

SANGGUNIANG PANLUNGSOD OFFICE EXTERNAL SERVICES

CITIZEN'S CHARTER



www.cityofimus.gov.ph

1. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE MEETING

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1 Receive and forward the Request Form to the SP Secretary	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
	1.2 Sign the Request Form	None	3 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	5 minutes	Vice Mayor Homer T. Saquilayan
	1.4 Issue the Order of Payment	None	3 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
2. Pay the required fee.	2. Receive the payment and release Official Receipt (OR).	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested documents.	3. Release the documents	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

2. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE MEETING VIA EMAIL

OFFICE OR DIVISION	Sangguniang Panlungsod and Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1 Receive and forward the Request Form to the SP Secretary	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
	1.2 Sign the Request Form	None	3 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	5 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	3 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
2. Pay the required fee.	2. Receive the payment and release Official Receipt (OR).	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested documents.	3. Release the documents via email	None	2 minutes	Glenn Patrick Urgino; Christian Sapida
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

3. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	3 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
	1.2 Sign the Request Form	None	2 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	3 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
2. Pay the required fee	2. Receive the payment and release Official Receipt (OR)	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	12 minutes	

4. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE VIA EMAIL

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	3 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
	1.2 Sign the Request Form	None	2 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	3 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
2. Pay the required fee	2. Receive the payment and release Official Receipt (OR)	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	12 minutes	

SANGGUNIANG PANLUNGSOD

OFFICE

INTERNAL SERVICES

CITIZEN'S CHARTER



www.cityofimus.gov.ph

1. ACCEPTANCE OF DOCUMENTS FOR INCLUSION IN THE SESSION

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	City Government Officials; All departments and offices in the City Government of Imus; Non-Government Organization; All residents and non-residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal letter from the Office of the City Mayor		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the transmittal letter	1.1 Accept the document	None	5 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
	1.2 Forward the request to the SP Session Secretariat.	None	2 minutes	Joyce L. Dela Cruz; Soledad Dela Cruz
	1.3 Prepare transmittal to the City Vice Mayor for review and evaluation of the proposed items (per City Vice Mayor Memorandum Order No. 2022-03 dated July 19, 2022)	None	10 minutes	Raquel Dimdam; Bianca Marielle E. Sarno; Shirley R. Velasco
	1.4 Sign the transmittal form	None	2 minutes	Mary Jemeny V. Yulo SP Secretary
	1.5 Review and evaluate the document	None	2 minutes	Vice Mayor Homer Saquilayan
	1.6 Receive the reviewed document from the City Vice Mayor	None	29 minutes	Raquel Dimdam; Bianca Marielle E. Sarno; Shirley R. Velasco
	1.7 Prepare the Agenda for the SP Session	None		Raquel Dimdam; Shirley R. Velasco
Fill-out Client Satisfaction Rating Form				
TOTAL		None	50 minutes	

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