

CITIZEN CHARTER

Pasig Bliss Village III

SOCIAL SERVICE

General supervision and administration of Housing Village that clause Security, Permits, Schedule of Events, and Maintenance.

Office or Division	PASIG BLISS VILLAGE III – Community Development Division (CDD)
Classification	Simple
Type of Transaction:	G2C – Government to Citizens
Who May Avail	All legal occupants (Awardee & beneficiary) on Pasig Bliss Village III.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Securing Permits</p> <p>Construction Permit</p> <ol style="list-style-type: none"> 1. Permit/Form, 2. Building President/Officers Clearance and certification, 3. Identification of workers. <p>Internet Permit</p> <ol style="list-style-type: none"> 1. Internet Permit Form, 2. Building President/Officers Clearance and certification, 3. Identification and inspection by the installer and internet provider. <p>Common Area, Events, & Videoke permit</p> <ol style="list-style-type: none"> 1. Secured and scheduled the final date of the event, 2. Permit/Form, 3. Last payment receipt (Monthly amortization), 4. Building President/Officers Clearance and certification. <p>Common Area & Events Permit (From outside inquiries)</p> <ol style="list-style-type: none"> 1. Secured and scheduled the final date of the event, 2. Permit/Form, 3. Request letter. <p>Gate pass permit</p> <ol style="list-style-type: none"> 1. Form/permit, 2. Building President/Officers Clearance. <p>Issuance of Residence Certificate</p> <ol style="list-style-type: none"> 1. Identification Cards or unit certificates. <p>Maintenance/Job orders permit</p> <ol style="list-style-type: none"> 1. Form/Permit, 2. Identification Cards or unit certificates. 	<ol style="list-style-type: none"> 1. Concerned parties may secure their requirements thru the Administrator’s Office (Staff), and Building Officers. 2. Concerned parties may secure their requirements thru the Administrator’s Office (Staff), HOA, Building Officers, and Internet provider. 3. Concerned parties may secure their requirements thru the Administrator’s Office (Staff), Housing Collection Officer, HOAI and Building Officers. 4. Concerned parties may secure their requirements thru the Administrator’s Office (Staff), Letter (Inquiries) 5. Concerned parties may secure their requirements thru the Administrator’s Office (Staff), and Building Officers. 6. Concerned parties may secure their requirements thru the Administrator’s Office (Staff). 7. Concerned parties may secure their requirements thru the Administrator’s Office (Maintenance).

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Construction Permits				
Step 1 – Verification of the applicant and determine if he/she is the legal occupant of the unit.	Verification of unit/legal occupants.	NO FEES ARE TO BE COLLECTED	5 minutes	Vicky Arroyo & Che Alcaraz Admin Staff
Step 2 – Fill out the Construction Permit and indicate every construction they will process and the details of workers with a photocopy of ID cards.	Issuance of Permit/Form.		5 minutes	
Step 3 – Clearance and certifications from building presidents and Officers. (Must signed the permit/form). No signature from the building president or officers means of permit disapproval.			7 minutes (It depends on the availability of the officers)	
Step 4 – Approved and signed by the Staff-in-charge & Bliss Administrator.	Approval and signature of the Bliss Administrator.		5 minutes	
Step 5 – Must cut and submit the duplicate copy to the in-charge Security Officer on that day of issuance.				
TOTAL			22 minutes	

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Internet Permits				
Step 1 – Verification of the applicant and determine if he/she is the legal occupant of the unit.	Verification of unit/legal occupants.	NO FEES ARE TO BE COLLECTED	5 minutes	Vicky Arroyo & Reymond Germinal Admin Staff/ maintenance
Step 2 – Verification of Internet provider and installer. (Must comply with the rules and regulations regarding the installation).	Verification of Internet provider.		5 minutes	
Step 3 - Fill out the forms with details of the applicant and the internet installer and provider.	Issuance of Permit/Form.		5 minutes	
Step 4 – Clearance and certifications from building presidents and Officers. (Must signed the permit/form). No signature from the building president or officers means of permit disapproval.			7 minutes (It depends on the availability of the officers)	
Step 5 – Approved and signed by the Staff-in-charge & Bliss Administrator.	Approval and signature of the Bliss Administrator.		5 minutes	
Step 6 – Must cut and submit the duplicate copy to the in-charge Security Officer on that day of issuance.				
TOTAL			22 minutes	

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Common Area, Events, & Videoke permit				
Step 1 – Verification of the applicant and determine if he/she is the legal occupant of the unit.	Verification of unit/legal occupants.	NO FEES ARE TO BE COLLECTED	5 minutes	Vicky Arroyo Admin Staff
Step 2 – Verification of scheduled date of events and availability of event’s place or common area. (Must inquire a month or 15 days before the desired date of the event).	Verification of scheduled date of events and availability of event’s place or common area.		5 minutes	
Step 3 - Fill out the Form/Permit and indicate the applicant’s details and the kind of event and place they want to use.	Issuance of Permit/Form.		5 minutes	
Step 4 – Clearance and certifications from building presidents and Officers. (Must signed the permit/form). No signature from the building president or officers means of permit disapproval.			10 minutes (It depends on the availability of the officers)	
Step 5 – Photocopy and attached the requirements needed especially the receipt of the last payment of monthly amortization from the PUSO Collection officer.			5 minutes	
Step 6 – Approved and signed by the Staff-in-charge & Bliss Administrator.	Approval and signature of the Bliss Administrator.		5 minutes	
Step 7 - Must cut and submit the duplicate copy to the in-charge Security Officer on that day of issuance.				
TOTAL			35 minutes	

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Common Area, Events, & Videoke permit (From outside inquiries)				
Step 1 – Assist and received the schedule and availability of the event’s place.	Verification of scheduled date of events and availability of event’s place or common area.	NO FEES ARE TO BE COLLECTED	5 minutes	Vicky Arroyo & Che Alcaraz Admin Staff
Step 2 – Verification of scheduled date of events and availability of event’s place or common area. (Must inquire a month or 15 days before the desired date of the event).			5 minutes	
Step 3 - Received request letter from the applicant, organization, barangay, and other inquirers.	Received request letter.		A day after inquiry (As soon as possible)	
Step 4 - Fill out the Form/Permit and indicate the applicant’s details and the kind of event and place they want to use.	Issuance of Permit/Form.		5 minutes	

