



OFFICE OF THE CITY MAYOR
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



CITIZEN'S CHARTER

(New Edition)

I. Mandate

The City Mayor, as the Chief Executive of the City of Olongapo, shall exercise powers and perform such duties and functions as provided under Section 455, Article I of Republic Act 7160, the Local Government Code of 1991, for an efficient and economical management of the City Government for the general welfare of its constituents, such as but not limited to the following:

- a. Exercise general supervision and control over all programs, projects, services, and activities of the city government;
- b. Enforce all laws and ordinances relative to the governance of the City and in the exercise of the appropriate corporate powers provided for under Section 22 of this Code;
- c. Implement all approved policies, programs, projects, services and activities of the City;
- d. Initiate and maximize the generation of resources and revenues, and apply the same to the implementation of development plans, program objectives and priorities of this City;
- e. Ensure the delivery of basic services and provision of adequate facilities to the citizenry;
- f. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision

To be a globally-competitive and livable city; environmentally and economically stable, primed for sustained development, reaching its people and neighbors.

III. Mission

To provide high quality public service through education, health programs, infrastructure developments, environmental endeavors, world-class tourism and competitive industries.

To maintain peace and order, and ensure public safety through constant vigilance.



To strengthen civil service rendered by efficient and effective government officials and employees committed to the principles of good governance and transparency.

IV. Service Pledge

We commit to:

- a. Support the programs of the City Mayor in achieving its vision and mission;
- b. Offer our services equally, honestly and responsively;
- c. Provide accessible and accurate information to everyone in the spirit of transparency and good governance;
- d. Adhere to the highest standards of professionalism and code of conduct; and
- e. Be cooperative and helpful to every staff member to assure delivery of quality service.



LIST OF SERVICES

Office of the City Mayor

External Services

1. Processing of Letter of Request
2. Grant of Additional Hospital Bill Discount
3. Processing of Social Services Request

Internal Services

1. Signing of Clearance Form for Leave Application
2. Signing of Authority to Debit and Payroll
3. Signing of Employee Contract or Appointment

Feedback and Complaints Mechanism



Office of the City Mayor
External Services



1. Processing of Letter of Request

The Office of the City Mayor regularly receives requests and other correspondences from government employees and citizens.

Office/Division:	Office of the City Mayor			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy)		Requestor		
Action Slip (1 original)		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Action Slip and submit with Letter of Request to Receiving Desk	1.1. Give the Action Slip to the client.	None	3 Minutes	<i>Executive Assistant II</i> Office of the City Mayor
	1.2. Check the Action Slip and receive the document	None	3 Minutes	<i>Executive Assistant II</i> Office of the City Mayor
	1.3. Record document to Log Book and endorse to internal staff	None	3 Minutes	<i>Administrative Aide III / Administrative Assistant II</i> Office of the City Mayor
	1.4.1. For simple transactions, endorse to City Mayor or Secretary for approval, or endorse to concerned office for further evaluation, if necessary	None	5 Minutes	<i>City Mayor / Secretary to the Mayor</i>



	1.4.2. For complex transactions, endorse to concerned office for comment and approval	None	1 day	<i>Concerned Office</i>
2. Receive document	2. Contact requestor and release document	None	3 Minutes	<i>Administrative Aide III/ Administrative Assistant II</i>
TOTAL		None	17 Minutes or 1 day and 12 Minutes (excluding waiting time)	



2. Grant of Additional Hospital Bill Discount

This service is related with the additional discount given by the City Mayor to its qualified constituents who are admitted at the James L. Gordon Memorial Hospital. Patients admitted to other hospitals may also request for financial assistance for their respective hospital bills, subject to evaluation of the Office of the City Mayor. Residents are being assisted depending on the seriousness of the medical condition that needs to be addressed.

Office/Division:	Office of the City Mayor			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 original, optional)			Requestor	
Identification Card (1 photocopy)			Requestor	
Updated Hospital Bill (1 photocopy)			Billing Section, James L. Gordon Memorial Hospital	
Action Slip			Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Action Slip and submit with Letter of Request, Identification Card and Updated Hospital Bill to Receiving Desk	1.1. Give the Action Slip to the client.	None	3 Minutes	<i>Executive Assistant II/Administrative Aide I</i> Office of the City Mayor
	1.2. Check the Action Slip, receive document and interview client	None	10 Minutes	<i>Executive Assistant II or Administrative Aide I</i> Office of the City Mayor
2. Receive Discounted Hospital Bill	2. Assess hospital bill and issue discounted bill to client	None	10 Minutes	<i>Senior Administrative Assistant</i> Office of the City Mayor
3. Pay Discounted Hospital Bill	3. Issue Official Receipt	None	5 Minutes	<i>Hospital Cashier</i> James L. Gordon Memorial



			Hospital
TOTAL		None	28 Minutes (excluding waiting time)

3. Processing of Social Services Request

This service is related to other requests including, but not limited to, financial assistance or in-kind requests for indigent constituents of the city.

