

**CITIZEN'S CHARTER  
OFFICE OF THE CITY MAYOR**

(English Version)

• **ISSUANCE OF ENDORSEMENT LETTER FOR PAGCOR AND OFFICE OF THE PRESIDENT**

The Office of the City Mayor extends assistance through an Endorsement letter to families or individuals who need medical assistance.

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Citizens/Pasiguenos

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Abstract / Medical Certificate	Hospital / Clinic
2. For Hospital Billing - Hospital Bill - For Laboratory - Laboratory Request - For Procedure - Procedure Quotation - For Hemodialysis Treatment - Dialysis Quotation - For Chemotherapy Treatment - Treatment Protocol - For Medicine – Prescription	- Hospital / Clinic - Hospital / Clinic - Hospital / Clinic - Hospital / Dialysis Center  - Hospital / Clinic - Hospital / Clinic
3. Social Case Study address to PAGCOR/Office of the President	LGU Pasig DSWD
4. Certificate of Barangay Indigency	Respective Barangay
5. Valid ID's - Photocopy	Prepared by the proponent / requesting party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the receiving area for the Endorsement for PAGCOR and the Office of the President.	Receives, records, and checks completeness of submitted requirements.	None	3-5 minutes	<b>Jonabelle C. Prieto</b> – Administrative Aide III  <b>James Zendle Tolop</b> Administrative Aide III
2	Submit the complete requirements and wait for the processing of your request.	Receive the complete requirements and process the endorsement letter.	None	3-5 minutes	<b>Zeriyl P. Landicho</b> – Private Secretary II  <b>Jhonlyn L. Obis</b> Administrative Aide III

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Claim your Endorsement letter	Inform the requesting party/client of the next step once the endorsement letter is released.	None	4-5 minutes	<b>Zeriyl P. Landicho</b> – Private Secretary II  <b>Jhonlyn L. Obis-</b> Administrative Aide III
<b>TOTAL</b>				<b>10-15 minutes</b>	

- **WALK-IN DOCUMENTS FOR CITY MAYOR'S SIGNATURE** (Financial Documents, Certificates, etc. )

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal of Document	Submitted by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits documents With complete supporting attachments as warranted. <ul style="list-style-type: none"> <li>• Client shall always secure a receiving copy for easy follow-up regarding the status of their submitted request/document</li> </ul>	Receives, records, and checks the completeness of the submitted documents. <ul style="list-style-type: none"> <li>- Both copies will have information about the date and time it was received.</li> </ul>	None	30 minutes	<b>Zeriyl P. Landicho</b> – Private Secretary II <b>Jonabelle C. Prieto</b> – Administrative Aide III  <b>James Zendle Tolop</b> Administrative Aide III  <b>Jhonlyn L. Obis-</b> Administrative Aide III
2	Wait for the processing of your request	Final review/initials financial documents before the signing of the City Mayor.	None	6-7 hours	<b>Zeriyl P. Landicho</b> – Private Secretary II
3	Received the documents	The requesting party will be contacted directly using their contact details. <ul style="list-style-type: none"> <li>- Releases documents to the appropriate office or individuals.</li> </ul>	None	30 minutes	<b>Zeriyl P. Landicho</b> – Private Secretary II  <b>Jonabelle C. Prieto</b> – Administrative Aide III

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<b>James Zendle Tolop</b> Administrative Aide III  <b>Jhonlyn L. Obis-</b> Administrative Aide III
<b>TOTAL</b>				<b>1 day</b>	

- **RECEIVING OF COMMUNICATIONS AND LETTERS**

Communications from Private Offices /Units and other Government Offices received and encoded.

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Pasigueños, LGU's National Offices, NGO's, Private Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>- Two (2) copies of request letter</li> <li>*Both copies should have complete information regarding the date and contact person (w/ contact details)</li> </ul>	From the individual concerned

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits letter-request with supporting documents as warranted.	Receives, records and checks completeness of submitted request letter. <ul style="list-style-type: none"> <li>• Both copies will have information with regard to the date and time it was received.</li> </ul>	None	3-5 minutes	<b>Sarah F. Mariano</b> Administrative Officer II <b>Danica B. Cruz</b> Community Affairs Officer I <b>Maridel C. Peronilla</b> Licensing Officer I
2	Follow-up	Informs the requesting party/client when can they expect a call with regard to their request letter. <ul style="list-style-type: none"> <li>• Client will also be given a contact number (local number) of the office if they opt to follow-up via phone.</li> </ul>	None	2-3 days except under exceptional circumstances	<b>Sarah F. Mariano</b> Administrative Officer II <b>Danica B. Cruz</b> Community Affairs Officer I <b>Maridel C. Peronilla</b> Licensing Officer I

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Requesting party will be contacted directly using the contact details they have written on the request letter.  Releases the document/ request letter as warranted.	None	2-3 days except under exceptional circumstances	<b>Sarah F. Mariano</b> Administrative Officer II <b>Danica B. Cruz</b> Community Affairs Officer I <b>Maridel C. Peronilla</b> Licensing Officer I

- REQUEST FOR SCHEDULED MEETING OR COURTESY CALL WITH THE CITY MAYOR**

Any individual, group, or organization that wishes to have a dialogue with the City Mayor is allowed.

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any individual, group, or organization that wishes to have a dialogue with the City Mayor is allowed.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) copies of appointment request letter with complete information such as the agenda and objectives of the meeting.	From the individual concerned or the Leader/President or Secretary of a group/organization.