Step 5 – Photocopy and attached the requirements needed especially the letter and ID of applicants.			5 minutes	
Step 6 – Approved and signed by the Staff-in-charge & Bliss Administrator.	Approval and signature of the Bliss Administrator.		5 minutes	
Step 7 - Must cut and submit the duplicate copy to the in-charge Security Officer on that day of issuance.				
TOTAL			1 day and 25 minutes	

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Gate Pass Permit				
Step 1 – Verification of the applicant and determine if he/she is the legal occupant of the unit.	Verification of unit/legal occupants.	NO FEES ARE TO BE COLLECTED	5 minutes	Jomar Paulino, Jun Pundan, & Reymond Germinal (Admin maintenance)
Step 2 – Fill out the gate pass permit indicating the items, quantity, bearer, and applicant details with a photocopy of the ID cards.	Issuance of Permit/Form.		5 minutes	
Step 3 – Clearance from their building presidents (Must signed the permit/form). No signature from the building president or officers means of permit disapproval.			7 minutes (It depends on the availability of the officers)	
Step 4 – Approved and signed by the Staff-in-charge & Bliss Administrator.	Approval and signature of the Bliss Administrator.		5 minutes	
Step 5 – Must submit the copy to the in-charge Security Officer on that day of issuance.				
TOTAL			22 minutes	

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Issuance of Residence Certificate				
Step 1 – Verification of the applicant and determine if he/she is the legal occupant of the unit.	Verification of unit/legal occupants.	NO FEES ARE TO BE COLLECTED	5 minutes	Che Alcaraz Admin Staff
Step 2 – Encoding of Residence Certificate and its purpose.	Encoding of the certificate.		5 minutes	
Step 3 - Approved and signed by the Staff-in-charge & Bliss Administrator.	Approval and signature of the Bliss Administrator.		5 minutes	
TOTAL			15 minutes	

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Maintenance Job orders permit				
Step 1 – Verification of the applicant and determine if he/she is the legal occupant of the unit.	Verification of unit/legal occupants.	NO FEES ARE TO BE COLLECTED	5 minutes	Jomar Paulino, Jun Pundan, & Reymond Germinal (Admin maintenance)
Step 2 – Fill out the job order/work permit indicating the type of work for maintenance.	Issuance of Permit/Form.		5 minutes	
Step 3 – Schedule for inspection	Schedule for inspection		Depends on how many job orders were received on that day. (First, come per served)	
Step 4 -Inspection of work/job order.	Inspection of the problem		1 - 2 hours	
Step 5 – Buy the materials needed and repair and fix the problems.	Repair and fix the problem		Depends on how big the job orders are.	
Step 6 – Major problems are endorsed to the main office and engineering department by request letter.	Request for inspection of major problems.			
TOTAL			Comply within the day of the schedule.	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the entrance of the Admin Office, Multipurpose Hall, PBV-III, Westbank Road, Bgy. Maybunga, Pasig City.
How feedback is processed	Feedback is gathered and processed by these offices. A report of the client's feedback is prepared to document the action plan and monitor actions taken.
How to file a complaint	Submit the complaint letter at the Administrator's Office, Multipurpose hall of PBV-III, PUSO (Pasig Urban Settlements Office) located on the 7 th floor of Pasig City Hall or the UGNAYAN sa Pasig (UsaP) located on the 2nd Floor, Pasig City Hall Bldg.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Cellphone number: 0956-065-2207 Email address: pbv3westbankroad@gmail.com Facebook Page: Eusebio BLISS Village III

CITIZEN CHARTER
BLISS IV VILLAGE

SOCIAL SERVICE

- Maintain the orderliness of the whole PASIG-BLISS IV Village through giving an immediate response on all unit awardees, beneficiaries concerns, request, and complaints.
- Enforce mandates, memorandums and other guidelines implemented by the City Government of Pasig, particularly all orders from our Head Office-Pasig Urban Settlements office.
- Protect and maintain all granted structures such as the five (5) buildings, event centers, common areas and all installed government facilities inside this village, through proper coordination with other department under City Government of Pasig responsible for this.
- Promote the rights and well-being of all Unit awardees and beneficiaries.
- Encourage all Unit awardees and beneficiaries for skills-improvement, to be productive by urging them to join livelihood program and cooperative exclusively for Unit Awardees/Beneficiaries.
- Promote camaraderie and good companionship among neighborhoods by urging them to join sports tournaments inside the village.
- Maintain peace and order inside the whole village through proper coordination with Building officers, Security personnel and Barangay Manggahan.
- Improve the provision of basic services such as water and electrification and an immediate maintenance/Utility personnel operations as necessary.

Office or Division	Pasig Bliss IV Village
Classification	Simple
Type of Transaction	G2C - Government to citizens G2G - Government to Government
Who may avail	<ul style="list-style-type: none"> - Any Unit awardees and beneficiaries inside PASIG-BLISS IV Village. - For submitting letter request or report to any Offices under Pasig City Hall.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>For Securing Admin permit</u></p> <p>PERMIT FOR ENTRY PASS / PULL-OUT -refers to the permit issued by Village Administrator to those who wants to bring inside/outside (their/out of their) house/units a sorts of their personal properties, construction materials and the like;</p> <p style="text-align: center;"><i>WHAT TO SUBMIT:</i></p> <p>1. Submit four (4) copies of LETTER REQUEST (<i>one(1) for Admin office, one(1) for PSU personnel, one(1) for Security guards, and one(1) for Requesting person</i>) address to Village Administrator (<i>please write according from the format on the provided sample letter shown in the admin bulletin</i>).</p> <p>2. Submit four(4) copies of pictures of personal items with official receipt if possible at the back of letter request request.</p> <p>3. Get the copy of ENTRY PASS/PULL-OUT APPLICATION FORM from Admin office and come to any copy center to produce 4 copies of said form, then return the one given by admin office and fill-up legibly on the four(4) copies you photocopied.</p>	<p>1. Requesting Unit Awardees may submit these three(3) requirements to any personnel of PUSO personnel assigned at BLISS IV Admin office.</p>

**PERMIT FOR CONSTRUCTION OR REPAIR
INSIDE HOUSE (UNIT).**

-Referring to the permit issued by Village Administrator to requesting Unit Awardees (only) who are planning to create any structures such as divisions, cabinets etc.,and only allowed Repairs to which should be in accordance to the HOUSE RULES REGULATED by PUSO office.

