



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
CITY HOUSING AND COMMUNITY DEVELOPMENT OFFICE
Tacloban City, Leyte

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Receiving of incoming communication/documents/request <i>Clients: Tacloban City residents, City Government Employees, National Agencies, and INGO/NGO</i>	<ul style="list-style-type: none"> Record incoming communication/document/requests Forward communication/document/request to the person in-charge. 	3-5 mins.	Jizzabel C. Jaime Angel Gonzalo	<ul style="list-style-type: none"> Mobile No./Email Address of the requesting party 	
Request for application permanent housing unit <i>Clients: Tacloban City residents in High Risk coastal Barangays, under 3 meters easements, affected by government projects and informal settlers</i>	<ul style="list-style-type: none"> Fill up Application Form Submit Accomplished and duly signed Application Form with attached requirements to any of the responsible person in column (4) 	30 mins.	Genera Arizo-validation Edwin Madronero Angel Gonzalo Jizzabel Jaime	<ul style="list-style-type: none"> At least one (1) valid I.D. (TIN, Driver's License, Voter's, UMID) Application Form must be duly signed by the Brgy. Chairman Original copy of Brgy. Certification Marriage Contract (if married) Affidavit of Cohabitation (unmarried) Birth Certificate Family picture 	
Request for data on housing programs/projects updates, profile of housing beneficiaries and etc. <i>Clients: Tacloban City residents, City Government Offices, National Agencies, NGO/INGO, individuals conducting researches, Government/private institutions</i>	<ul style="list-style-type: none"> Receive formal letter of the requesting party Forward letter to the Officer in Charge for approval Once approved, concerned employee will email or print the data 	1-2 days upon receipt of RL (will depend on the volume of data requested)	Jizzabel C. Jaime Angel Gonzalo Colleen Chan	<ul style="list-style-type: none"> Formal Letter Email Address of the requesting party (only for those requesting for soft copy) 	

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Housing Concerns and Inquiries <i>Clients: Tacloban City residents in High Risk coastal Barangays, under 3 meters easements, affected by government projects and informal settlers</i>	<ul style="list-style-type: none"> • Sign first in the logbook for monitoring • Refer to the Office Head or person in Charge 	1 day	Jizzabel C. Jaime Genera Arizo Angel Gonzalo Edwin Madronero	<ul style="list-style-type: none"> • None 	
Request for housing assistance and inquiries <i>Clients: Tacloban City Residents</i>	<ul style="list-style-type: none"> • Submit client's primary data - name, address, spouse, number of dependents • Assess the client's information • Provide the client's with the various type of housing project • Ask for client's additional information based on the type of housing project • Provide referral to concern personnel for appropriate action. 	30 mins.	Angel Gonzalo Genera Arizo Jizzabel Jaime Randy Samilo	<ul style="list-style-type: none"> • At least one (1) valid I.D. 	
Community Mortgage Program (CMP) 1. Individual 2. Homeowner's Association (HOA) <i>Clients: Tacloban City residents</i>	1. Individual a. Registration of name b. Validation/Verification 2. HOA a. Organize a BSRP as a testing period. b. Submit requisition letter for CMP orientation.	5 working days	Genera I. Arizo Damiana Abo-Abo	<ul style="list-style-type: none"> • Requisition letter from the interested group • Submit Transfer Certificate of Title (TCT) of lot owner. 	
Issuance of Certification for LEYECO II application <i>Clients: Tacloban City residents in High Risk Barangays</i>	<ul style="list-style-type: none"> • Submit list of names for application • Issue a certification duly signed by the Officer in Charge 	30 mins.	Angel Gonzalo Edwin Madronero Jizzabel Jaime	<ul style="list-style-type: none"> • List of Names with block no. and lot no. under a specific housing site at Tacloban North. 	

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<p>Household validation of potential shelter beneficiaries in the 36 high risks coastal barangays</p> <p><i>Clients: Residents from the 36 coastal barangays and those living in hazard zones</i></p>	<ul style="list-style-type: none"> • Submit client's primary data – (e.g. name, address, spouse, number of dependents) • Search client's records in the database • Provide the client with the database search result • Interview/validate the client by assisting the client to accomplish the Application Form. • Check the accomplished and signed Application Form to the client • Check the accomplished and signed Application Form to the client 	<p>1 day</p>	<p>Angel Gonzalo Jizzabel Jaime Colleen Chan Angie Fullido Randy Samilo</p>	<ul style="list-style-type: none"> • Signed Master list from NHA containing the names with specific block and lot nos. of the applicants. • At least one (1) valid I.D. 	
<p>Absentee Owner from INGO/NGO Permanent shelters</p> <p><i>Clients: Absentee beneficiary from INGO-NGO permanent shelters.</i></p>	<ul style="list-style-type: none"> • Conduct actual monitoring. • 3 Notices issued to the absentee owner. • Consultative meeting with the absentee and other stakeholders. • Waiver from the beneficiary that they are willing to give up the house. • Turn over to LIAC Sub-committee on Arbitrary and Beneficiary Selection 	<p>2-3 weeks depending on the process of conducting the meeting.</p>	<p>Genera Arizo Danilo Naputo Jerson Molita Damiana Abo-Abo</p>	<ul style="list-style-type: none"> • Actual monitoring • HOA President resolution 	
<p>Verification of qualified shelter beneficiaries</p>	<ul style="list-style-type: none"> • Submit client's primary data - name, address, spouse, number of dependents. 	<p>30 mins.</p>	<p>Randy Samilo Angie Fullido Colleen Chan</p>	<ul style="list-style-type: none"> • At least one (1) valid I.D. 	

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<p><i>Clients: Validated Households, Barangay Officials, other concerned offices</i></p>	<ul style="list-style-type: none"> • Search client's records in the database. • Provide the client with the database search result • Prepare and/or provide master list of qualified shelter beneficiaries 		<p>Angel Gonzalo Jizzabel Jaime</p>		
<p>Survey (Relocation & Topographic) for Community Mortgage Program (CMP)</p> <p><i>Clients: Homeowner's Associations</i></p>	<ul style="list-style-type: none"> • Submit letter request with attached Transfer Certificate of Title (TCT) and Tax Declaration 	<p>2 -3 weeks (depending on site situation/are a)</p>	<p>Leonard Tedence Jopson Gary Canaber JuvelDelijero</p>	<ul style="list-style-type: none"> • Request letter from the Homeowner's Association (HOA) • Transfer Certificate Title (TCT) • Tax Declaration 	

Approved by:

L. Tedence A Jopson
OIG - CHCD Officer