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits two (2) appointment request letters, one (1) as the receiving copy, to the Office of the City Mayor with complete agenda and objectives.	Receives, records, and checks completeness of submitted appointment request letter. <ul style="list-style-type: none"> <li>The two (2) copies will be stamped by the Person Responsible of receiving any letter that is addressed to the Office of the City Mayor with the name of recipient, control number, date, and time of receipt. One (1) copy (receiving copy) will be given to the Client.</li> </ul>	None	2-3 Days	<b>Angel B. Coronado</b> Administrative Aide III  <b>Jannah Janela D. Martos</b> Special Assistant to the City Mayor
2	Wait for an update or confirmation of the City Mayor's schedule/availability via mobile phone or email.	The Person Responsible from the Office of the City Mayor will call or give an update regarding the City Mayor's schedule/availability.	None	2-3 Days	<b>Edwin Lar Anthony B. Abeto</b> Executive Assistant IV

- **PEOPLE'S DAY**

Any individual, group, or organization that wishes to have a dialogue with the City Mayor is allowed.

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any individual, group, or organization that wishes to have a dialogue with the City Mayor is allowed.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Note indicating the purpose of meeting with the City Mayor.	Anyone from the Public Safety Division/Security Guards who are outside of the Office of the City Mayor.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Indicate purpose or objectives in meeting with the City Mayor.	Person Responsible will ask their purpose in meeting the City Mayor. <ul style="list-style-type: none"> <li>• Person Responsible will endorse their request to the Office of the City Mayor.</li> </ul>	None	5-10 minutes	<b>Angel B. Coronado</b> Administrative Aide III  <b>Jannah Janela D. Martos</b> Special Assistant to the City Mayor
2	Wait for your turn to speak with the City Mayor.	<ul style="list-style-type: none"> <li>• Will inform and assist the City Mayor regarding the concerns, requests, and suggestions of Pasigüeños.</li> <li>• Endorse the client to the proper department within the LGU to assist their concerns.</li> </ul>	None	5-10 Minutes	<b>Angel B. Coronado</b> Administrative Aide III  <b>Jannah Janela D. Martos</b> Special Assistant to the City Mayor
3	Wait for any instructions from the Executive Assistant of the City Mayor.	Provide a referral to the department responsible with the concern or request of the Pasigüeño that the City Mayor discussed with.	None	2-3 Days	<b>Edwin Lar Anthony B. Abeto</b> Executive Assistant IV

- **PHONED-IN QUERIES**

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification of caller and provision of relevant caller information for referral to proper office/department.	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Address your concern. <ul style="list-style-type: none"> <li>• If call is regarding a follow-up, inform the staff of the barcode number (if email, state the subject and sender of email) and date when the request was submitted to the concerned office.</li> </ul>	Checks records and informs the client/caller of further instructions.	None	3-5 minutes	<b>Jhonlyn L. Obis</b> Administrative Aide III  <b>Angel B. Coronado</b> Administrative Aide III  <b>Jannah Janela D. Martos</b> Special Assistant to the City Mayor

- **ISSUANCE OF CERTIFICATE OF APPEARANCE**

This certificate is a document usually availed by private sectors and LGU's from other City and Province with a valid transaction with the City Mayor.

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID's Request Letter	Prepared by the proponent / requesting party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the complete details (Name, Office/Company & Purpose) and wait for the processing of your request.	The authorized staff will receive the request letter and advise the client to wait for further instructions.	None	5-10 minutes	<b>Marjorie A. Pejoro-</b> Administrative Aide III
2	After assisting the guests for the bench marking and study tours from other Cities/Provinces, proceed to receiving area for Certificate of Appearance.	The authorized staff will check the requirements and assess the request of the client.	None	5-10 minutes	<b>Marjorie A. Pejoro-</b> Administrative Aide III
3	Claim your Certificate of Appearance.	The authorized staff will inform the client to get their signed and approved certificate.	None	3-5 minutes	<b>Marjorie A. Pejoro-</b> Administrative Aide III <b>Anthony John M. Dagelet-</b> Administrative Aide I

- **LETTER OF REQUEST FOR APPROVAL** (other internal correspondences requests and memos)

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Submitted by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of request to the Office of the Mayor and wait for the receiving copy with a barcode number.	-Receive of the documents: affixing of received stamp on both original and receiving copy. -Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.	None	5-10 minutes	<b>Gio Ravanne P. Cruz –</b> Administrative Aide III <b>Jade Russel F. Bacea-</b> Administrative Aide I

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					<b>Anthony John M. Dagelet</b> - Administrative Aide I
2	Wait for 2-3 days to follow up the request.	-Review and evaluation of request (for instructions ,approval, revision or notation) and affixing of initials - Approval and Affixing of initials and authorized signature/s	None	2-3 days	<b>Ernie Al O. Edralin</b> – Executive Assistant V
		Encode the request letter - Advise the client to call for follow up.	None	2-3 days	<b>Marjorie A. Pejoro</b> - Administrative Aide III <b>Christine B. Fabul</b> – Administrative Aide III <b>Mary Grace M. Yago</b> - Administrative Aide III
3	Release of documents/request.	Release of letter of requests to appropriate office - Scanning of documents. - Logging of document in the database. - Release the documents to the client or concerned departments.	None	5-10 minutes	<b>Gio Ravanne P. Cruz</b> – Administrative Aide III <b>Ben John S. David</b> - Administrative Aide I <b>Renz Christian L. Dela Cruz</b> - Administrative Aide I