WHAT TO (SUBMIT/DO):

1. Submit four (4) copies of LETTER REQUEST address to Village Administrator (Please write according from the format on the provided sample letter shown in the Admin bulletin).

2. Get the copy of **CONSTRUCTION OR REPAIR INSIDE THE HOUSE(UNIT) APPLICATION FORM** from Admin office and come to any copy center to produce 4 copies of said form, then return the one given by admin office and fill-up legibly on the four(copies) you had photocopied.

1. Requesting Unit Awardees may submit these two(2) requirements to Maintenance personnel of PUSO assigned at BLISS IV Admin office, to immediately conduct INSPECTION of HOUSE(UNIT) .

**PERMIT FOR SCHEDULE OF GAME AT
BASKETBALL COURT**

-Refer to the permit issued by Village Administrator to the group of Unit Awardees, Unit Beneficiaries for whom requesting schedule of game such as BASKETBALL, VOLLEYBALL, TAEKWONDO and other Sports, this is for the purpose of Admin office to properly monitor the availability of basketball court.

WHAT TO (SUBMIT/DO):

1. *Please follow/Be guided by Memorandum #34-2022 (posted in the bulletin); Daily Schedule/time slots of Sports activities of the Basketball court).*

2. Submit **four (4) copies of LETTER REQUEST** address to Village Administrator **including list of players** (please write according from the format on the provided sample letter shown in the admin bulletin).

1. Requesting Unit Awardees/beneficiaries may submit their Letter Request to any PUSO personnel assigned at BLISS IV Admin office.

**PERMIT FOR VENUE(BASKETBALL COURT,
MULTIPURPOSE HALL, GAZEBO AND
AMPHITHEATER, LIVELIHOOD CENTER and etc)
FOR CONDUCTING EVENT AND ACTIVITIES**

-Refers to the permit issued by Village Administrator to Unit awardees/beneficiaries, to any government agencies, organizations, private companies and the like, planning to conduct an events which could benefits the entire village.

WHAT TO (SUBMIT/DO):

1. Submit **four (4) copies of LETTER REQUEST** address to Village Administrator **including the list and address of participants** (please write according from the format on the provided sample letter shown in the admin bulletin).

1. Requesting Unit Awardees/beneficiaries, government agencies, organizations, private companies and others may submit their Letter Request to any PUSO personnel assigned at BLISS IV Admin office.

<p><u>PERMIT FOR RE-VIEWING OF CCTV PHOTAGE.</u></p> <p>-Refers to the permit given by Village Administrator to unit awardees, beneficiaries, or any interested individual proven necessary to review CCTV photage.</p> <p><i>WHAT TO (SUBMIT/DO):</i></p> <p>1. Submit four (1) copy of LETTER REQUEST address to Village Administrator including PICTURES/EVIDENCE appearing a requisite for CCTV review (please write according from the format on the provided sample letter shown in the admin bulletin).</p>	<p>1. Requesting Unit Awardees/beneficiaries may submit their Letter Request including pictures to any PUSO personnel assigned at BLISS IV Admin office.</p>
<p><u>PERMIT FOR MAINTENANCE PERSONNEL OPERATION/REPAIR INSIDE HOUSE/UNIT.</u></p> <p><i>WHAT TO (SUBMIT/DO):</i></p> <p>1. Submit four (4) copies of LETTER REQUEST address to Village Administrator including pictures of problems (please write according from the format on the provided sample letter shown in the admin bulletin).</p>	<p>1. Requesting Unit Awardees/beneficiaries may submit their Letter Request to any PUSO personnel assigned at BLISS IV Admin office.</p>
<p><u>ISSUANCE ON CERTIFICATE OF RESIDENCY</u></p> <p>-A kind of certification issued by Village Administrator to Unit Awardees and beneficiaries (only), wherein this of certification will serve as their proof for being a Unit Awardees or beneficiaries as listed in the census given by Pasig Housing department since the start of their occupancy, oftentimes this certification is valid for any rightful purposes. e.g. To secure Barangay Clearance, For Meralco matters, etc.</p>	<p>1. Requesting Unit awardees/beneficiaries may proceed to PASIG-BLISS IV ADMIN OFFICE to request this type certification.</p>
<p><u>ISSUANCE OF AUTHORIZATION</u></p> <p>-This type of permission is issued by Village Administrator to Unit Awardee, Beneficiaries or even outsiders with the purposes of such as (asking authorization to ask alms inside Pasig-Bliss IV Village, some are to sell product (walk-in outsider vendors) and the same manners).</p>	<p>1. Requesting Unit awardees, beneficiaries and outsiders persons may proceed to PASIG-BLISS IV ADMIN OFFICE to request this type of Authorization.</p>
<p><u>PERMIT TO USE PARKING SLOT</u></p> <p>-This permit is given by Village Administrator to the unit awardees/beneficiaries who successfully passed the screening process conducted by their respective Building officers, in accordance to the set forth agreements during the conducted Building/HOA meeting(JANUARY 21 & 28, 2023).</p> <p><i>WHAT TO (SUBMIT/DO):</i></p> <p>1. An applicant unit awardees, beneficiaries need to submit requirement for parking application (based on the set agreement in the said HOA meeting).</p>	<p>1. Requesting Unit Awardees/beneficiaries may submit their requirements directly to their respective Building officers for proper screening, prioritizing of awardees(based on the agreement during the conducted Building/HOA meeting(JANUARY 21 & 28, 2013), and to be approved by PUSO-OIC MR. RICARDO B. REYES.</p>

