

# **CITIZEN'S CHARTER**

## **OFFICE OF THE SANGGUNIANG PANLUNGSOD**

Cabadbaran City, Agusan del Norte

The Sangguniang Panlungsod, as the legislative body, is mandated by law to enact ordinances, approve resolutions, appropriate funds for the general welfare of the city and its people and carry out other legislative measures that are in harmony with the aspirations of Cabadbaranons.

### **SERVICE CATEGORIES (CITY COUNCIL SECRETARIAT)**

Agenda Preparation and Production - Involves the preparation of agenda and other related documents necessary for the efficient and orderly conduct of every session conducted once every week or as need arises.

Documentation and Minutes Production - Involves the preparation of all official documents of the City Council which invariably are the products or outputs of each sessions conducted.

Administrative Support - The Sangguniang Panlungsod Secretariat provides administrative services to the Sangguniang Panlungsod which includes, but not limited to, records management, personnel management, provision of office supplies as well as the publication and posting of notices of public hearings, meetings, enacted ordinances and approved resolutions.

Equipment/Logistics Support - Provision of equipment and other logistics requirements of the respective City Councilor's offices, the session hall and meeting rooms.

Special Projects and Activities - Aside from the mainstream activities and responsibilities, the SP Secretariat Office also handles and implements some so-called special projects and activities which may be assigned to the office from time to time.

Legislative Oversight - monitoring of the implementation and non-implementation of enacted city ordinances through the "Blue Matrix System" - an innovative technique of the SP Office of Cabadbaran City for the hands-on monitoring of the City's local laws.

Preparation of people's request for copies of enacted ordinances and approved resolutions

Services Offered:

- Provides photocopies of resolutions or ordinances and other legislative documents and related public records upon request.
- Passing of resolutions, enactment of ordinances and appropriation of funds for the city's welfare.

## REQUEST FOR PHOTOCOPY OF RESOLUTION OR ORDINANCE

NO.	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1	Proceed to the Office of the City Council Secretariat and fill up a request form.	Jomary O. Bulasa (Receiving/Releasing Officer)	1/F Door # 3 Legislative Building	5 mins
2	Wait for verification of the date and number of the requested document/s after its retrieval from the office archives.	Jocel F. Alenton Jourly T. Ompoc	1/F Door # 3 Legislative Building	10-20 mins
3	Confirm if the documents presented to you is what you need.	Jomary O. Bulasa	1/F Door # 3 Legislative Building	5 mins
4	Wait for the photocopied/certified copies of your requested document/s	Jomary O. Bulasa	1/F Door # 3 Legislative Building	5 mins
Total Waiting Time:				20-25 minutes

\*may vary on the availability/working condition of the photocopying machine

## FILING OF ADMINISTRATIVE COMPLAINT

NO.	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1	Submit VERIFIED COMPLAINT to the SP Secretary (5 copies)	Nelia T. Albaran	1/F Legislative Building	5 mins
2	Payment of Filing Fee – P500.00	City Treasurer's Office	1/F, Left wing City Hall	_____
3	Stamp RECEIVED, assignment of case number, and wait for complainant's copy	Jomary O. Bulasa	1/F Door # 3 Legislative Building	3 mins.
Total Waiting Time:				8-10 minutes

## APPLICATION FOR TRICYCLE FRANCHISE

NO.	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1	Pay Permit Fee/Franchise Fee	Treasurer's Office	1/F, left wing City Hall	_____
2	Submit receipt of payment with LTO Official Receipt, CR, OR, Insurance, and proof of ownership if the owner is not the one reflected in the CR and OR (present the original w/ photocopy)	SP Office Record's Division	1/F Door # 3 Legislative Building	10 mins
Total Waiting Time:				20-25 minutes