- INTERNAL HUMAN RESOURCE CONCERNS (Applications, request, complaints etc.)**

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens Pasig City Hall Employees
<b>Who may avail:</b>	LGU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly filled-out Personal Data Sheet (PDS) or resume for employment application	Client personal information
Request letter or complaint letter	Submitted by the client
Duly filled-out DTR, Leave, OB, CTO, and OT form	Submitted by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of intent or PDS/resume to the Office of the Mayor	-Receives the documents: affixing of received stamp on both original and receiving copy. -Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.	None	5-10 minutes	<b>Maria Bernadeth P. Umali</b> – Executive Assistant III  <b>Honey Rose O. Laurete</b> – Administrative Officer I
2	Transmit the request to Human Resource Department for initial assessment and interview.	-Preparation and attachment of corresponding transmittal form -Logging of document in outgoing documents in logbook of officially transmitted/released documents.	None	1-2 days	<b>Maria Bernadeth P. Umali</b> – Executive Assistant III  <b>Honey Rose O. Laurete</b> – Administrative Officer I
3	Submit DTR and Accomplishment Report to the Office's HR Coordinator	- Review and Consolidate DTRs and Accomplishment Reports, and forward to the Assistant to the City Mayor for approval; - Prepare list of the Consolidated and approved DTRs, for transmittal to the HRDO.	None	2-3 days upon receipt of the DTR and Accomplishment Report	<b>Maria Bernadeth P. Umali</b> – Executive Assistant III  <b>Honey Rose O. Laurete</b> – Administrative Officer I
4	Submit duly accomplished Leave, OB, CTO, and OT form to the Office's HR Coordinator	- Attach Clearance form/Application for Leave ticklers, then update to the tracking system; - Forward to the City Administrator for review and initial; - Endorse for City Mayor's approval.	None	1-2 days	<b>Maria Bernadeth P. Umali</b> – Executive Assistant III  <b>Honey Rose O. Laurete</b> – Administrative Officer I

- **REQUEST FOR APPROVAL OF ACTIVITY DESIGN AND CASH ADVANCE**

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens Pasig City Hall Employees
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Activity Design/Proposal in HRDO prescribed format, with complete required signatories, prior approval of the City Mayor	Submitted by the client
Letter of Request for Cash Advance, with SDO signature, prior approval of the City Mayor	Submitted by the client
Source of Fund – PPMP, LBP Form No. 4, and/or Resolution	Client to request to Budget Office
PDS or Curriculum Vitae for Activities with Resource Speaker	Client to request to Resource Speaker
Letter of Invitation for Trainings hosted by Third-Party/Agency	Client to request to Third-Party/Agency
Justification, if needed	Submitted by the client
Any additional documents requested, as part of the review	Submitted by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Activity Design/Proposal with complete attachments and signatories, prior approval of the City Mayor.	<ul style="list-style-type: none"> <li>- Attach AD tickler, and update in the tracking system;</li> <li>- Assess and review by the OCM HR unit's Administrative Assistant;</li> <li>- Endorse to the Assistant to the City Mayor for review and initials;</li> <li>- Endorse for City Mayor's approval.</li> </ul>	None	1-2 days	<b>Ernie Al O. Edralin</b> Executive Assistant V  <b>Maria Bernadeth P. Umali</b> Executive Assistant III  <b>Czarina Mae D. Santos</b> Administrative Assistant II  <b>Ma. Cristina N. Medina</b> Administrative Aide VI
2	Submit Letter of Request for Cash Advance, with SDO signature, prior approval of the City Mayor.	<ul style="list-style-type: none"> <li>- Attach CA tickler, and update in the tracking system;</li> <li>- Assess and review by the OCM HR unit's Administrative Assistant;</li> <li>- Endorse to the Assistant to the City Mayor for review and initials;</li> <li>- Endorse to the POC assigned to the City Mayor, for approval.</li> </ul>	None	1-2 days	<b>Ernie Al O. Edralin</b> Executive Assistant V  <b>Maria Bernadeth P. Umali</b> Executive Assistant III  <b>Czarina Mae D. Santos</b> Administrative Assistant II  <b>Ma. Cristina N. Medina</b> Administrative

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Aide VI
3	Submit Request to Participate/Attend Trainings hosted by Third-Party/Agency, with attached Letter of Invitation, Source of Fund, and with SDO signature, prior approval of the City Mayor.	<ul style="list-style-type: none"> <li>- Attach CA tickler, and update in the tracking system;</li> <li>- Assess and review by the OCM HR unit's Administrative Assistant;</li> <li>- Endorse to the Assistant to the City Mayor for review and initials;</li> <li>- Endorse to the POC assigned to the City Mayor, for approval.</li> </ul>	None	1-2 days	<b>Ernie Al O. Edralin</b> Executive Assistant V  <b>Maria Bernadeth P. Umali</b> Executive Assistant III  <b>Czarina Mae D. Santos</b> Administrative Assistant II  <b>Ma. Cristina N. Medina</b> Administrative Aide VI

- REQUEST FOR CIVIL WEDDING SCHEDULE

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage license	Local Civil Registry

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the original copy of Marriage License to the Office of the Mayor	<ul style="list-style-type: none"> <li>-The authorized staff will evaluate the license and conduct an initial interview regarding the marriage license.</li> <li>-Collect the phone number of the applicants.</li> </ul>	None	5-10 minutes	<b>Maria Bernadeth P. Umali –</b> Executive Assistant III  <b>Honey Rose O. Laurete –</b> Administrative Officer I
2	Wait for the text or call for the confirmed schedule.	-Line-up for the next available schedule.	None	5-10 working days	<b>Maria Bernadeth P. Umali –</b> Executive Assistant III

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		-Coordinate and inform the client on the available schedule.			<b>Honey Rose O. Laurete</b> – Administrative Officer I
3	Process the Marriage Contract 5-days before the confirmed civil wedding schedule.	The authorized staff will give an instruction to the client regarding the processing of marriage contract.	None	3-5 minutes	<b>Maria Bernadeth P. Umali</b> – Executive Assistant III  <b>Honey Rose O. Laurete</b> – Administrative Officer I

- REQUEST FOR MOA SIGNING WITH THE CITY MAYOR**

The requesting party shall submit a request letter together with their copy of Memorandum of Agreement at the Office of the City Mayor or they shall send an email to [mayorsoffice@pasigcity.gov.ph](mailto:mayorsoffice@pasigcity.gov.ph) or [vicosotto@outlook.com](mailto:vicosotto@outlook.com)

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any party with sufficient reason shall be allowed to have an appointment with the City Mayor.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A letter of request for appointment.	From any private group or organization

