



SPECIAL PROGRAMS AND SERVICES OFFICE

CITIZEN'S CHARTER

2023 (3rd Edition)

I. Mandate:

The Special Programs and Services Office, as mandated by the Office of the City Mayor is tasked to perform functions based on the following sections; Programs & Events Section, Projects and Services Section and Administrative Section, exercise supervision and control over the events and social services of the Mayor's Office, develop plans, strategies and formulate guidelines, standards and regulations and implement the same, particularly those with the management and administration of related programs, events and socio-services and maintain coordination initiated by this Office;

II. Vision:

To uphold, wide, enhance and express a more relatable pursuit to continuously advance the servicing foundations of this Office, profound and essential upbringing to the best of our office's ability to bridge as one, the City Government of Olongapo and/or the people of Olongapo.

III. Mission:

To deliberately provide sufficient special programs, events and services with relevance to the Oath of the Office of the City Mayor. Entrusted to serve the People of Olongapo, in bringing new and prominent perspective, adapting optimistic and up-to-date approach on annual City events and programs, including community based services for indigents such as free funeral service, provision of medical health mobility, aides and geriatric assistive devices, pioneering outreach service on therapeutic optical & sponsored eye care services and provisions of educational supplies and materials for students belonging to middle class families. Renders assistance to City entrepreneurs with innovative attitude in promotions and marketing strategies, lastly participation to Non-Government Organizations entrenched in the aid of legislation with the City Government.

IV. Service Pledge:

We commit to:

1. Providing services to the best of our knowledge and abilities;
2. Foster motivated, responsive, and stable personnel in dealing with the servicing public;
3. Promote the observance and implementation of all laws and rules involving the demands of public service;
4. Attend to all requesting parties who are within the premises of the office, prior to the end of official working hours and during lunch break

LIST OF SERVICES

Special Projects and Services

External Services

Free Funeral (Full Package)

Free Cremation

Libreng Salamin para sa Maayos na Paningin

Medical and Assistive Devices

Special Programs and Events

Internal Services

Annual Events

Walk in Assistance through the Office of the City Mayor



SPECIAL PROJECTS AND SERVICES

1. FREE FUNERAL SERVICE

As mandated by the City Mayor's Office through the initiative of the City Mayor. The Free Funeral Project is automatically offered to indigent residents of Olongapo City and is sub-divided into three options for the servicing public; same procedure of assistance is to be given on hospital death/assistance and home death/assistance;

Office or Division:		SPSO/Social Services Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		People of Olongapo		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
After thorough explanation of the project, through the Admin/receiving Clerk and upon the decision of the bereaved family		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Processing of the documents	Receiving Clerk from SPSO	None	5 minutes	Admin/Receiving Clerk (Hospital/Barangay Coordinator) SPSO
	Dissemination of the information will then be relayed to concerned offices such as Barangay Affairs Office for the census of the status of the recipient.	None	5 minutes	Social Services Staff of SPSO and or Section Chief of the Social Services of SPSO
	Contact/inform the authorized Funeral Service provider for the pick-up of the cadaver for embalming and casketing a body	None	3 minutes	Social Services Staff of SPSO and or Section Chief of the Social Services of SPSO
	Personnel from the authorized funeral service provider will deliver the "Recipient" to the area of wake/vigil with complete set-up and flower	None	10 to 30 minutes depending on the location	Personnel from the authorized funeral service provider and Social Services Section Staff for monitoring
2.Family member will now process the necessary requirements. Original copy of Certificate of Indigency of the family member assisting the request, CTC of Death Certificate, ID of the assisting family member, and scheduling of the Interment. Initial interview for case summary of CSWD	Social Services Staff of SPSO	None	5 minutes	Social Services Staff of SPSO
TOTAL		None	28 minutes	

Office or Division:	SPSO/Social Services Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	People of Olongapo			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
After thorough explanation of the project, through the Admin/receiving Clerk and upon the decision of the bereaved family			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Processing of the documents	Receiving Clerk from SPSO	None	5 minutes	Admin/Receiving Clerk (Hospital/Barangay Coordinator) SPSO
	Dissemination of the information will then be relayed to concerned offices such as Barangay Affairs Office for the census of the status of the recipient.	None	5 minutes	Social Services Staff of SPSO and or Section Chief of the Social Services of SPSO
	Contact/inform the authorized Crematorium provider for the scheduling of cremation.	None	5 minutes	Social Services Staff of SPSO and or Section Chief of the Social Services of SPSO
	Contact/inform the authorized service provider for the pick-up and drop-	None	3 minutes	Section Chief of the Social Services of SPSO

	off of the cadaver at crematorium			
2. Family member will now process the necessary requirements. Original copy of Certificate of Indigency of the family member assisting the request, CTC of Death Certificate, ID of the assisting family member, and scheduling of the Interment. Initial interview for case summary of CSWD	Social Services Staff of SPSO	None	5 minutes	Social Services Staff of SPSO
	TOTAL	None	23 minutes	



2. FREE CREMATION

As mandated by the City Mayor's Office through the initiative of the City Mayor. The Free Cremation is offered to indigent residents of Olongapo City especially to those who died with COVID 19 and contagious diseases and is sub-divided into three options for the servicing public; same procedure of assistance is to be given on hospital death/assistance and home death/assistance;

1. LIBRENG SALAMIN PARA SA MAAYOS NA PANINGIN

As mandated by the City Mayor's Office through the initiative of the City Mayor. The Libreng Salamin para sa Maayos na Paningin is offered to indigent residents of Olongapo City who cannot afford to consult an Optometrist and purchase eyeglasses.

Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	People of Olongapo
Office or	SPSO/Social Services Section

Division:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
After thorough explanation of the project, through the Admin/receiving Clerk and upon the decision of the patient		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of the documents	Receiving Clerk from SPSO	None	3 minutes	Admin/Receiving Clerk of SPSO
	Accomplished registration form	None	2 minutes	Social Services Staff of SPSO and or Section Chief of the Social Services of SPSO
	Releasing of stub/ticket to be presented to the authorized Optical Clinic	None	3 minutes	Social Services Staff of SPSO and or Section Chief of the Social Services of SPSO
	Personnel from the authorized Optical Clinic will then properly endorse to the Optometrist for proper eye check- up and give proper prescription	None	15 minutes	Personnel from the authorized Optical Clinic
	Releasing of prescript eyewear	None	Depends on the availability of the lenses	Personnel from the authorized Optical Clinic
	TOTAL	None	23 minutes	

2. MEDICAL ASSISTIVE DEVICES

As mandated by the City Mayor's Office through the initiative of the City Mayor. Donating of Medical Assistive Devices to indigent residents of Olongapo City who cannot afford to purchase such medical assistive devices.

Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	People of Olongapo			
Office or Division:	SPSO/Social Services Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
After thorough explanation of the project, through the Admin/receiving Clerk and upon the decision of the patient		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Processing of the documents	Receiving Clerk from SPSO	None	3 minutes	Admin/Receiving Clerk of SPSO
	Dissemination of the information will then be relayed to concerned SS staff for the census of the status of the recipient regarding the his/her request .	None	2 minutes	Social Services Staff of SPSO and or Section Chief of the Social Services of SPSO
	Background checking for the proper Medical Device to be released	None	30 minutes	Social Services Staff of SPSO
	Releasing of medical device and acknowledgement receipt	None	1 day	SS staff of SPSO
	TOTAL	None	1 day & 40 minutes	

SPECIAL PROGRAMS AND EVENTS



1. ANNUAL EVENTS

Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	People of Olongapo			
Office or Division:	SPSO/Special Programs and Events Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
After thorough explanation of the project, through the Admin/receiving Clerk and upon the decision of the City Mayor		SPSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Letter of request addressed to the City Mayor	None	3 minutes	Admin/Receiving Clerk of the Office of the City Mayor
	Planning stage (budgetary expenses, program and lay outs)	None	3 months	Head of SPSO, Section Chief of the Special Programs and Events, SPE staff
	Preparation of Event proper	None	7 days	Section Chief of SPE and staff
	TOTAL	None	3 months, 7 days & 3 minutes	



2. WALK IN ASSISTANCE THROUGH THE OFFICE OF THE CITY MAYOR

Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	People of Olongapo			
Office or Division:	SPSO/Special Programs and Events Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request forwarded to the Office of the City Mayor		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of SPSO with the letter of request from the Office of the City Mayor indicating that the request forwarded to SPSO for assistance	Receiving clerk will log in the information	None	1 minute	Admin/Receiving Clerk of the SPSO
	photocopy of the letter will be presented to the Head of Office for review and commendation	None	1 minute	Admin/ Receiving Clerk of SPSO
	Head of Office will endorse to the Chief of the SPE the approved event for assistance and manpower and other logistics	None	2 minutes	Admin Officer
1. Requestor will then be informed of the approved assistance	Chief of SPE will then relay the info to the requestor	None	5 minutes	Chief of SPE
2. Conduct coordination meeting and other logistics for the preparation of the event	Chief of SPE section will now handle the management of the said request/event	None	1 hour	Head of Office and Chief of SPE Section
3. Preparation of the actual Event	Chief of SPE Section will designate all the duties and responsibilities of SPSO staff for actual event performance	None	2 days	SPSO staff
	TOTAL	None	2 days, 1 hour and 9 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Suggestion/Complain Box
How feedbacks are processed	By quantifying the various complaints, feedback, replies, comments and suggestions, the results are conveyed to concerned personnel for their considerations.
How to file a complaint	Written statement/complaint by the complainant is necessary to establish the premise of the complain
How complaints are processed	<ol style="list-style-type: none"> 1. A written formal complaint is necessary 2. Dialogue with the complainant and the concern personnel 3. Settlement of issue within the capacity of Head of Office 4. If issues were not reached thru proper settlement, endorsement of complaints to the Chief Executive/City Mayor copy furnished the City Legal Office and of the Personnel's Office (HRMO) for further review of the complaint issue 5. Recommendation or decision of the complaints based on the recommendation of the City Legal Office
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 888 CCB: 0908-881-6565 (SMS)