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For Securing Admin permit</u></p> <p>STEP 1. Identifying the types of request and the bearer.</p>	<p>Admin clerk, or other personnel identifies the type of request if it is included on the services offered by PASIG-BLISS IV Village-Admin office.</p> <p>Searching on the database the identification of requesting persons (except for personnel under government agencies, private companies, organizations and others with the same manners.)</p>	NO FEES TO BE COLLECTED	1 Minute	<p>ADMIN STAFF-CARLO JAY GALLEGO</p> <p>CLERK-ALIJO NOEL A. VILLAREZ</p>
<p>STEP 2. Recording of concerns request, and complainst.</p>	<p>Admin clerk record concerns and request in the designated logbook.</p> <p><i>(For PASIG-BLISS IV Unit Awardees, Beneficiaries)</i> Ask them to fill-up their Signatures, Names, Unit/Building and contact numbers</p> <p><i>(For personnel from Government agencies, organizations, rivate companies)</i> Ask them to fill up their signature, name, contact number, offices and address)</p>	NO FEES TO BE COLLECTED	40 Seconds	<p>ADMIN STAFF- CARLO JAY GALLEGO</p> <p>CLERK ALIJO NOEL A. VILLAREZ</p>
<p>STEP 3. Submission of letter request.</p>	<p><i>(for Unit awardees, beneficiaries)</i> Admin clerk ask requesting persons for four (4) copies of letter</p>	NO FEES TO BE COLLECTED	1 Minute	<p>ADMIN STAFF-CARLO JAY GALLEGO</p> <p>CLERK ALIJO NOEL A. VILLAREZ</p>

	request and marked them received, then Request them to photocopy for four(4) pieces APPLICATION FORM provided by Admin office, afterwards request them to fill-it up, once done forward them to the Village Administrator for approval.		<i>(Request for Permit for Constructions and repair inside unit(house) must undergo Inspection by maintenance before submitting to the Village Administrator).</i>	MAINTENANCE-JOSE ROMAN L. VILLAMOR & UTILITY-AILEEN D. TAGLE
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STEP 4.Issuance of permit	(For Unit awardees/beneficiaries) After 3 days, Admin clerk is expected to release an APPROVED/DISAPPROVED request of unit awardees/beneficiaries. <i>(For persons under government agencies, private companies, organizations and others) May get an immediate response(Approval/ Disapproval from Pasig Bliss IV Village Administrator.</i>	NO FEES TOBE COLLECTED	2 Minutes <i>(Approved request for CCTV review will be turn-over to Authorize CCTV operator)</i> <i>May get an immediate response (Approval or Disapproval depending on the availability of venue or due to the degree of their request).</i>	ADMIN STAFF-CARLO JAY GALLEGO CLERK ALIJO NOEL A. VILLAREZ ADMIN STAFF-CARLO JAY GALLEGO (CCTV Operator)
TOTAL			4 MINUTES & 40 SECONDS	

Submitted by,
WILMER I. SAMPAGA
ADMINISTRATOR
PASIG BLISS IV VILLAGE

CITIZEN CHARTER
Pasig Urban Settlements Office

SOCIAL SERVICE

- General supervision and administration of Housing Village that clause security, Permits of Events and Maintenance

Office or Division	Pasig Housing Bliss 7
Classification	Simple
Type of Transaction:	G2C – Government to Citizens
Who May Avail	- Legal occupants (Awardees and beneficiaries on Pasig Housing Village 7)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>Construction Permit</u> 1. Building President/Officers Clearance and Certification 2. Identification of Workers	Homeowners Association
<u>Internet Permit</u> 1. Building President/Officers Clearance and Certification 2. Identification and Inspection report from the installer and Internet Provider	Homeowners Association Internet Service Provider (ISP).
<u>Use of Common Areas, Videoke and Events Permit</u> 1. <u>Secure the Schedule</u> 2. <u>Receipt of the Last payment of Monthly Amortization</u> 3. Building President/Officers Clearance and Certification	Administrators Office Treasurer's Office Homeowners Association

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE	PROCESSING	PERSON
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		PAID	TIME	RESPONSIBLE
<u>For Securing Construction Permit</u>				
Step 1 – Fill-up Construction Permit Request form	Issuance of Construction Permit Request form	NO FEES TO BE COLLECTED	2 minutes	Bliss 7 Admin Staff
Step 2 – Submission of Building President/Officers Clearance and Certification	Checking and validation of all the requirements presented by the applicants.		1 minute	Bliss 7 Admin Staff
Step 3 – Submission of Identification of Workers	Checking and validation of all the identification presented by contractor/workers.		20 minutes	Bliss 7 Admin Staff
Step 4 – Issuance of the Construction Permit signed by Bliss 7 Administrator	Issue Permit		3 minutes	Bliss 7 Admin Staff
Step 5 – Recording of Necessary Information of the Application, affixing their signature in it.	Documentation		2 minutes	Bliss 7 Admin Staff
TOTAL:		None	28 minutes	
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Internet Permit</u>				
Step 1 – Fill-up Internet Permit Request form	Issuance of Internet Permit Request form	NO FEES TO BE COLLECTED	2 minutes	Bliss 7 Admin Staff
Step 2 – Submission of Building	Checking and		1 minute	Bliss 7 Admin

President/Officers Clearance and Certification	validation of all the requirements presented by the applicants.			Staff
Step 3 – Identification and Inspection report from the installer and Internet Provider	Checking and validation of all the identification presented by contractor/workers.		50 minutes	Bliss 7 Admin Staff
Step 4 – Issuance of the Construction Permit signed by Bliss 7 Administrator	Issue Permit		3 minutes	Bliss 7 Admin Staff
Step 5 – Recording of Necessary Information of the Application, affixing their signature in it.	Documentation		2 minutes	Bliss 7 Admin Staff
TOTAL:		None	58 minutes	
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Use of Common Areas, Videoke and Events Permit</u>				
Step 1 – Secure the Availability of the premises.	Issuance of Internet Permit Request form	NO FEES TO BE COLLECTED	2 minutes	Bliss 7 Admin Staff
Step 2 - Building President/Officers Clearance and Certification	Checking and validation of all the requirements presented by the applicants.		1 minute	Bliss 7 Admin Staff
Step 3 - Receipt of the Last payment of Monthly Amortization	Checking and validation of all the requirements presented by the applicants.		5 minutes	Bliss 7 Admin Staff

Step 4 – Issuance of Permit	Issue Permit Documentation		3 minutes	Bliss 7 Admin Staff
TOTAL:		None	11 Minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the entrance of the Bliss 7 Administrators Office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
How feedback is processed	Feedback is gathered and processed by these offices. A report of client's feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box located at entrance of the Bliss 7 Administrators Office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Cellphone number: 09091179503 Email address: pasigurbansettlements@gmail.com Facebook Page: Pasig Urban Settlements Office

CITIZEN CHARTER
Pasig Urban Settlements Office

SOCIAL SERVICE

Shall provide estate management services for all of the city’s initiated and funded housing projects which includes amortization collections, ensuring basic community services and infrastructure, access to employment and livelihood and developing an engaged community to promote self-governance and solidarity.