Office/Division:	Office of the City Mayor			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Requestor		
Identification Card (1 photocopy)		Requestor		
Action Slip (1 original)		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Action Slip and submit Letter of Request and Identification Card to Receiving Desk	1.1. Give the Action Slip to the client.	None	3 Minutes	<i>Executive Assistant II/Administrative Aide 1</i> Office of the City Mayor
	1.2. Check the Action Slip, receive document and interview client	None	10 Minutes	<i>Executive Assistant II or Administrative Aide I</i> Office of the City Mayor
	1.3. Assess if client is eligible for requested social service request and refer to City Social Welfare and Development Office, Special Programs and Services Office or other concerned offices, if necessary	None	10 Minutes	<i>Senior Administrative Assistant/ Administrative Aide I</i> Office of the City Mayor



2. Proceed to concerned office for interview or assessment	2. Inform client for interview or assessment by concerned office	None	5 Minutes	<i>Executive Assistant II</i> Office of the City Mayor
TOTAL		None	28 Minutes (excluding waiting time)	



Office of the City Mayor

Internal Services



1. Signing of Clearance Form for Leave Application

Leave of Absence is a right granted to employees not to report for work with or without pay as may be provided by law and as prescribed in Administrative Code of 1987 (Executive Order No. 292). For travel abroad or when leave is more than six (6) days, the Clearance Form duly signed by the concerned department heads is required prior to the approval of the Application for Leave of Absence.

Office/Division:	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Eligible Employees of LGU Olongapo City
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Clearance Form duly signed by the heads of GSO, HRMO, Budget Office, Treasury, Accounting and City Administrator's Office (1 original)	Human Resource Management Office - Compensation and Benefits Section or Front Desk
If applying for Study Leave: Approved Study Leave Contract (1 original)	Human Resource Management Office - Compensation and Benefits Section or Front Desk
If on Sick Leave for 6 days or more: Medical Certificate (1 original)	Human Resource Management Office - Compensation and Benefits Section or Front Desk
If applying for Parental Leave: Solo Parent ID (1 photocopy)	Human Resource Management Office - Compensation and Benefits Section or Front Desk
If applying for Terminal Leave: Police Clearance Prosecutor's Clearance MTCC Clearance RTC Clearance SALN First Appointment Last Appointment NOSA (if any) Certificate of Employment Service Record Affidavit of Non-Conviction OCGEMPC Clearance DBP Clearance LBP Clearance	Olongapo City Police Office Office of the City Prosecutor Municipal Trial Court in Cities Regional Trial Court Requestor Human Resource Management Office Human Resource Management Office Human Resource Management Office Human Resource Management Office Human Resource Management Office City Legal Office Olongapo City Government Employees Multipurpose Cooperative Development Bank of the Philippines, Subic Landbank of the Philippines, Subic Bay



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Receiving Desk	1.1 Receive the required documents and check for completeness	None	3 Minutes	<i>Administrative Aide III or Administrative Assistant II</i> Office of the City Mayor
	1.2 Endorse clearance form to City Mayor	None	5 Minutes	<i>Administrative Aide III or Administrative Assistant II</i> Office of the City Mayor
	1.2 Sign Clearance Form	None	3 Minutes	<i>City Mayor</i> Office of the City Mayor
2. Receive the signed Clearance Form and attachments	2. Log and Issue the Clearance Form and attachments	None	3 Minutes	<i>Administrative Aide III or Administrative Assistant II</i> Office of the City Mayor
TOTAL		None	14 Minutes (excluding waiting time)	



2. Signing of Authority to Debit and Payroll

The City Mayor is one of the signatories in the processing of Payroll. The Authority to Debit authorizes the bank to transmit the salary of the employees to their respective accounts.

Office/Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Payroll Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authority to Debit (3 original)		Payroll Clerk		
Payroll Approved by the Accounting Department, and signed by Requesting Department and (1 original)		Accounting Department – Payroll Releasing Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll and/or Authority to Debit to City Mayor	1.1. Receive Payroll and/or Authority to Debit for endorsement for signing	None	3 Minutes	<i>Administrative Aide III or Administrative Assistant II</i> Office of the City Mayor
	1.2. Sign Payroll and/or Authority to Debit	None	5 Minutes	<i>City Mayor and Secretary to the Mayor</i> Office of the City Mayor
2. Receive Payroll for further processing	2. Call Concerned Office and Release Payroll and/or Authority to Debit	None	3 Minutes	Office of the City Accountant or Human Resource Management Office
TOTAL		None	11 Minutes (excluding waiting time)	



3. Signing of Employee Contract or Appointment

The City Mayor is one of the signatories in the processing of Employee Contracts and Appointments.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices of LGU Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Contract (1 original)		Human Resource Management Office – Recruitment/Selection/Grievance Section		
Personal Data Sheet (1 original)		Human Resource Management Office - Recruitment/ Selection/ Grievance Section		
If for Permanent or Co-terminous Appointment, Minutes of Personnel Selection Board Deliberation (1 original)		Human Resource Management Office / Personnel Selection Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Office of the City Mayor	1.1. Receive the required documents and check for completeness, and endorse to City Mayor for signing	None	5 Minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the City Mayor
	1.2. Sign the contract or appointment	None	5 Minutes	<i>City Mayor</i> Office of the City Mayor
2. Receive signed contract or appointment	2. Release contract or appointment	None	3 Minutes	<i>Administrative Aide IV</i> Human Resource Management Office
TOTAL		None	13 Minutes (excluding waiting time)	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback or complaint?</p>	<p>Fill out the client feedback form or complaint form and drop it at the designated drop box at the Front Desk of the Office of the City Mayor. Clients may also write a feedback letter and submit it to the Receiving Desk of the Office of the City Mayor.</p> <p>Contact Info: (047) 611-4800 loc. 202-205 or citymayorsoffice@olongapocity.gov.ph</p>
<p>How feedbacks or complaints are processed?</p>	<p>The Administrative Aide III or Administrative Aide VI opens the drop box daily and compiles and records all feedback forms submitted for appropriate action and recommendation.</p> <p>Feedback requiring answers are forwarded to the concerned individuals/offices and they are required to answer within three (3) working days upon receipt.</p> <p>The answer is then relayed to the citizen.</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>