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Department Head, Office Chief of the City Government of Pasig and other entities submits their proposal to the Office of the City Mayor.	The authorized staff will receive the proposal and forward it to the Chief of Staff of the City Mayor.	None	1-2 Days	<b>Mary Mikaella B. Peñaflor</b> – Administrative Assistant II
2	Review and evaluation of the proposal.	The Chief of Staff of the City Mayor will review the proposal and forward it to The Chief of Political Affairs Office for appropriate action.	None	1-2 Days	<b>Ernie Al O. Edralin</b> Executive Assistant V
3	Drafting of Sangguniang	Draft resolution will be forwarded to the	None	1-2 Days	<b>Atty. Johnson L. Villaruel</b>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Panlungsod resolution authorizing the City Mayor in behalf of the City Government of Pasig to enter into and sign a Memorandum of Agreement.	Secretary of Sangguniang Panlungsod to include it in the agenda of the next regular session.			Executive Assistant V
4	Deliberation and approval of the resolution.	The Sangguniang Panlungsod will conduct a committee hearing regarding with the proposed Memorandum of Agreement and approved the same upon concurrence of the Sanggunian Panlungsod.	None	7 days	<b>Sangguniang Panlungsod</b>
5	Signing of the Memorandum of Agreement.	Upon approval of the resolution authorizing the City Mayor to enter into and sign a Memorandum of Agreement, the authorized staff will inform the party privy to the agreement and schedule the signing of the same.	None.	1 day	<b>Edwin Lar Anthony B. Abeto</b> Executive Assistant III  <b>Mary Mikaella B. Peñafior –</b> Administrative Assistant II

- APPROVAL OF PROPOSED ORDINANCES AND RESOLUTIONS**

The requesting party shall submit a request letter with necessary documents thru the Office of the City Mayor or they shall submit it to the recognized committee chair's office associated to their objective.

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A letter of request for appointment.	From any private group or organization

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Department Head or Chief Office send their proposed legislative measure to the Office	The authorized staff will receive their proposal and forward it to the Chief of Staff of the City Mayor.	None	1-2 Days	<b>Mary Mikaella B. Peñafior –</b> Administrative Assistant II

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the City Mayor for appropriate action.				
2.	Proposal review and evaluation.	The Chief of Staff of the City Mayor will review the proposed measure and forward it to the Chief of Political Affairs Office for appropriate action.	None	1-2 Days	<b>Ernie Al O. Edralin</b> Executive Assistant V
3.	Conduct a meeting to discuss the proposed measure.	The Legislative Unit will send an invitation for a meeting to all concerned department and offices to discuss the proposed measure.	None	1-2 Days	<b>Atty. Johnson L. Villaruel</b> Executive Assistant V
4.	Drafting of proposed Resolution or Ordinance.	The Legislative Unit of the City Mayor will draft a resolution or ordinance base on the inputs gathered during the meeting.	None	1-2 days	<b>Atty. Johnson L. Villaruel</b> Executive Assistant V
5.	Transmittal of the proposed resolution or ordinance to the Sangguniang Panlungsod.	Upon transmittal of the proposed legislative measure to the Secretary of the Sangguniang Panlungsod, the latter will include the proposal to the agenda of the next regular session.	None	1 days	<b>Mary Mikaella B. Peñafior –</b> Administrative Assistant II
6.	Deliberation and approval of the proposed legislative measure.	The Sangguniang Panlungsod will conduct a committee hearing and public consultation if necessary for the approval of the proposed measure.	None	14 days	<b>Sangguniang Panlungsod</b>
7.	Sending of copies of the approved resolution or ordinance to the concerned offices.	The authorized staff will send the copy of the approved resolution and ordinance to the concerned offices.	None	1 day	<b>Mary Mikaella B. Peñafior –</b> Administrative Assistant II

- **APPLICATION FOR ACCREDITATION PROCESS**

Pursuant to RA 7160 and DILG Memorandum Circular 083-2022, there must be a mechanism where people through the civil society organization can participate in governance. Hence, the latter must be accredited by the City through the assistance of the City's CSO Desk Office.

• **CSO ACCREDITATION**

<b>Office or Division:</b>	MAYOR'S OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G- Government to Government
<b>Who may avail:</b>	CSOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Duly Accomplished Application for CSO Accreditation Form</li> <li>2. Duly approved Board Resolution signifying intention for Accreditation for the purpose of representation in the Local Special Body</li> <li>3. Original Sworn Statement stating that the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the people's interest through its membership in a local special body, after satisfying all the requirements and set criteria, and after securing a Certificate of Accreditation from the concerned Sanggunian</li> <li>4. Certificate of Registration</li> <li>5. List of Current Officers and Members</li> <li>6. CY 2021 Minutes of the Annual Meeting</li> <li>7. CY 2021 Annual Accomplishment Report</li> <li>8. CY 2021 Financial Statements</li> </ol>	CSO Desk Office (LYDO Office)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Get the application form for Accreditation at the CSO Desk Office.	<p>Provide application form including checklist of requirements.</p> <p>Run through and explain the application form and requirements for guidance of the CSO representative.</p>	NONE	10-15 minutes	<p><b>Carmina L. Senogat</b> Executive Assistant 1</p> <p><b>Jed P. Demano</b> Administrative Aide III</p> <p><b>HOA Team Leader</b></p>
2	Submit the application form with the requirements needed to the CSO Desk Office	<p>Review the completed application form and requirements.</p> <p>Input accepted CSO applications and</p>	NONE	5-10 minutes	<p><b>Carmina L. Senogat</b> Executive Assistant 1</p> <p><b>Jed P. Demano</b></p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		maintain the CSO database.			Administrative Aide III  <b>HOA Team Leader</b>
3	Wait for the distribution of Certificates following the City Council's Approval of Accredited and Recognized CSOs	<p>Review the compiled applications for submission to Sangguniang Panlungsod.</p> <p>Depending on the number of applications received, transmit on a quarterly basis the reviewed and compiled applications to Sangguniang Panlungsod for the approval of CSO accreditation or recognition.</p> <p>Attend Committee hearings to address any clarifications or concerns from the Council.</p> <p>Record and file the signed City Council resolution once received.</p> <p>Print the Certificates of accredited and recognized CSOs.</p> <p>Route Certificates for signature of the offices concerned - Committee Chair, Vice Mayor, and Mayor</p> <p>Release the signed certificates to CSOs' authorized official.</p>	NONE	On or before the 2 <sup>nd</sup> Week of August (as pursuant to DILG MC 083-2022)	<p><b>Rechie J. Tugawin</b> Executive Assistant V</p> <p><b>Maricel V. de Guzman</b> DMO III</p> <p><b>Carmina L. Senogat</b> Executive Assistant 1</p> <p><b>Carmina L. Senogat</b> Executive Assistant I</p> <p><b>Rechie J. Tugawin</b> Executive Assistant V</p> <p><b>Carmina L. Senogat</b> Executive Assistant I</p>

