



# LAPU-LAPU CITY CITIZEN'S CHARTER

Welcome to the City Mayor's Office  
We are here to serve you better.

## CITY MAYOR'S OFFICE

2nd Floor, City Hall Main Bldg., Lapu-Lapu City Government Center;  
Head of Office; Mayor Junard "Ahong" Q. Chan

Tel No. 340-0656

## Frontline Service

### A. ISSUANCE OF SPECIAL PERMIT FOR RENTAL OF VENUE

**WHO MAY AVAIL OF THE SERVICE:** **FEES/CHARGES:**  
1. Schools (Public/Private) See Schedule of fees available at the City  
2. Organizations (Public/Private) Treasurer's Office.  
3. Companies/Agencies (Public/Private)  
4. General Public  
5. Lapu-Lapu City Government

**SCHEDULE OF SERVICE AVAILABILITY**  
Monday to Friday, 8:00 am to 5:00 pm  
Except Holidays

#### REQUIREMENTS

1. Letter request specifying the venue, date, time and purpose.

#### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit letter request	Evaluate the request and check the availability of the venue.	5 mins.	• Grace Espinosa • Jersiah E. Bugtal
2		Endorse the letter request for approval to the City Mayor or his authorized signatory.	2 mins.	• Grace Espinosa • Jersiah E. Bugtal
3		Approve letter request and refer to CTO for payment.	5 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
4	Pay corresponding fees to the City Treasurer's Office	Collect payment and issue an official receipt.	3 mins.	• Revenue Collection Officer on duty
5		Receive official receipt and prepare special permit.	3 mins.	• Grace Espinosa • Jersiah E. Bugtal
6		Approve permit.	3 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
7	Claim Special Permit	Release Special Permit	3 mins.	• Grace Espinosa • Jersiah E. Bugtal

### B. ISSUANCE OF SPECIAL PERMIT FOR DISPLAY OF STREAMERS

**WHO MAY AVAIL OF THE SERVICE:**  
1. Schools (public/private)  
2. Organizations (public/private)  
3. Companies (Sole Proprietor/Partnership/Corp.)  
4. General Public

#### REQUIREMENTS

1. Letter request specifying the text/content, size and quantity of streamers, as well as the location where the streamers will be displayed.  
2. Picture of the sample streamer to be displayed.

#### FEES/CHARGES:

See Schedule of taxes and fees available at the City Treasurer's Office.

#### SCHEDULE OF SERVICE AVAILABILITY

Monday to Friday, 8:00 am to 5:00 pm Except Holidays

#### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit Letter Request	Evaluate the request and check the availability of the place or location where the streamers will be displayed.	5 mins.	• Grace Espinosa • Jersiah E. Bugtal
2		Endorse the letter request for approval to the City Mayor or his authorized signatory.	2 mins.	• Grace Espinosa • Jersiah E. Bugtal
3		Approve letter request and refer to CTO for payment.	5 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
4	Pay corresponding fees to the City Treasurer's Office	Collect payment and issue an official receipt.	3 mins.	• Revenue Collection Officer on duty
5		Receive official receipt and prepare special permit.	3 mins.	• Grace Espinosa • Jersiah E. Bugtal
6		Approve permit.	3 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
7	Claim Special Permit	Release Special Permit	3 mins.	• Grace Espinosa • Jersiah E. Bugtal

### C. ISSUANCE OF SPECIAL PERMIT FOR CONDUCTING A BENEFIT DANCE AND OTHER RELATED ACTIVITIES

**WHO MAY AVAIL OF THE SERVICE:**

1. General Public

#### REQUIREMENTS

1. Letter request  
2. Barangay endorsement/ No Objection on the conduct of the Benefit Dance and Other related activities  
3. For privately owned venue, attached letter approval of the owner of the facility/venue.

#### FEES/CHARGES:

See Schedule of taxes and fees available at the City Treasurer's Office.

#### SCHEDULE OF SERVICE AVAILABILITY

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### C. HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit Letter Request	Evaluate the request and verify the completeness of requirements.	5 mins.	• Grace Espinosa • Jersiah E. Bugtal
2		Endorse the letter request for approval to the City Mayor or his authorized signatory.	2 mins.	• Grace Espinosa • Jersiah E. Bugtal
3		Approve letter request and refer to CTO for payment.	5 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
4	Pay corresponding fees to the City Treasurer's Office	Collect payment and issue an official receipt.	3 mins.	• Revenue Collection Officer on duty
5		Receive official receipt and prepare special permit.	3 mins.	• Grace Espinosa • Jersiah E. Bugtal
6		Approve permit.	3 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
7	Claim Delivery Permit	Release Delivery Permit	3 mins.	• Grace Espinosa • Jersiah E. Bugtal

### D. ISSUANCE OF SPECIAL PERMIT FOR CONDUCTING A PARADE

**WHO MAY AVAIL OF THE SERVICE:**

1. Schools  
2. Companies  
3. Organizations

#### REQUIREMENTS

1. Letter request with prior approval from the City Traffic Management System (CTMS), specifying the date, time, purpose and route.

**FEES/CHARGES:** See Schedule of fees available at the City Treasurer's Office.

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#### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit Letter Request	Evaluate the request.	5 mins.	• Grace Espinosa • Jersiah E. Bugtal
2		Endorse the letter request for approval to the City Mayor or his authorized signatory.	2 mins.	• Grace Espinosa • Jersiah E. Bugtal
3		Approve letter request and refer to CTO for payment.	5 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
4	Pay corresponding fees to the City Treasurer's Office	Collect payment and issue an official receipt.	3 mins.	• Revenue Collection Officer on duty
5		Receive official receipt and prepare special permit.	3 mins.	• Grace Espinosa • Jersiah E. Bugtal
6		Approve permit.	3 mins.	• Hon. Junard "Ahong" Q. Chan • Atty. Misaelle Tejero • Ms. Claire Cabalala
7	Claim Special Permit	Release Special Permit	3 mins.	• Grace Espinosa • Jersiah E. Bugtal

### E. ISSUANCE OF DELIVERY PERMIT

**WHO MAY AVAIL OF THE SERVICE:**

1. Individuals or companies engaging in the delivery of goods.

#### REQUIREMENTS

1. Filled-up application form  
2. Copy of the latest OR and CR of the vehicle  
3. Written Authority of the owner of the motor vehicle, if the applicant is not the owner

**FEES/CHARGES:** See Schedule of fees available at the City Treasurer's Office.

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#### HOW TO AVAIL OF THE SERVICE

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1	Submit duly filled-up application form and other pertinent documents stated above.	Evaluate the application form and verify the completeness and validity of the pertinent documents.	10 mins.	• Grace Espinosa • Jersiah E. Bugtal
2		Endorse the application form for approval to the City Mayor or his authorized signatory.	2 mins.	• Grace Espinosa • Jersiah E. Bugtal
3		Approve application and refer to CTO for payment.	5 mins.	• Hon. Junard "Ahong" Q. Chan • Ms. Claire Cabalala
4	Pay corresponding fees to the City Treasurer's Office	Collect payment and issue an official receipt.	3 mins.	• Revenue Collection Officer on duty
5		Receive official receipt and prepare special permit.	3 mins.	• Grace Espinosa • Jersiah E. Bugtal
6		Approve permit.	3 mins.	• Hon. Junard "Ahong" Q. Chan • Ms. Claire Cabalala
7	Claim Special Permit	Release Special Permit	3 mins.	• Grace Espinosa • Jersiah E. Bugtal