



CITIZENS CHARTER

OTHERWISE KNOWN AS

" ANTI-RED TAPE ACT OF 2007 "

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

OFFICE OF THE MUNICIPAL MAYOR

FRONTLINE SERVICE : ISSUANCE OF MAYOR'S CLEARANCE

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquires requirements	Interviews the client	Photocopies the ff: 1. Community Tax Certificate 2. Police Clearance 3. Valid ID	NONE	10 mins.	Lorna G. Alegre / Ma. Janet P. Malimban	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite
2. Pays Mayor's Clearance	Receives payment & issues official receipt	Payment Slip	P50.00	2 mins.	Arnalin R. Rios Joyce Ann R. Valdeabella Leandro Fulton A. Vivo	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
	Prepares mayor's clearance	Official Receipt		3 mins.	Lorna G. Alegre / Ma. Janet P. Malimban	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite
3. Receives Mayor's Clearance	Releases duly signed mayor's clearance			1 min.	Lorna G. Alegre / Ma. Janet P. Malimban	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite

FRONTLINE SERVICE : ISSUANCE OF MAYOR'S PERMIT FOR DISPLAY OF TARPAULIN AND BOOTH

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquires requirements	1. Interviews client 2. Informs clients to proceed to Business Permit & Licensing Office (BPLO) for payment computation		NONE	3 mins.	Lorna G. Alegre	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite
2. Proceed to Business Permit and Licensing Office (BPLO)	Accepts letter of intent & prepares payment computation	Letter of intent addressed to the Municipal Mayor and duly noted by the Municipal Administrator	NONE	3 mins.	Jinky P. Decreto	Business Permit and Licensing 2nd Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
3. Pays Mayor's Permit	Receives payment & issues official receipt	Order and Payment	P50.00/sq.ft.	2 mins.	Arnalin R. Rios Joyce Ann R. Valdeabella Leandro Fulton A. Vivo	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
4. Present Official Receipt	Prepares Mayor's Permit	Official Receipt	NONE	3 mins.	Lorna G. Alegre	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite
5. Receives Mayor's Permit	Releases Mayor's Permit	Official Receipt	NONE	2 mins.	Lorna G. Alegre	

FRONTLINE SERVICE : SOLEMNIZATION OF MARRIAGE

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Inquires Requirements	<p>Interviews the client Schedule date of solemnization</p> <p>Prepares order of payment</p>	<p>WITH MARRIAGE LICENSE: 1. Marriage License 2. Names of principal sponsors</p> <p>ARTICLE 34 1. Birth Certificate of Applicants 2. Certificate of NO MARRIAGE (CENOMAR) issued by Phil. Statistics Authority 3. Birth Certificate of Child/Children (if any) 4. Comm. Tax Certificate 5. Voter's ID 6. Name of Principal Sponsors</p>	NONE	5 mins.	Lorna G. Alegre Ma. Janet P. Malimban	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite
2. Pays Solemnization Fee	Accepts payment & issues official receipt	Order of Payment	P300.00	2 mins.	Aralin R. Rios Joyce Ann R. Valdeabella Leandro Fulton A. Vivo	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
	Prepares marriage contract	Official Receipt		3 mins.	Lorna G. Alegre Ma. Janet P. Malimban	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite
3. Appearance on scheduled date of solemnization	Solemnization of marriage	Wedding ring (if any)	NONE	10 mins.	Atty. Jose M. Ricafrente Jr. <i>Municipal Mayor</i>	Office of the Municipal Mayor Mayor's Residence Isla Bonita de Salinas
4. Receives original copy of Marriage Contract	Submits copy of Marriage Contract to Local Civil Registrar's Office		NONE	w/in the day after solemnization	Lorna G. Alegre	Mayor's Staff Office Rosario Town Plaza, Poblacion, Rosario, Cavite