## OFFICE OF THE CITY MAYOR – EVENTS UNIT

The Events Unit coordinates the conduct of city-initiated events and prepares the needed resources required. This unit also provides insight and expertise in event planning, ensuring that every aspect of an event is considered. EVENTS UNIT extends assistance through an Endorsement letter to families, companies or individuals who are in need of transportation, venue, and non-goods assistance.

- **RECEIVING OF DOCUMENTS AND LETTERS**

- Communications from Private Offices /Units and other Government Offices received and encoded.

<b>Office or Division:</b>	OFFICE OF THE CITY MAYOR – EVENTS UNIT
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens
<b>Who may avail:</b>	Pasiguenos, LGU's National Offices, NGO's, Private Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Accomplished letter of request for events, venue, etc. addressed to the City Mayor (2 copies, 1 for the office and 1 for the receiving copy)</li> <li>2. Provide contact information such as phone number/s or email address for the feedback of the request.</li> <li>3. Present receiving copy of the letter request for the follow-up</li> </ol>	<p>Office of the City Mayor receiving counter located at 8<sup>th</sup> floor Pasig City Hall or thru email address _____</p> <p>Office of the City Mayor receiving counter Staff to secure the letter request.</p> <p>Office of the City Mayor releasing counter Staff</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Prepare letter request for: events, venue, etc. addressed to the City Mayor included contact information such as contact person, phone number and email address. (2 copies)	Receiving counter Staff will check the information indicated on the letter request for: events, venue, etc.	None	2-5 mins.	<b>Jalene Chris M. Reyes</b> Administrative Aide IV  <b>Amabelle Contemprato</b> Administrative Aide III  <b>Judy Ann Montil</b> Administrative Aide III  <b>Paulita Silverio</b> Volunteer
2	Check the receiving copy for some information on how to follow-up the letter request for: events, venue, etc.	Receiving counter Staff will receive the letter and give information on how to follow-up the letter request for: events, venue, etc.	None	2-5 mins.	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Present the receiving copy for follow-up	Releasing counter Staff will check the receiving copy for validation of the letter request for: events, venue, etc.	None	5-10mins.	

- **WALK-IN DOCUMENTS FOR UNIT HEAD SIGNATURE** (Financial Documents, Certificates, etc.)

<b>Office or Division:</b>	OFFICE OF THE MAYOR - EVENTS UNIT
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal of Document	Submitted by the client

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits documents With complete supporting attachments as warranted. - Client shall always secure a receiving copy for easy follow-up regarding the status of their submitted request/document	Receives, records, and checks the completeness of the submitted documents. - Both copies will have information with regard to the date and time it was received.	None		<b>Maria Lourdes B. Gonzales</b> Executive Assistant IV  <b>Jalene Chris M. Reyes</b> Administrative Aide IV  <b>Amabelle A. Contemprato</b> Administrative Aide III
2	Wait for the processing of your request	Final review/initials financial documents prior to the signing of the Unit Head.	None		<b>Judy Ann Montil</b> Administrative Aide III  <b>Paulita Silverio</b> Volunteer
3	Received the documents	Requesting party will be contacted directly using their contact details. - Releases documents to the appropriate office or individuals.	None		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> <li>• Fill – up feedback form</li> <li>• Send message at facebook page:</li> <li>• Send a letter stating feedback at</li> </ul>
How feedback is processed	<ul style="list-style-type: none"> <li>• Office of the Mayor Events Unit Staff In-Charge compile and record all feedback submitted/received.</li> <li>• Office of the City Mayor Events Unit personnel will reply to the concerned party.</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>• Write and send a letter at facebook page: or</li> <li>• Ugnayan sa Pasig at 8463-1111 Local 550. Or email at <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> State the name of being complained, the scenario/incident, date and time of incident and evidence.</li> <li>• For inquiries and follow-up, please contac or call Ugnayan sa Pasig at 8463-1111 Local 550.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>• Office of the Mayor Events Unit Staff In-Charge collect and evaluate the complaint daily.</li> <li>• Upon evaluation the Staff In-Charge and the Administrative Personnel will study and forward the complaint to the concerned personnel for explanation.</li> <li>• Staff In-Charge and Administrative Personnel will prepare a report after investigation and submit to head of the department for appropriate action.</li> <li>• The Administrative Personnel will give feedback to the client.</li> </ul>
Contact Information	<ul style="list-style-type: none"> <li>• Office of the City Mayor Events Unit Office at <a href="mailto:ocmeventmanagement@gmail.com">ocmeventmanagement@gmail.com</a> and Look for Ms./Mr. Mash Gonzales</li> <li>• Ugnayan sa Pasig at 8643-1111 Local 550</li> </ul>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Citizen’s may send an email through <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> or message them through their facebook page: <a href="https://www.facebook.com/OfficialUgnayanSaPasig/">https://www.facebook.com/OfficialUgnayanSaPasig/</a></p>
How feedback is processed	<p>The Ugnayan Office compiles and records all the feedback from individuals and forwarded to the concerned offices. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p>

