

## CITIZEN'S CHARTER - OFFICE OF THE MAYOR SERVICE STANDARD

Type of Front-line Service	Documentary Requirements	Client/ Requesting Party	Person/s Responsible	Steps/ Procedure	Forms to Fill- up	Fees	Processing Time (estimated)
<p>Request for issuance of Mayor's Clearance and/or Certification</p> <p>Purposes:</p> <ul style="list-style-type: none"> <li>a. Local employment</li> <li>b. Business Requirement</li> <li>c. PNP/AFP/PN/PMA/Reservist Bureau of Fire Protection admission</li> <li>d. Record check</li> <li>e. Marriage requirement</li> <li>f. Correction f Entry (Birth Cert.)</li> <li>g. License to own firearms/ sell firecrackers</li> </ul>	<p>Documents to be presented:</p> <p><u>PURPOSE a-f</u></p> <ul style="list-style-type: none"> <li>• Barangay Clearance</li> <li>• Police Clearance</li> <li>• Fiscal Clearance</li> </ul> <p><u>PURPOSE g only (add'l. requirements)</u></p> <ul style="list-style-type: none"> <li>• MTC Clearance</li> <li>• RTC Clearance</li> <li>• NBI Clearance</li> </ul>	<p>Walk in clients</p>	<p>ADM. MGT. DIV.</p> <p><u>Team Leader</u></p> <ul style="list-style-type: none"> <li>• Julius Perlotia</li> </ul> <p><u>Support Group</u></p> <ul style="list-style-type: none"> <li>• Kely Cayampat</li> <li>• Val Caseda</li> <li>• Kelvin Javier</li> <li>• Clarissa Garcia</li> </ul>	<p>Issuance of Order of Payment after evaluation of requirements</p> <p>Pay fees at the City Treasurer's Office (Ground Floor)</p> <p>Release /Issuance of Mayor's Clearance after presentation of receipt</p>	<p>None</p>	<p>Php 50.00</p> <p>QC Revenue Code: Art.37, Sec.160(13-C) Amended under Ord.</p>	<p>15 min. – 20 min</p>

<p><b>h. Certification to Solemnize marriage</b></p>	<p>PURPOSE h only (add'l req.) SEC Cert. of Inc. Gen. Info Sheet</p>		<p><u>Team Leader</u></p> <ul style="list-style-type: none"> <li>• Julius Perlotra</li> </ul> <p><u>Support Group</u></p> <ul style="list-style-type: none"> <li>• Kely Cayampat</li> <li>• Val Casada</li> <li>• Kelvin Javier</li> <li>• Clarissa Garcia</li> </ul>	<p>Issuance of Order of Payment after evaluation of requirements Pay fees at the City Treasurer's Office (Ground Floor)</p>	<p>None</p>	<p>No.1452, S-2004</p>	<p>15 min. – 20 min</p>
<p><b>i. Municipality Certification of Unemployment (DEPED, Sr High Voucher and ESC)</b></p>	<p>PURPOSE i only (add'l req.) Affidavit of un-employment Bgy. Cert. of Indigency Letter request</p>		<p>Release /Issuance of Mayor's Clearance after presentation of receipt</p>	<p>None</p>	<p>Php 50.00</p>	<p>QC Revenue Code: Art.37, Sec.160(13-C) Amended under Ord. No.1452, S-2004</p>	
<p><b>j. Authentication and/or Certification of Residency (DFA req)</b></p>	<p>PURPOSE j only (add'l req.) Photo copy of passport Photo copy of valid ID Proof of Relationship (BC, MC etc.)</p>						
<p><b>k. Affidavit and/or certification of support</b></p>	<p>PURPOSE k only (add'l req.) Photo copy of passport Photo copy of valid ID Proof of Relationship (BC, MC etc.)</p>						

**VISION:** The **OFFICE OF THE MAYOR** envisions itself to be a model in the delivery of efficient and quality service to its constituents regardless of status in society.

**MISSION:** It is our mission to deliver prompt, courteous and responsive services to clients adhering to the CSC Motto  
"Mamamayan Muna, Hindi Mamaya Na" and reflective of the over all mission of the Quezon City Government.

**FEEDBACK & COMPLAINTS PROCEDURE:**

Feedbacks and Complaints (if any) received by the Office are forwarded to the designated Action Officer and/or the Chief Administrative Officer for evaluation and immediate action.

A drop box is strategically located in the Office and is being checked regularly to determine if it necessitate appropriate action.