Office or Division	Community Development Division
Classification	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who May Avail	Beneficiaries/Awardees of the city’s housing projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For Securing Certificates</u>	
<u>A. Payment of Monthly Amortization</u>	
1. Order of Payment	PUSO Billing Clerk
2. Photocopy of Official Receipt	Treasurer’s Office
<u>B. Request for Minor Repairs / Maintenance</u>	
1. Complaint/Request of awardee stating specific request.	Unit Awardee
2. Certificate of Award.	
3. Valid ID of awardee or proper authorization letter from awardee.	

<p><u>C. Complaints regarding safety, peace and order, cleanliness, and overall administration for both In-city and Off-city housing projects.</u></p> <p>1. Complaint/Request of awardee stating specific request and/or complaint; Certificate of Award; Valid ID of awardee or proper authorization letter from awardee.</p>	<p>Unit Awardee</p>
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CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>A. Payment of monthly amortization</p> <p>1. Proceed to Collections Unit to request Order of Payment</p> <p>2. Proceed to Treasurer's Office, pay and claim official receipt (O.R.)</p> <p>3. Submit to Collections Unit a photocopy of the O.R. for filing.</p>	<p>1.1 Issue Order of Payment</p> <p>1.2 Request for photocopy of O.R. for posting on awardees' amortization ledger</p> <p>3.1 Receive photocopy of O.R. and post on awardees' ledger</p>	<p>Based on existing contract</p> <p>None</p> <p>None</p>	<p>3 Minutes</p> <p>1 Minute</p> <p>1 Minute</p>	<p>Billing clerk</p> <p>Billing clerk</p> <p>Billing Clerk</p>
<p>TOTAL:</p>			<p>4 Minutes</p>	
<p>B. Request for Minor Repairs/Maintenance</p> <p>1. Request for declogging pipeline/minor electrical</p>	<p>1.1 Receive Complaint/Request from awardee for</p>	<p>None (Expense is for</p>	<p>15-20 Minutes (Receipt of Complaint/Re</p>	<p>Admin Staff</p>

repairs/water line repairs	inspection; if can be repaired, list of needed materials is generated and repairs are made. If repairs cannot be made, report is generated and forwarded to Engineering Department.	purchase of materials to be used)	quest and Inspection)	
TOTAL:			15 – 20 Minutes	
1. Complaints regarding safety, peace and order, cleanliness, and overall administration for both In-city and Off-city housing projects	1.1 Receive Complaint/Request from awardee. 1.2 Forward to appropriate LGU department (Peace and Order Dept., Solid Waste Management, CENRO, etc.), or respective HOAs, and receiving LGUs (for off-city relocation sites)	None	3-5 Minutes (Receipt of Complaint/Request) 3-5 Working Days (Coordination /Meeting with concerned departments, HOAs or LGUs as the case may be.)	Project Administrator Admin Staff PUSO personnel
TOTAL:			3-5 Working Days	
1. Request for mediation between and amongst community organizations (HOAs) in the city's housing projects.	1.1 Receipt of Request from awardee 1.2 Forward to Urban Poor Services Division and/or PUSO Legal Officer for setting of mediation proceedings as the case may be.	None	3-5 Minutes (Receipt of Request) 3-5 Working Days (Setting of Mediation Proceedings)	Admin Staff PUSO personnel PUSO Legal Officer

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the entrance of the PHD office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
How feedback is processed	Feedback is gathered and processed by these offices. A report of client's feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box located at entrance of the Urban Poor Services Division Office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Cellphone number: 09091179503 Email address: pasigurbansettlements@gmail.com Facebook Page: Pasig Urban Settlements Office

CITIZEN'S CHARTER
PASIG URBAN SETTLEMENT OFFICE (PUSO)

Office or Division:	Public Housing Division (PHD)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	<ol style="list-style-type: none"> 1. Informal settlers living along waterways and other danger zones 2. Families affected by government infrastructure projects 3. Underprivileged residents

Services	
A. Provision of public housing (lease-purchase/rent-to-own)	<p>A.1 For individual beneficiary families:</p> <ol style="list-style-type: none"> 1. Verification, validation, and qualification of the prospective beneficiary family as a member of the community association applying for public housing (through census and surveys) 2. Orientation, education, and consultation with beneficiary family 3. Endorsement of the qualified applicant to a community association with ongoing people's proposal with PUSO (because public housing of rent-to-own scheme will be developed primarily with community associations or Pos) 4. Unit assignment and assistance to the beneficiary family in relocation 5. Endorsement of beneficiary family's accounts to the Community Management and Development Division for in-site estate services and amortization collection. <p>A.2 For the community association of beneficiary families:</p> <ol style="list-style-type: none"> 1. Approval of the master list per site or per project consisting of verified, validated, and qualified beneficiary families 2. Appraisal and approval of people's plan submitted by the community association, including the proposed site and the development design 3. Assistance in capacity building in membership and leadership development and other areas in cooperation with other PUSO divisions 4. Facilitating access of the community as a whole to essential services and estate management 5. Assistance in mediation and conflict resolution during the pre-implementation and implementation stages of the housing project 6. Endorsement of community association's accounts to the CDD 7. Technical and engineering support to the operational public housing projects (Note: maintenance and minor repairs should be handled by CDD)

