



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

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
<p>A. Provide population and gender-related data and information.</p> <p><i>Client: Barangay Officials, students, Partner Agencies, etc.</i></p>	<ul style="list-style-type: none"> Client must register in the visitor's logbook. Client must present letter request or explain the reason of gathering the needed data for verification purposes. Data and information requested will be provided to the client after verification and upon approval of the Head of Office. Refer/guide client to other offices and partner agencies, if needed 	<p style="text-align: center;">10-30 minutes</p>	<p style="text-align: center;">Officer of the Day</p> <p style="text-align: center;"><u>Cielito O. Esquibel</u> <i>(Population Program Officer IV)</i></p> <p style="text-align: center;"><u>Hedeliza P. Ramos</u> <i>(Population Program Officer III)</i></p> <p style="text-align: center;"><u>Bonifacio A. Cuesta</u> <i>(Population Program Worker II)</i></p> <p style="text-align: center;"><u>Quitana Nicasia L. Quimsing</u> <i>(Administrative Aide)</i></p>	<ul style="list-style-type: none"> ➤ Letter Request addressed to the City Mayor ➤ ID is required if needed to borrow documents for photocopy 	
<p>B. Provide Technical Assistance for the Preparation of GAD Activity/ Project Proposals</p> <p><i>Client: Barangay Officials</i></p>	<ul style="list-style-type: none"> Client must register in the visitor's logbook. The client must present a copy of their Barangay GAD Plan with the target PPAs' to be implemented for the preparation of Activity/Project Proposal Activity/Project Proposal will be properly checked and noted once approved by the Barangay Chairperson Refer client to the City Local Government Operations Office for approval of the Activity/ Project Proposal 	<p style="text-align: center;">10-20minutes</p>	<p style="text-align: center;">Officer of the Day</p> <p style="text-align: center;"><u>Cielito O. Esquibel</u> <i>(Population Program Officer IV)</i></p> <p style="text-align: center;"><u>Hedeliza P. Ramos</u> <i>(Population Program Officer III)</i></p> <p style="text-align: center;"><u>Joseph B. Palana</u> <i>(Administrative Aide)</i></p>	<ul style="list-style-type: none"> ➤ Approved Barangay GAD Plan with budget allocation on the proposed activity ➤ Copy of Certificate of Endorsement from CLGOO ➤ Copy of Annual Investment Plan ➤ Activity/ Project Proposal 	

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
<p>C. Provide Technical Assistance for the conduct of Capability-building, Program Advocacy/IEC and Community Outreach Activities</p> <p><i>Client: Barangay Officials & constituents, Partner Agencies, Program Stakeholders, students, etc.</i></p>	<ul style="list-style-type: none"> Client must register in the visitor's logbook. The client must submit a letter to the City Mayor's Office or verify from CPO requesting for technical assistance Once the request will be approved by the City Mayor, technical assistance will be provided for the proper budget utilization, if charge to Brgy. GAD Fund. CPO will assist in the conduct of training and other IEC activities on the following programs: <ul style="list-style-type: none"> ➤ Gender and Development (GAD) ➤ Population and Development (POPDEV) Integration ➤ Responsible Parenthood and Family Planning (RP/FP) ➤ Adolescent Health and Development (AHD) Refer client to other departments and offices, if necessary. 	10-20 minutes	<p>Officer of the Day <u>Cielito O. Esquibel</u> <i>(Population Program Officer IV)</i></p> <p><u>Hedeliza P. Ramos</u> <i>(Population Program Officer III)</i></p> <p><u>Ana A. Egrubay</u> <i>(Population Program Officer I)</i> All Population Program Workers</p> <p>Gil E. Pantas, Ronan Joseph M. Lim, Bonifacio A. Cuesta Beryl Mae A. Cruz</p> <p><u>Melvin L. Coralde</u> <i>(Administrative Aide)</i></p>	<ul style="list-style-type: none"> ➤ Copy of the BC letter request approved by the City Mayor ➤ Approved GAD Plan with budget allocation on the requested activity ➤ Approved Project/Activity Proposal SB Resolution for the Appropriation, Allocation and Withdrawal of Fund taken from the GAD Budget for the approved activity/project proposal 	
<p>D. Issuance of Pre-Marriage Counseling Certificate as a Pre-requisite for securing Marriage License as provided for by Article 16 of the Family Code</p> <p><i>Client: engaged couples</i></p>	<ul style="list-style-type: none"> Couple applicants must fill-up the PMC logbook for record purposes Upon presenting the required documents, the couple applicants must fill-up the Pre-Marriage Expectation Inventory Form Then, CPO will provide the schedule in which the engaged couples must attend for (4) hours PMC session set every WEDNESDAY) Pre-Marriage Counseling Certificate is handed-out right after the seminar. 	20-30 minutes	<p>Officer of the Day <u>Ana A. Egrubay</u> <i>(Population Program Officer I)</i> and Pre-Marriage Counselors:</p> <ul style="list-style-type: none"> ➤ <i>Gil E. Pantas</i> ➤ <i>Bonifacio A. Cuesta</i> ➤ <i>Ronan Joseph M. Lim</i> ➤ <i>Beryl Mae A. Cruz</i> <p><u>Gilbert D. Labro</u> <i>(Administrative Aide)</i></p>	<ul style="list-style-type: none"> ➤ Endorsement from the City Civil Registrar's Office ➤ PMC Fee Official Receipt 	

Prepared by:

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Approved by:

CIELITO O. ESQUIBEL
Population Program Officer IV