



# **SANGGUNIANG PANLUNGSOD** **OLONGAPO CITY**

## **CITIZEN'S CHARTER** **2023 (3<sup>rd</sup> Edition)**



## **I. Mandate:**

The Sanggunian is the legislative branch of the City Government of Olongapo mandated to enact ordinances, approve resolutions, and appropriate funds for the general welfare of the city and its inhabitants pursuant to Section 16 of Republic Act No. 7160 or the Local Government Code of 1991.

## **II. Vision:**

The Sangguniang Panlungsod shall be a steadfast partner of the Olongapo citizens by developing the City Council, as a collegial body, to be responsible leaders and competent public servants who are driven by intense devotion and love for Olongapo, thrusting towards the passage of meaningful laws, responsive to the changing times.

## **III. Mission:**

To enact Ordinances and Resolutions necessary for the Olongapo City Government's efficient and effective governance, responsive to the needs and general welfare of Olongapo citizens.

## **IV. Service Pledge:**

To promote customer service satisfaction and improve service delivery, we at the Sangguniang Panlungsod of Olongapo, commit to:

- Provide quality, competent and efficient service;
- Implement simplified processes;
- Treat transacting client equally and fairly;
- Attend to client's needs promptly, courteously and with sincerity



## LIST OF SERVICES

### **Sangguniang Panlungsod**

#### **External Services**

1. Issuance of Certified True Copy of City Ordinances and Resolutions
2. Accreditation of Non-Government Organizations/Peoples Organizations / Civil Society Organizations



# **Sangguniang Panlungsod**

## **External Services**



## 1. Issuance of Certified True Copy of City Ordinances and Resolutions

A copy or certified true copy of approved resolution/ordinance is issued to the transacting public, government agency or office upon request.

<b>Office or Division:</b>	Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	Transacting Public/Business/Government Agencies or Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request or Duly filled up Request Form (1 original copy)		Requesting Party/Sangguniang Panlungsod		
<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 request or fill-up Request Form	1. Accept request letter or filled-up request form and check for completeness of required information.	None	5 Minutes	<i>Administrative Assistant V</i> Office of the Sanggunian Secretary
2. Wait for processing of requested document(s)	2. Check availability of requested documents and present to the Sanggunian Secretary for approval/disapproval.		10 Minutes	<i>Administrative Assistant V and Secretary to the Sanggunian</i> Office of the Sanggunian Secretary
	2.1. After approval, retrieve and print/photocopy requested document.		10 Minutes (for 5 pages or less document)	<i>Administrative Assistant V</i> Office of the Sanggunian Secretary
	2.2. For CTC, Certify the documents as true copy.	10 Minutes (for 5 pages or less document)	<i>Secretary to the Sanggunian</i>	



				Office of the Sangguniang Secretary
3. Claim/ receive the requested document(s)	3. Release the document to the requesting party		2 Minutes	Administrative Assistant V (Office of the Sanggunian Secretary)
	<b>TOTAL:</b>		<b>37 Minutes</b>	

## 2. Accreditation of Non-Government Organizations/Peoples Organizations / Civil Society Organizations

Accommodate and facilitate applications of non-government organizations/associations and the like to the Local Special Bodies.

<b>Office or Division:</b>	Sanggunang Panlungsod		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All organizations/associations who applies to be accredited by the Sangguniang Panlungsod		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Duly Accomplished Application Form (1 original copy)		Office of the Sanggunian Secretary	
Letter of Application addressed to the City Vice Mayor (1 original copy)		Respective NGO/PO/CSO	
Copy of organization's supporting documents:		Respective NGO/PO/CSO	
a. Board Resolution signifying intention for accreditation for the representation in the local special body (1 original copy)			
b. Certificate of Registration from SEC or other certifying body/agency (1 photocopy)			
c. List of current officers and members (1 original copy)			
d. Annual Accomplishment Report for the immediately preceding year (1 original copy)			
e. Financial Statement signed by the executive officers of the organization of			



the immediately preceding year, and indicating therein other information such as the source(s) of funds (1 original copy)	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Form	1. Explain to applicant the requirements and give application form	None	5 Minutes	<i>Administrative Aide or Secretary to the Sanggunian Office of the Sanggunian Secretary</i>
2. Submit duly accomplished application form, application letter and the required supporting documents	2. Check the required documents and if completed, submit the same to the Secretary for inclusion in the Order of Business	None	3 Minutes	<i>Administrative Aide or Secretary to the Sanggunian Office of the Secretary to the Sanggunian</i>
3. Wait invitation to attend the Committee Meeting	3. Referral to the Committee on Organizational Development & Personnel Matters	None	5 Minutes	<i>City Vice Mayor Sangguniang Panlungsod</i>
	3.1. Prepare and deliver Notice of Committee Meeting	None	2 hours	<i>Administrative Assistant and the Committee Chairperson Committee on Organizational Development &amp; Personnel Matters</i>
4. Attend Committee Meeting	4. Conduct of Committee Meeting	None	2 Hours	<i>Chairperson &amp; Members Committee on Organizational Development &amp; Personnel Matters</i>
5. Attend session	5. Deliberation and approval of the	None	1 Hour	<i>Sangguniang Panlungsod Members</i>



	application for accreditation by the Sanggunian.			Sangguniang Pangasinan Session Hall
6. Wait for the copy of the Sanggunian Resolution and Certificate of Accreditation	6. Prepare and print Resolution for signature of the SP Members and endorse the same to the Office of the City Mayor for approval and signature.	None	30 Minutes	<i>Administrative Assistant V or the Sanggunian Secretary</i> Office of the Sanggunian Secretary
	6.1. Prepare and print Certificate of Accreditation for signature of the City Vice Mayor	None	10 Minutes	<i>Administrative Assistant V or the Sanggunian Secretary</i> Office of the Sanggunian Secretary
	6.2. Receive approved Sanggunian Resolution from the Office of the City Mayor.	None	5 Minutes	<i>Administrative Assistant V or the Sanggunian Secretary</i> Office of the Sanggunian Secretary
	6.3. Call/Notify NGO/PO/CSO to receive the approved Resolution and Certificate of Accreditation.	None	5 Minutes	<i>Administrative Assistant V</i> Office of the Sanggunian Secretary <i>or Administrative Assistant V</i> Office of the Committee on Organizational Development & Personnel Matters
7. Claim/receive the Sanggunian Resolution and Certificate of Accreditation	7. Release copy of the Sanggunian Resolution and Certificate of Accreditation	None	3 Minutes	<i>Administrative Assistant V</i> Office of the Sanggunian Secretary
	<b>TOTAL</b>		<b>6 Hours and 6 Minutes</b>	

(Accreditation of Non-Government Organizations/Peoples Organizations/ Civil Society Organizations) qualified for multi-stage processing.







## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)