B. Provision of public rental housing	<p>For individual beneficiary families:</p> <ol style="list-style-type: none"> 1. Verification, validation, and qualification of prospective beneficiary families through background investigation (or through census and surveys if family is covered by census and surveys) 2. Orientation, education, and consultation with beneficiary families 3. Unit assignment and assistance to the beneficiary family in relocation 4. Beneficiary family accounts management <p>B.2 For the neighborhood association of beneficiary families</p> <ol style="list-style-type: none"> 1. Assistance in capacity building to enable dweller-renters' participation in housing site management 2. Technical and engineering support to the operational public housing projects (Note: maintenance and minor repairs should be handled by CDD)
C. ISSUANCE OF DEED OF ABSOLUTE SALE (DOAS)	<p>Preparation of Deed of Absolute Sale to those Awardees/Beneficiaries who already paid in FULL the cost of their awarded unit paid in FULL the cost of their awarded unit with HDMF (Pag-ibig) which are part of the with HDMF (Pag-ibig)) which are part of the city's ₱84M Loan Facility with the said agency.</p> <p>Deed of Absolute Sale will be released to those Awardees/Beneficiaries who have a Certificate of Full Payment issued by HDMF (Pag-ibig) and already paid the necessary taxes with the City.</p> <p>And who obtained the all the documents necessary for the TRANSFER of the Condominium Certificate of Title (CCT) from the name of the City of Pasig to their names.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A.1 For individual beneficiary families Note: Individual families may first apply for housing at PUSO. Eventually they will have to be endorsed to a community association with an ongoing people's proposal with PUSO. Public rent-to-own housing are mainly offered to community associations of beneficiaries qualified under City Ordinance No. 54. Priorities are settlers in danger zones and areas affected by infrastructure projects.</p>	
<ol style="list-style-type: none"> 1. Verification, validation, and qualification of the prospective beneficiary family as a member of the community association applying for public housing (through census and surveys) 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Submit the following:</p> <ul style="list-style-type: none"> • Application form • Affidavit of Disclosure "Salaysay" (for ISF only) • Certificate of Employment and Compensation • Affidavit of Self-Employment • Pay-Slip/ Monthly Income Affidavit • Community Tax Cert. - CEDULA (current year) • Utility Bill (latest) - MERALCO, PLDT, Manila Water, etc. • Voter's Certification/COMELEC Registration Certificate (current year) • Certificate of No Property • BIR Form No. 2316/ Affidavit of Non-Filing • Family Picture (latest) • Marriage Contract/ Affidavit of Cohabitation 	<ul style="list-style-type: none"> • Authorized PHD Staff • Notary Public • Employer • Notary Public • Employer/ Notary Public • Treasurer's Office • Applicant • City COMELEC Office • Assessor's Office • Applicant/ Notary Public • Applicant • Local Civil Registry/ Notary Public
<p>2. Orientation, education, and consultation for the beneficiary family</p> <ul style="list-style-type: none"> • Present identification as member included in the approved master list of beneficiaries 	<ul style="list-style-type: none"> • Authorized PHDD personnel
<p>3. Endorsement of the qualified applicant to a community association with ongoing people's proposal with PUSO</p> <ul style="list-style-type: none"> • Present identification as member included in the approved master list of beneficiaries 	<ul style="list-style-type: none"> • Authorized PHD personnel
<p>4. Unit assignment and assistance to the beneficiary family in relocation</p> <ul style="list-style-type: none"> • Present identification as member included in the approved master list of beneficiaries • Present certification of acceptance (certifying the unit to be in good condition) 	<ul style="list-style-type: none"> • Authorized PHD personnel • Beneficiary family
<p>5. Endorsement of beneficiary family's accounts to the Community Management and Development Division for in-site estate services and amortization collection.</p> <ul style="list-style-type: none"> • Present identification as member included in the approved master list 	<ul style="list-style-type: none"> • Authorized PHD personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
of beneficiaries	
<p>A.2 For the community association of beneficiary families</p> <p>Note: Community associations of qualified beneficiaries may apply to PUSO for public housing under the rent-to-own scheme through the submission of a formal proposal and feasibility plan. Alternatively, a community association and PUSO may jointly develop such proposal.</p>	
<p>1. Approval of the master list per site or per project consisting of verified, validated, and qualified beneficiary families</p> <ul style="list-style-type: none"> • Submit master list of beneficiary families who have been verified, validated and qualified 	<ul style="list-style-type: none"> • PHD staff
<p>2. Appraisal and approval of people's plan submitted by the community association, including the proposed site and the development design. Submit the following:</p> <ul style="list-style-type: none"> • Master list showing that around 200 to 600 are beneficiary families all qualified under City Ordinance 54, properly listed in a Master List of Member Beneficiaries; • General profile and background of the target group of informal settler families to benefit from the project • Documents on the target land (TCT with trace back titles, intent to sell/buy) • the site and construction development plan, • the total estimated financing requirement • financing recovery plan (proposed amortization rate) • An undertaking showing that at least 75 percent of all members approve the people's plan, particularly the choice of land, community development plan and construction design, and amortization rate under the financing recovery plan; • A detailed undertaking on the estate and community management plan, including the 	<ul style="list-style-type: none"> • Community association

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
specific roles and functions of the board, committees, and officers of the association.	
3. Assistance in capacity-building in membership and leadership development and other areas in cooperation with other PUSO divisions <ul style="list-style-type: none"> • Present Board resolution verifying request for capacity-building intervention 	<ul style="list-style-type: none"> • Community association
4. Facilitating access of the community as a whole to essential services and estate management <ul style="list-style-type: none"> • Present Board request for assistance to facilitate utility connections and other services 	<ul style="list-style-type: none"> • Community association
5. Assistance in mediation and conflict resolution during the pre-implementation and implementation stages of the housing project <ul style="list-style-type: none"> • Present Board request for assistance in conflict mediation 	<ul style="list-style-type: none"> • Community association
6. Endorsement of community association's accounts to the CDD	<ul style="list-style-type: none"> • Authorized PHD staff
7. Technical and engineering support to the operational public housing projects, e.g. major repairs and renovations (Note: maintenance and minor repairs should be handled by CDD) <ul style="list-style-type: none"> • Present assessment report of technical and engineering issues 	<ul style="list-style-type: none"> • Authorized PHD staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
B.1 For individual beneficiary families: Note: Mediation or endorsement by or membership in a community association or NGO is a helpful but not a requirement for families applying for public rental housing. Priority beneficiaries are urban poor residents who cannot afford lease-purchase in public or socialized housing.	
1. Verification, validation, and qualification of prospective beneficiary families through	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>background investigation (or through census and surveys if family is covered by census and surveys). Membership in a CA not a requirement.</p> <p>Submit the following</p> <ul style="list-style-type: none"> • Certification of being a 4Ps beneficiary • Certification of indigency • Others found in the checklist of requirements found under A1 whenever applicable • Certificate of membership in neighborhood association (if a member) 	<ul style="list-style-type: none"> • DSWD • Barangay • Same as the Checklist of Requirements under A1 • Neighborhood Association
<p>2. Orientation, education, and consultation with the beneficiary family</p> <ul style="list-style-type: none"> • Present identification as a qualified beneficiary of public rental housing 	<ul style="list-style-type: none"> • Authorized PHD with CDD staff
<p>3. Unit assignment and assistance to the beneficiary family in relocation</p> <ul style="list-style-type: none"> • Present identification as a qualified beneficiary of public rental housing 	<ul style="list-style-type: none"> • Authorized PHD with CDD staff
<p>4. Endorsement of beneficiary family's accounts to the Community Management and Development Division for on-site estate services and rental collection.</p> <ul style="list-style-type: none"> • Present identification as a qualified beneficiary of public rental housing 	<ul style="list-style-type: none"> • Authorized PHD with CDD staff
<p>B.2 For the neighborhood association of beneficiary families</p>	
<p>1. Assistance in capacity-building to enable dweller-renters' participation in housing site management</p> <ul style="list-style-type: none"> • Present request for seminar/training 	<ul style="list-style-type: none"> • Neighborhood association
<p>2. Technical and engineering support to the operational public housing projects (Note: maintenance and minor repairs should be handled by CDD)</p> <ul style="list-style-type: none"> • Present assessment report of technical and engineering issues 	<ul style="list-style-type: none"> • Authorized PHD staff
<p>C. ISSUANCE OF DEED OF ABSOLUTE SALE (DOAS)</p>	
<p>1. Certificate of Full Payment</p>	<p>HDMF (Pag-ibig)</p>
<p>2. Official Receipt of Full Payment</p>	<p>HDMF (Pag-ibig)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Two (2) Valid Identification Card	Awardees/Beneficiaries
4. Community Tax Certificate	Treasury Department
5. Tax Clearance	Treasury Department