How to file a complaint	File a complaint through email address <a href="mailto:ugnayan@pasigcity.gov.ph">ugnayan@pasigcity.gov.ph</a> or message them through their facebook page: <a href="https://www.facebook.com/OfficialUgnayanSaPasig/">https://www.facebook.com/OfficialUgnayanSaPasig/</a>
How complaints are processed	Complaint/s received shall be referred or forwarded to Office of the City Mayor or Office of the City Administrator who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Call 643-1111 loc. 203 or send your feedback through email address <a href="mailto:mayoroffice@pasigcity.gov.ph">mayoroffice@pasigcity.gov.ph</a> or <a href="mailto:vicosotto@outlook.com">vicosotto@outlook.com</a>

## PASIG CITY HOMEOWNERS ASSOCIATION DESK

- CONCERN'S AND REQUEST OF CONSTITUENTS

<b>Office or Division:</b>	OFFICE OF THE MAYOR (HOA)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Non-government organization, different organization, recognize and un recognize.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Constituents

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request Letter and Concern Letter to be receive by Mayor's Office	Forward to HOA Desk for Inspection and Recommendations	None	30-45 Minutes	Ma. Lourdes B. Gonzales Helen A. Vasquez
2	HOA Desk	Inspection, simple complaint resolve immediately Recommendations	None	1 Day	Ma. Lourdes B. Gonzales Helen A. Vasquez

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Engineering Office	Inspection, action and Accomplishment	None	One week	Ma. Lourdes B. Gonzales Helen A. Vasquez
TOTAL:			Varies		

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through Letter, Direct to Admin. Office.
How feedback is processed	Through letter or address Admin. Office directly to Mayor's Office.
How to file a complaint	Talk to HOA Desk Officer and state your complaint.
How complaints are processed	Simple complaints are resolved immediately.
Contact Information	Landline: loc. 1801 -8643 1111

### PASIG CITY SOCIAL WELFARE ASSISTANCE CENTER

- AID FOR INDIVIDUALS IN CRISIS SITUATIONS (AICS)**

The Office of the City Mayor authorizes the Social Welfare Assistance Center to assist clients in need of immediate assistance for short-term relief of their difficulties. The assistance shall be in the form of cash assistance (subject to funds availability), food assistance and guarantee letters to address the difficult situation brought about by circumstances caused by poor health conditions, incapacitation, exploitation, neglect, accidents, natural or man-made calamities and other crisis situations.

<b>Office or Division</b>	Pasig City Social Welfare Assistance Center
<b>Classification</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Bonafide residents of Pasig City
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

<p><b>1. Medical Assistance</b> Bring original and photocopy of the following documents:</p> <ul style="list-style-type: none"> <li>• Clinical Abstract / Medical Certificate</li> <li>• For Hospital Billing – Final Hospital Bill For Laboratory - Laboratory Request For Procedure - Procedure Quotation For Hemodialysis Treatment – Treatment Protocol For Chemotherapy Treatment - Treatment Protocol For Medicine - Prescription</li> <li>• Valid Government ID (patient and claimant)</li> <li>• Barangay Certificate of Indigency</li> <li>• Authorization letter (authorization of claimant if patient cannot claim personally)</li> <li>• Social Case Study Report</li> </ul> <p><b>2. Burial Assistance</b> Bring original and photocopy of the following documents:</p> <ul style="list-style-type: none"> <li>• Valid Government ID of the deceased</li> <li>• Valid Government ID of the Claimant</li> <li>• Death Certificate</li> <li>• Funeral Contract</li> <li>• Barangay Certificate of Indigency</li> </ul> <p><b>3. Education Assistance</b> Bring original and photocopy of the following documents:</p> <ul style="list-style-type: none"> <li>• Certificate of Enrollment or Registration</li> <li>• School ID or valid Government ID</li> <li>• Barangay Certificate of Indigency</li> </ul>	<p>Hospital / Clinic</p> <p>Hospital / Clinic</p> <p>Prepared by the Client Respective Barangay Prepared by the Client</p> <p>CSWD</p> <p>Prepared by the Client</p> <p>Prepared by the Client</p> <p>Local Civil Registry</p> <p>Funeral Service</p> <p>Respective Barangay</p> <p>School</p> <p>Prepared by the Client</p> <p>Respective Barangay</p>
---	---

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present requirements for initial assessment	Check completeness of requirements.	No fees	5 minutes	Designated SWAC Personnel
2	Participate in the interview	Interview client and record transaction in the logbook.	No fees	10 minutes	Designated SWAC Personnel
3	Secure and fill-up General Intake Sheet	Provide General Intake Sheet and AICS voucher.	No fees	5 minutes	Designated SWAC Personnel

3	Submit accomplished GIS and requirements	Receive accomplished General Intake Sheet and check veracity of requirements. Prepare record slip of the client.	No fees	5 minutes	Designated SWAC Personnel
4	Wait for the call or text message for the scheduled date of releasing.	Set schedule for releasing of AICS. Inform client thru call or text message of his / her scheduled date.	No fees	Within two weeks	Officer-in-Charge / Designated SWAC Personnel
5	Present any valid government issued ID on the schedule date of releasing.	Retrieve submitted requirements of the client.	No fees	10 – 15 minutes	Designated SWAC Personnel
6	Claiming of assistance and signing in AICS voucher	Release cash assistance to the Client.	No fees	5 minutes	Officer-in-Charge / Designated SWAC Personnel
<b>TOTAL</b>				<b>40 to 45 minutes</b>	

- PROJECT DAMAYAN**

There is a need to allocate assistance in the form of funeral caskets and funeral services for the indigent residents who lack financial resources. Project Damayan is the answer in giving decent burial free of charge to bonafide residents of Pasig City.

