

# CITIZEN'S CHARTER

Local Government Unit of Cabadbaran City

Department: CITY PLANNING & DEVELOPMENT OFFICE

Revision No: \_\_\_\_\_

Issue No: \_\_\_\_\_

FRONTLINE SERVICE	STEPS	LOCATIONS OF TRANSACTION PER STEP	PROCESSING TIME	FORM/S REQUIRED	DOCUMENTARY REQUIREMENTS	FEES AND CHARGES	RESPONSIBLE EMPLOYEE/S
<i>Entertain Incoming Clients</i>	Log-in and state the purpose	Customer Assistance Desk	3 minutes	Logbook			Pedro Gabriel Lansang
	Accompany to the concerned personnel/division		3 minutes				Pedro Gabriel Lansang
Incoming/Outgoing Communications	Receive incoming and Outgoing Communications	Administrative Division	3 minutes	Logbook			Nonita C. Paeste
<b>Issuances of Locational/Zoning Clearance/ Development Permits</b>	Secure Application form and lists of requirements	Monitoring, Evaluation & Zoning Adm. Division	5 minutes				Bernard Paul C. Teanio & Pedro Gabriel Lansang
	Submit requirements and ask for assessment order, pay regulatory fees, present Official Receipt, Ask for schedule of inspection		15 minutes				Building Plan (Bill of Materials) Lot Plan Tax Declaration/Land Title For large/critical projects- mining, sand and gravel concession, manufacturing, cemetery, etc. - Environmental clearance certificate <i>Barangay Resolution</i> <i>Interposing no Objection/ Assessment Order</i>
	Conduct Ocular Inspection		Maximum of 4 hours				Bernard Paul C. Teanio/ Ludivina M. Gaid/

							Pedro Gabriel Lansang
	Issuance of Locational Clearance/Permit		60 minutes				Bernard Paul C.Teanio Ludivina M. Gaid
<b>Issuance of AIP Certification</b>	Submit documents for AIP Certification	Planning and Programming Division	5 minutes			None	Janice G. Andallo Mary Grace T. Morit*
	Review supporting documents		15 minutes		Annual Budget, BDC Resolution	Janice P. Andallo/ Mary Grace T. Morit*	
	Issuance of Certification		15 minutes			Janice G. Andallo Mary Grace T. Morit* Ludivina M. Gaid	
<b>Issuance of No Objection Certificate for Skills Recruitment Activity (PESO Matters)</b>	Submit documents required for issuance of NOC	Project Development Information Management and Research	5 minutes		Letter of Intent.		Florie Jane P. Cabungcal Ludivina M. Gaid
	Review and assess documents submitted, ask for assessment order, pay regulatory fees, present Official Receipt,		15 minutes		<b><i>Duly Acknowledged by the POEA:</i></b> Latest Job Order Balance Certificate of renewal Authority to Operate/Establish a Branch office Notice of Appointment Mayor's/Business Permit Special Recruitment Authority Affidavit of Undertaking – duly notarized.	Florie Jane P. Cabungcal Ludivina M. Gaid	
	Issuance of NOC		15 minutes			Florie Jane P.	

							Cabungcal Ludivina M. Gaid
<b>Provision of Data (Socio-economic profile, maps, strategic plans, etc.)</b>	Letter request stating needed data and purpose	Project Development, Information Management and Research Division	3 minutes	Logbook	Letter Request/Personal Interview		
	Assess data needed		3 minutes				Mary Grace T. Morit Bernard Paul C. Teanio Janice G. Andallo*
	Provide necessary data available		5 minutes				Mary Grace T. Morit Ludivina M. Gaid

**\*Alternate**