

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
	Effectivity:
	Revision No.:
	Section No.:
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Document Title	CITIZEN'S CHARTER
Office/Department	OFFICES OF THE VICE MAYOR AND SANGGUNIANG BAYAN

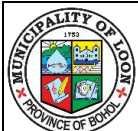


VISION : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
MISSION: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

OFFICES OF THE VICE MAYOR AND SANGGUNIANG BAYAN

Frontline Service 1: Receipt and Recording of Barangay Resolutions, Application for Subdivision Projects, Franchise Applications, Application for NGO Accreditation, and Other Requests

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	VMO/SB					
1	<ul style="list-style-type: none"> ▪ Submit copy of pertinent document 	<ul style="list-style-type: none"> ▪ Accept copy of pertinent document 	1 min	Transmittal letter Pertinent documents		F. Coritico	VMO/SB
2	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Stamp "Received" on original and duplicate copies of transmittal ▪ Affix signature and current date on both copies 	1 min	Stamp pad Ballpen		Support Staff	VMO/SB
3	<ul style="list-style-type: none"> ▪ Receive stamped duplicate copy 	<ul style="list-style-type: none"> ▪ Present stamped duplicate copy to client 	1 min	None		Support Staff	VMO/SB
4	<ul style="list-style-type: none"> ▪ Leave 	<ul style="list-style-type: none"> ▪ Record details of the received document, make them ready for any legislative process 	2 min	Record book Ballpen		Support Staff	VMO/SB
5a	<ul style="list-style-type: none"> ▪ Receive notice (only when called for) 	<ul style="list-style-type: none"> ▪ Inform client to appear before SB during a regular session 	2 min	Notice Transport cost for messenger		F. Coritico Support Staff	VMO/SB
5b	<ul style="list-style-type: none"> ▪ Appear before the SB (only when called for) 	<ul style="list-style-type: none"> ▪ Record client's attendance 	-	Logbook		F. Coritico	VMO/SB
			7 min				



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Frontline Service 2: Application for the Holding of a Special Derby

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	VMO/SB					
1	<ul style="list-style-type: none"> Submit letter from derby promoter duly indorsed by the Mayor especially as regards beneficiary 	<ul style="list-style-type: none"> Accept documents 	1 min	Letter request Mayor's endorsement		F. Coritico	VMO/SB
2	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Refer documents to appropriate SB Committee 	1 mo	Letter request Mayor's endorsement		F. Coritico	VMO/SB
3	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Review / Approve application 	-	Letter request Mayor's endorsement		SB Members	VMO/SB
4	<ul style="list-style-type: none"> Accept approval document 	<ul style="list-style-type: none"> Present approval document 	1 min	Approval document (SB Resolution)		F. Coritico	VMO/SB
			@ 1 mo				

Frontline Service 3: Issuance of Certified Copies of Legislative Documents

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	VMO/SB					
1	<ul style="list-style-type: none"> Express request, or present request letter 	<ul style="list-style-type: none"> Accept request, or read request letter 	2 min	Letter request		F. Coritico	VMO/SB
2	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Locate document and determine number of pages 	5 min	Document files		Support Staff	VMO/SB
3	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Reproduce/Photocopy the requested document Affix signature and municipal seal 	10 min	Photocopier Paper Stamp pad Ballpen	P20/page	F. Coritico Support Staff	VMO/SB
4	<ul style="list-style-type: none"> Accept reproduced document 	<ul style="list-style-type: none"> Present certified true copy of requested document Record transaction 	1 min	Approval document (SB Resolution)		F. Coritico	VMO/SB
			18 min				