<b>Office or Division</b>	Pasig City Social Welfare Assistance Center
<b>Classification</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Bonafide residents of Pasig City

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Medical Certificate	Hospital
2. Doctor's Report (if the patient died in his/her home residence)	C3
3. Valid ID of the deceased family member and valid ID of the next of kin	Prepared by the Client
4. Duly registered Death Certificate (Certified true copy)	
5. Funeral Contract	Local Civil Registry
6. Marriage Contract or Affidavit of Cohabitation	Funeral service parlor
7. Barangay Certificate of Indigency	Prepared by the Client
8. Other documentary requirements	Respective Barangay

	Prepared by the Client
--	------------------------

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present valid ID of the deceased and medical certificate	Check medical certificate, interview client and provide Damayan Form	No fees	5 minutes	Designated SWAC Personnel
2	Secure and fill-out Damayan form	Assign Funeral Service and instruct client to complete requirements before interment.	No fees	10 minutes	Designated SWAC Personnel
3	Submit complete requirements before interment of the deceased family member.	Check complete requirements.	No fees	10 minutes	Designated SWAC Personnel
4	Provide needed information	Prepare Clearance Form and record transaction in the record logbook.	No fees	5 minutes	Designated SWAC Personnel
5	Wait for the release of Clearance Form	Approval of Clearance Form	No fees	5 minutes	Officer-in-Charge
6	Receive Clearance Form	Inform client to give a copy of Clearance form to Funeral Service office.	No fees	5 minutes	Designated SWAC Personnel
<b>TOTAL</b>				<b>40 minutes</b>	

**• CASH GRANTS / MATERIAL ASSISTANCE TO VARIOUS ORGANIZATIONS**

The Office of the City Mayor authorizes the Social Welfare Assistance Center in extending small cash assistance to various organizations in the City. The assistance shall be in the form of cash assistance or material assistance (subject to availability), and shall be extended to organizations of Pasigueños, with registered address in Pasig, and that are working for the welfare of the communities in Pasig.

<b>Office or Division</b>	Pasig City Social Welfare Assistance Center
<b>Classification</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Bonafide residents / registered organizations of Pasig City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request address to the City Mayor	Requesting party
	Requesting party

2. Valid Government ID	Requesting party
3. Additional supporting documents to check veracity of request	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to the Receiving Area and submit letter of request	Receive letter of request	No fees	5 minutes	Designated SWAC Personnel
2	Wait for the call or text message for the scheduled release date of the requested cash grant	Assess request of the client and make recommendation to the OIC about the request. Call and inform the Client of scheduled releasing of cash grant.	No fees	2 days before the event / activity	Designated SWAC Personnel
3	Proceed to SWAC at scheduled day of releasing. Present receiving copy of request.	Check receiving copy of request. Prepare voucher	No fees	5 minutes	Designated SWAC Personnel
4	Wait for the release of assistance	Review and Approval of the Officer-in-Charge	No fees	10 minutes	Officer-in-Charge
5	Client will receive the approved assistance	Release cash grant and inform the Client to submit Accomplishment Report or Post Activity Report	No fees	5 minutes	Designated SWAC Personnel
6	Client to submit Accomplishment Report or Post Activity Report	Receive Accomplishment or Post Activity Report submitted by client	No fees	5 minutes	Designated SWAC Personnel
<b>TOTAL</b>				<b>30 minutes</b>	

**LAND MANAGEMENT AND RECOVERY OFFICE (LMRO)**

Service  
# 1

ASSISTANCE GIVEN TO THE OWNERS OF THE LAND WHOSE PROPERTIES WERE TAKEN BY THE CITY OF PASIG BUT DEPRIVED OF PAYMENT OF JUST COMPENSATION.

<b>Office or Division</b>	Land Management and Recovery Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizens



		claims and previous payment on the subject property  c. Certification from City Planning and/or Engineering that the subject parcel of land was among the city projects duly approved by the City; and the date of actual taking  d. Survey Plan from the City Engineer showing actual area of the land used by the government;			Engr. Kenrick B. Talania  Engr. Kenrick B. Talania
3.	Proceed to the Chief of Office or any available officer and state the status of their claim	Discuss to the claimant the steps and proper procedures of their claim and its status.	None	15 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
4.	Attend to the Committee Hearing before the City Council for verification of his/her/their claim.	Assist the claimant to the committee hearing on his/her/their claim of the owner for possible enactment of ordinance/resolution.	None	45 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa Mario Roldan
5.	Proceed to the Office for signing of Deed of Sale when the claim is approved.	Lead/assist the claimant to the Mayor's Office for signing of document.	None	30 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa Mario Roldan
6.	Proceed to the Office for the receipt of check representing payment for just compensation and submit/execute the required documents necessary for transfer of title to the name of the City.	Acknowledge the original title of the property.	None	30 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa Jennifer B. Cruz
		Total	None		

Service  
# 2

ASSISTANCE GIVEN TO THE LANDOWNERS WITH INTENT TO SELL/DONATE THEIR PROPERTIES TO THE CITY OF PASIG.



		actual area of the land used by the government;			
3.	Proceed to the Chief of Office or any available officer	Discuss to the claimant the steps and proper procedures of their claim and its status.	None	15 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
4.	Attend the Committee Hearing before the City Council for verification of his/her/their claim.	Assist the claimant to the committee hearing on his/her/their claim of the owner for possible enactment of ordinance/resolution.	None	30 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa Mario Roldan
5.	Proceed to the Office for signing of Deed of Sale when the claim is approved.	Lead/assist the claimant to the Mayor's Office for signing of document.	None	30 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa Mario Roldan
6.	Proceed to the Office for the receipt of check representing payment for just compensation and submit/execute the required documents necessary for transfer of title to the name of the City.	Acknowledge the original title of the property.	None	30 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa Jennifer B. Cruz
		Total	None		

**Service  
# 3**

ASSISTANCE GIVEN TO THE HOMEOWNERS ASSOCIATION WITH REQUEST FOR DONATION OF ITS OPEN SPACES, ROADS, ALLEYS, ETC., LAND IN FAVOR OF THE CITY OF PASIG.