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<p>A.1 PUBLIC HOUSING (RENT-TO-OWN) FOR INDIVIDUAL FAMILIES</p> <p>Request for verification, validation, and qualification:</p> <p>a. Individual family head proceeds to PHD, request for an application form and accomplish the form</p> <p>b. Individual family head secures and submits the documentary requirements to PHD</p>	<p>Conduct preliminary interview for pre-qualification</p> <p>Provide and explain application form and list of requirements to those who pass the pre-qualification interview</p> <p>Preliminarily assess completeness of application form and supporting documents</p> <ul style="list-style-type: none"> Deficient – inform the applicant of any deficiency and enumerate the missing requirements Complete – issue acknowledgement receipt containing name and designation of responsible employee, date and time of receipt. 	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p>PHD Staff</p> <p>PHD Staff</p> <p>PHD Staff</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.	Request for orientation, on possible projects, education on social housing, and consultation for the beneficiary family	PHD conducts orientations, education, and consultation with CDD staff	None	2 hours per batch	PHDStaff and ARD Training Staff
3.	Request endorsement of the qualified applicant to a community association with ongoing people's proposal with PUSO	Update qualified applicants thru phone or text messaging on the status of endorsement to any community association with pending people's proposals	None	5 minutes	PHDD Staff
4.	Request for unit assignment and assistance to the beneficiary family in relocation	PHD provides assistance	None	5 minutes	PHD Staff
5.	Request endorsement of beneficiary family's account to the Community Management and Development Division	PHD endorses the account	None	5 minutes	PHD Staff
TOTAL:				2 hours and 40 Minutes	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	A.2 PUBLIC HOUSING (RENT-TO-OWN) FOR COMMUNITY ASSOCIATIONS				
1.	Submit master list of member beneficiary families who have been verified, validated and qualified	Verify if master list has 200 to 600 that are all qualified under City Ordinance No. 54	None	8 hours	PHD Staff
2.	Request approval of people's plan submitted by the community association, including the proposed site	Check the general profile and background of the informal settler families.	None	24 hours	PHD Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	A.2 PUBLIC HOUSING (RENT-TO-OWN) FOR COMMUNITY ASSOCIATIONS				
	and the development design.	<p>Check documents on the target land (TCT with trace back titles, intent to sell/buy)</p> <p>Check the site and construction development plan,</p> <p>Check the total estimated financing requirement.</p> <p>Check the financing recovery plan (proposed amortization rate)</p> <p>Verify the undertaking showing that at least 75 percent of all members approve the people's plan,</p> <p>Verify detailed undertaking on the estate and community management plan</p>			
3.	Request assistance in capacity-building in areas of concern	PHD conducts capacity-building exercises through or in cooperation with other PUSO divisions.	None	8 hours	PHD Staff and ARD Training Staff
4.	Request assistance to access essential services and estate management services	PHD conducts facilitation in coordination with CDD	None	2 hours	PHD and CDD Staffs
5.	Request assistance in mediation and conflict resolution during the pre-implementation and implementation stages of the housing project	PHDD conducts mediation activities in coordination with other PUSO divisions.	None	4 hours each	PHD and CDD Staffs

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	A.2 PUBLIC HOUSING (RENT-TO-OWN) FOR COMMUNITY ASSOCIATIONS				
6.	Endorsement of community association's accounts to the CDD	PHDD transfers the community association account to the CDD for post-implementation management	None	2 hours	PhD Staff
7.	Request for technical and engineering support with assessment report of the issues	PHDD responds with technical and engineering works	None	24 hours	PHD Staff
TOTAL:				72 hours	

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	<p>B.1 PUBLIC HOUSING (RENTAL) FOR INDIVIDUAL FAMILIES</p> <p>Request for verification, validation, and qualification</p> <p>a. Individual family head proceeds to PHD, request for an application form and accomplish the form</p> <p>b. Individual family head secures and submits the documentary requirements to PHD</p>	<p>Conduct preliminary interview for pre-qualification</p> <p>Provide and explain application form and list of requirements to those who pass the pre-qualification interview</p> <p>Preliminarily assess completeness of application form and supporting documents</p> <ul style="list-style-type: none"> Deficient – inform the 	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>5 minutes</p> <p>30 minutes</p>	<p>PHD Staff</p> <p>PHD Staff</p> <p>PHD Staff</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. If qualified, wait to be notified of possible raffle/awarding of available housing units	<p>applicant of any deficiency and enumerate the missing requirements</p> <ul style="list-style-type: none"> Complete – issue acknowledgement receipt containing name and designation of responsible employee, date and time of receipt. <p>Update qualified applicants thru phone or text messaging of the status of their qualification from time to time</p>	None	5 minutes	PHD Staff
2.	Request orientation, education, and consultation on public rental housing	Provide orientation to batches of applicants	None	30 minutes per batch	PHDD Staff
3.	Request unit assignment and relocation assistance	Provide unit assignment and provide relocation assistance	None	10 minutes	PHDD Staff
4.	Request endorsement of beneficiary family's account to the CDD for in-site estate services	Endorse family to CDD	None	5 minutes	PHDD Staff
TOTAL:				115 Minutes or 1.9 hours	

