter to the City Mayor/Chief of staff for notation.	None	1 day	Atty. Cristian P. Saba Jeffrey Purisima Arturo Pangilinan
	1.3 Forward the noted letter of request for processing	None	3 minutes	Cecille Altamira
	1.4 Process the financial assistance.	None	3 days	City Treasurer's Office
2. Submit the Official Receipt (O.R.)	2. Release of Check	None	3 minutes	City Treasurer's Office

Fill-out the Client Satisfaction Rating Form			
TOTAL	None	4 days, 11 minutes	

NOTE: An individual or entity may be granted of financial assistance only once every quarter as long as their purpose is within the guidelines or subject for evaluation.

9. REQUEST FOR SCHOLARSHIP ASSISTANCE (COLLEGE)

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in electric registration from the receptionist		Office of the City Mayor		
Duly Accomplished Scholarship Information/Evaluation Form		Office of the City Mayor		
Letter Request addressed to the mayor		Client		
Registration form or Breakdown of tuition fee.		School/University		
Certified true copy of certification of grades with general weighted average in percentage equivalent.		School/University		
Proof of income		Client		
Barangay Indigency (Original Copy)		Respective barangay		
Official receipt from previous semester (existing scholars).		Client		
Ids of both guardian and student.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check the requirements of the client for qualification and verification.	None	10 minutes	Jeanel Tabilisima; Marinella Nisseah Asturias; Joyce Ilano
2. Enroll to electric registration.	2. Input data of the client to Electric registration system	None	5 minutes	Princess Gayamo; Ernie Tambunting
3. Submit the requirements	1.1 Assess the requirements	None	5 minutes	Jeanel Tabilisima; Marinella Nisseah Asturias; Joyce Ilano
	1.2 Interview the client.	None	5 minutes	
	1.3 Set schedule for release.	None	3 minutes (stop time)	
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	28 minutes	

NOTE: Schedule for release varies depending on the availability of the allotted fund for scholarship.

OFFICE OF THE CITY MAYOR

INTERNAL SERVICES

CITIZEN'S CHARTER



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1. DOCUMENTS FOR SIGNATURE OF THE LOCAL CHIEF EXECUTIVE

Most outgoing documents require the signature of the Local Chief Executive. The office mandatory records all documents to be signed by the City Mayor.

OFFICE OR DIVISION	Office of The City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All employees of the City Government of Imus; All residents in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document for signature		Client; Respective Departments/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1.1 Record the submitted documents	None	3 minutes	Jaqueline Campaña; Shareena Monzon
	1.2 Present the document to the City Mayor for the signature	None	1 day	
2. Receive the document.	2. Release the document	None	3 minutes	Jaqueline Campaña; Shareena monzon
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 day, 6 minutes	

NOTE: Time varies depending on the availability of the City Mayor.