<b>Office or Division</b>	Land Management and Recovery Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizens G2B – Government to Business G2G - Government to Government
<b>Who may avail</b>	All

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter to the Mayor Requesting for Donation of Open Spaces, Roads, Alleys, Etc.	Client's sources

#	CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Approach the personnel/staff of the Office	Inform the requesting party of the documentary	None	10 to 15 minutes	Valeriano Yancha Rhea A. Rodriguez Dolorito G. Rito

	and inquire the status of his/her/their request.	requirements of his/her/their request.			
2.	Provide documentary requirements .	Refer the registered owner/homeowners association officers to the Chief of Office or any available lawyer	None	10 to 15 minutes	Jennifer B. Cruz
3.	Proceed to the Chief of Office or any available lawyer, officer and state the status of their claim	Discuss to the homeowners the steps and proper procedures for the attainment of their claim. Inform the status of his/her request and discuss pertinent matters pertaining to their request.	None	15 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
4.	Attend to the Committee Hearing before the City Council for verification of his/her/their claim.	Assist the claimant to the committee hearing on his/her/their claim of the owner for possible enactment of resolution and/or ordinance	None	30 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
5.	Come to the Office for signing of Deed of Sale when the claim is approved.	Lead/assist the claimant to the Mayor's Office for signature of document.	None	15 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
6.	Come to the Office for the receipt of check representing payment for just compensation and submit/execute the required documents necessary for transfer of title to the name of the City.	Acknowledge the original title of the property.	None	15 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa Jennifer B. Cruz
		Total	None		

**Service # 4**

Name : AVAILMENT OF FREE LEGAL ADVICE TO WALK-IN CLIENTS/CONSTITUENTS PERTAINING TO LAND MATTERS AND WHICH HAVE TO DO WITH THE ADMINISTRATION AND MANAGEMENT OF REAL PROPERTIES OWNED BY THE CITY.

<b>Office or Division</b>	Land Management and Recovery Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizens G2B – Government to Business G2G - Government to Government
<b>Who may avail</b>	All

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
----------------------------------	------------------------

Legal query and supporting documents/paraphernalia	Client's sources
--	------------------

#	CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Approach the personnel/staff of the Office and present legal written legal query	Acknowledge the query and interview client	None	10 to 15 minutes	Valeriano Yancha Rhea A. Rodriguez Dolorito G. Rito
2.	Provide valid proof of identification and contact numbers	Refer the client to the Chief of Office or any available lawyer	None	10 to 15 minutes	Jennifer B. Cruz
3.	Proceed to the Chief of Office or any available counsel and state query	Interview the client	None	15 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
4.	Receive the legal advice/opinion or letter endorsing the matter to the office concerned.	Render legal advice and/or opinion or sign an endorsement letter to the office concerned if the matter is not within the jurisdiction of the office	None	30 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa

**Service**

**# 5**

Name : AVAILMENT OF FREE WRITTEN LEGAL OPINION

Legal Opinion Provided In Writing Expressing Legal Conclusions/Analyses About A Transaction Or Matter Which Is Relied On By The Addressee Of The Opinion, To Inform Him/Her Of The Legal Effect Of A Transaction Or Matter And To Identify Legal Risks That The Addressee Should Consider Further And Evaluate.

<b>Office or Division</b>	Land Management and Recovery Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizens G2B – Government to Business G2G - Government to Government
<b>Who may avail</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Legal query and supporting documents/paraphernalia	Client's sources

#	CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Approach the personnel/staff of the Office	Acknowledge the query	None	10 to 15 minutes	Valeriano Yancha Rhea A. Rodriguez Dolorito G. Rito
2.	Provide valid proof of identification and contact numbers	Receive and stamp the letter and inform client of schedule of release of the written legal opinion	None	10 to 15 minutes	Jennifer B. Cruz
		Research materials necessary in drafting the legal opinion	None	2 days	Atty. Jayson R. Ababa Mario Roldan
3.		Review, Finalize and Sign the written opinion	None	10 minutes	Atty. Marilou C. Martin
4.	Come back on the scheduled date of release	Release the written legal opinion	None	10 minute	Valeriano Yancha Rhea A. Rodriguez Dolorito G. Rito

**Service**

**# 6**

Name : SERVICE GIVEN FOR THE EXECUTION OF GOVERNMENT DOCUMENTS INTENDED FOR PURCHASE/SELLING/DONATION OF REAL PROPERTIES DULY AUTHORIZED BY THE CITY COUNCIL.

<b>Office or Division</b>	Land Management and Recovery Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizens G2B – Government to Business G2G - Government to Government
<b>Who may avail</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Personal appearance of party/ies to execute the document.</li> <li>2. Competent proof of Identity (any government issued I.D. card;</li> <li>3. Any other related document or paraphernalia possessed by the client.</li> </ol>	Any government office issuing I.D.

#	CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Come to the Office as scheduled.	a. Get client's personal details	None	10 to 15 minutes	Valeriano Yancha Rhea A. Rodriguez

	Present valid proof of identification and contact numbers	for valid proof of identification b. Refer the client to lawyer/staff in charge			
		c. Interview client and discuss pertinent information regarding the document to be executed.	None	10 to 15 minutes	Atty. Jayson R. Ababa
		d. Draft the document.	None	10 minutes	Atty. Jayson R. Ababa
2.	Receive and read the drafted document and state if fully understood or compliant with his need or purpose	e. Review, check and finalize the draft.	None	10 to 15 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
3.	Come back on the scheduled date of signing of document with the Mayor.	f. Assist/lead the client on the signing day of the document	None	20 minutes	Atty. Marilou C. Martin Atty. Jayson R. Ababa
			Total		