#	B.2 CLIENT STEPS PUBLIC HOUSING (RENTAL) FOR NEIGHBORHOOD ASSOCIATIONS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request assistance in capacity-building to enable dweller-renters' participation in housing site management	Conduct capacity-building exercises in cooperation with other PUSO divisions	None	8 hours	PHDD Staff

#	B.2 CLIENT STEPS PUBLIC HOUSING (RENTAL) FOR NEIGHBORHOOD ASSOCIATIONS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.	Request for technical and engineering support and present assessment report of the issues	Respond with the needed technical and engineering works	None	8 hours	PHDD Staff
TOTAL:				16 hours	

#	C. CLIENT STEPS ISSUANCE OF DEED OF ABSOLUTE SALE (DOAS)	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Paid in full the cost of their awarded unit with the HDMF (pag-ibig)	Coordinate the transaction with HDMF (pag-ibig)	NONE		HDMF(PAGIBIG)
2	Secure the necessary documents for the preparation of their deed of absolute sale	Documents need more time to secure, a. Certificate of full payment b. Tax clearance	NONE	16 hours 16 hours	HDMF(PAGIBIG) Treasury Dept.
3	After completing the documentary requirements	Preparation of deed of absolute sale to be sign by the awardees and the head of puso as one of the witnesses	NONE	5 to 10 mins	PUSO STAFF
4	Endorsement to the Hon. City Mayor for signature	Follow-up	NONE	16 hours	Office of the City Mayor Staff
5	Releasing of the DOAS to the Awardees / Beneficiaries for notary	Contact the Concern Awardees / Beneficiaries	NONE	5-10 mins	PUSO STAFF
TOTAL:			NONE		

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the entrance of the PHD office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
How feedback is processed	Feedback is gathered and processed by these offices. A report of client's feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box located at entrance of the Urban Poor Services Division Office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Cellphone number: 09091179503 Email address: pasigurbansettlements@gmail.com Facebook Page: Pasig Urban Settlements Office

CITIZEN CHARTER
Pasig Urban Settlements Office

SOCIAL SERVICE

- Explore, monitor, and facilitate other programs to secure the land tenure of informal settlers like Direct Sale and Residential Free Patent.
- Monitor and improve the provision of basic services such as water and electrification and prepare the necessary certification in the application for such services.

Office or Division	Urban Poor Services Division
Classification	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who May Avail	<ul style="list-style-type: none"> - Any on-site Urban Poor Association/ lot acquisition for CMP - For Securing Certificates of legitimate membership to / beneficiaries of Urban Poor Association / group

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>For Securing Certificates</u></p> <p><u>Electrical</u></p> <ol style="list-style-type: none"> 1. Transfer Certificate of Title (TCT), Letter of Consent, Intent to Sell; 2. Brgy. Clearance 3. Homeowners Certificate 4. House Plan and Vicinity Plan 5. Yellow Card and Waiver from MERALCO and or Building Office 6. Picture of the House <p><u>Manila Water</u></p> <ol style="list-style-type: none"> 1. Barangay Certificate 2. Homeowners Certificate 	<ol style="list-style-type: none"> 1. Concerned parties may secure their requirements thru Homeowners Association, Barangay and Meralco 2. Homeowners Association and Barangay 3. Homeowners Association, Barangay and

<p>Special Business Permit</p> <ol style="list-style-type: none"> 1. Barangay Certificate 2. Homeowners Certificate 3. BPLO Business Form <p><u>For Lot Acquisition Community Mortgage Program (CMP, LCMP and DINP)</u></p> <ol style="list-style-type: none"> 1. Registered, Organized and on-site Homeowners Association. 2. Titled land free from any incumbrances, residential land. 3. Untitled but with approved lot plan 	<p>BPLO</p> <p>4. HLURB, BIR, LGU and SHFC</p>
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CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>For Securing Certificates</u></p> <p>Step 1 – Prequalification/ Verification of the lot Homeowner’s where the applicant is applying for in determining the type of certification needed.</p> <ol style="list-style-type: none"> a. Private-lot Homeowner’s/Neighborhood association’s certificate of membership Xerox copy of the Title with letter of consent of landowner if tenant b. Government Property - Homeowner’s/Neighborhood Clearance <p>Step 2 – Issuance of Application Form with list of requirements to avail the necessary Certification.</p> <p>Step 3 – Checking and validation of</p>	<p>Prequalification/ Verification of the lot Homeowner’s where the applicant is applying for in determining the type of certification needed.</p> <p>Issue Application Form</p>	<p>NO FEES TO BE COLLECTED</p>	<p>2 minutes</p> <p>2 minutes</p> <p>1 minute</p>	<p>UPSD Staff</p> <p>UPSD Staff</p>

all the requirements presented by the applicants.	Receive all requirements from the applicant/s		2 minutes	UPSD Staff
Step 4 – Issuance of the necessary Certification signed by UPSD, Officer In-Charge	Signing and Issuance of requested certification		3 minutes	UPSD Staff UPSD Officer in Charge
Step 5 – Recording of Necessary Information of the Application, affixing their signature in it.	Documentation		3 minutes	UPSD Staff
TOTAL:			11 minutes	
<u>For Community Mortgage Program Lot Acquisition</u>				
1. Executes letter of Intent to Sell. 2.Documentation for Purchase Commitment line (PCL Application) 3.Applies for CMP Loan Through Originator 4.Process Community Association Application to SHFC and submit compliance to findings 5.Documentation for letter of Guarantee (LDG) for takeout.		NO FEES TO BE COLLECTED	3-6 months	UPSD Staff
TOTAL:			3-6 months	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at the designated drop box located at the entrance of the PHD office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
How feedback is processed	Feedback is gathered and processed by these offices. A report of client's feedback is prepared to document action plan and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box located at entrance of the Urban Poor Services Division Office or at the UGNAYAN sa Pasig (UsaP) located at 2nd Floor, Pasig City Hall Bldg.
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