



LAPU-LAPU CITY CITIZEN'S CHARTER



SECRETARY OF THE SANGGUNIANG PANLUNGSOD

2nd Floor, City Hall Main Bldg., Pusok, Lapu-Lapu City
Head of Office: Mr. Francisco Y. Limpangug

Tel. No. 340-2655

FRONTLINE SERVICE

A. SECURING OF CERTIFIED TRUE COPY OF APPROVED RESOLUTIONS AND ORDINANCES.

WHO MAY AVAIL OF THE SERVICE:

1. General Public
2. Non-governmental Organizations
3. Other offices (public and private)

FEES/CHARGES:

Php 20.00 per page of the approved resolutions/ordinances

HOW TO AVAIL OF THE SERVICE

REQUIREMENTS

1. Letter Request
2. Telephone Request
3. Personal Request

SCHEDULE OF SERVICE AVAILABILITY

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

STEPS	CLIENT	FOLLOW THESE STEPS	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	Proceed to the office of the SP and ask For a copy of approved Resolution/Ordinance	Secretary to the SP	Instruct the client to go to the Records Division	5min	MARIA RIZA MATA SUNSHINE ALEGRE REZENN ANTIOLA
2		A. Search and retrieve requested copy through the Legislative Tracking System *(If manually done 3 hrs)		10mins	JOSEFINA GODORNEZ ERLIE HISTO, JUNNELVE TUMULAK QUENNIE TOMAGAN BERNARD AMISTAD CHARLITO ANDALES
			B. After the retrieval, the copy will be certified.	1min	FRANCISCO LIMPANGUG MYRA YCONG
3		Prepare billing statement and pay to the Treasurers Office		5mins	SUNSHINE ALEGRE CECILIA ALI
4	Present OR to SP Records Division to get the certified copy Of the document		Log OR and release	5mins	SUNSHINE ALEGRE CECILIA ALI

B. RESPONSE ON LETTER-REQUEST, LETTER OF INQUIRY AND OTHER COMMUNICATIONS ADDRESSED TO OUR OFFICE.

STEPS	CLIENT	FOLLOW THESE STEPS	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	Letters and other communications are received by the receiving clerk.		Receiving clerk stamped on the letter and write therein the date and time received and affix his/her signature and record it in the log book.	10mins	REZENN ANTIOLA MARIA RIZA MATA
2			The received letter will then be forwarded to the office of the SP Secretary.	1min	RYAN YBAÑEZ REZENN ANTIOLA MARIA RIZA MATA
3			SP Secretary will prepare and finalize the reply to the letters.	10days	FRANCISCO LIMPANGUG MYRA YCONG MARINA JUMAMOY
4			The Letter-reply will be sent to the client.		
			1) if through mail	10mins	JOSEFINA GODORNEZ
			2) if client is within the building	20mins	DELAILAH BARING RYAN YBAÑEZ CHARLITO ANMDALES
			3) if thru email	5mins	JUNNELVE TUMULAK ERLIE HISTO

C. RESPONSE TO QUERIES ABOUT OFFICIAL MATTERS THROUGH PHONE

STEPS	CLIENT	FOLLOW THESE STEPS	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	Client calls the office for inquiry about official matters.		Staff received the call.	5mins	CECILIA ALI, RYAN YBAÑEZ SUNSHINE ALEGRE MARIA REMEDIOS IGOT
2			Staff would forward the call to the in charge.	1min	CECILIA ALI, RYAN YBAÑEZ SUNSHINE ALEGRE MARIA REMEDIOS IGOT
3			The in-charge would receive the call and answer the query:		
			1.) if it is about Resolutions and Ordinances.	20mins	MYRA YCONG FRANCISCO LIMPANGUG JOSEFINA GODORNEZ CHARLITO ANDALES
			2.) if it is about the minutes	20mins	FRANCISCO LIMPANGUG MARINA JUMAMOY MA. CAROLINA HEYROSA EPHIGENIA PONCE, MYRA YCONG NANCY INTONG, RUEL LINAO
			3.) If it is about other records	20mins	SUNSHINE ALEGRE CECILIA ALI

D. SENDING OUT NOTICES AND INVITATION LETTER TO CONCERNED AGENCIES AS INSTRUCTED BY THE SANGGUNIANG PANLUNGSOD

STEPS	CLIENT	FOLLOW THESE STEPS	PERSONNEL	IT WILL TAKE YOU	PLEASE APPROACH
1	SP will instruct the SP Secretary to send out notices and invitations to concerned agencies and/or people.		SP Secretary will prepare the notices/ invitation letter	30mins	FRANCISCO LIMPANGUG MYRNA YCONG MA. CAROLINA HEYROSA
2			The supporting documents will then be photocopied for attachment to the agenda, notices/ invitation letter.		MARIA REMEDIOS IGOT, RYAN YBAÑEZ, MARIA RIZA MATA, BERNARD AMISTAD, MA. HAZEL MONSANTO
3			Agenda, Notices/invitation letters will be delivered to concerned agencies and/or people		
			- if within the building	15 mins.	MARIA REMEDIOS IGOT DELAILAH BARING ARTURO AMISTAD MARIA RIZA MATA
			- if through service vehicle	1day	ANGELITO C. KATINDIG