




Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
OFFICE OF THE CITY ADMINISTRATOR
Tacloban City, Leyte

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Receives documents such as PR's, OR's, vouchers, payroll etc.	<ol style="list-style-type: none"> 1. For signature of the Admin staff(s) of the City Mayor's Office 2. Forwarded the same to the Office concerned after approval of the City Administrator on behalf of the City Mayor 	Within the day upon receipt	Juven Palomo Jayson Hechanova Geraldine Kempis Marites Napal	NONE	NONE
Receives MCH Provisional Franchise/Permits & Licenses	<ol style="list-style-type: none"> 1. Verified documents by the City Admin staff for completeness 2. For signature of the City Administrator 3. Franchisee will receive his/her documents for inspection of the vehicle 	Within the day upon receipt	Maureen Paciencia Anne Margarete Palomo	NONE	NONE
Receives Communication	<ol style="list-style-type: none"> 1. Review by the City Administrator before final approval of the City Mayor 2. Routed to City Mayor's Office 	Within the day upon receipt	Nancy Cabong Aaron Baconawa	NONE	NONE
Receives other documents such as DTRs, accomplishment report, etc.	<ol style="list-style-type: none"> 1. For signature/approval of the City Administrator 	Within the day upon receipt	Geraldine Kempis Maureen Paciencia	NONE	NONE
Receives Special permits	<ol style="list-style-type: none"> 1. For signature/approval of the City Mayor 	Within the day upon receipt	Maureen Paciencia Anne Margarete Palomo	NONE	NONE


ATTY. ANNALIZA ALBANIEL-QUILIOPE
 OIC- City Administrator