

Office of the City Vice Mayor

Ready to serve and transact with you
as authorized and properly identified personnel from

Mondays to Fridays

8:00 AM to 5:00 PM

Contact Nos: **(046) 481-4143 local 312/313**

2nd Floor City Government of Bacoor, Bacoor Blvd.

Brgy. Bayanan, City of Bacoor, Cavite

CITIZEN’S CHARTER SERVICES
City of Bacoor, Province of Cavite

Responsible Department/ Unit

Service Description

Clients

Duration of Process

OFFICE OF THE CITY VICE MAYOR

Assist Individuals of their Inquiries, Requests and Complaints addressed to the Office of the City Vice Mayor.

Less than fifteen (15) minutes

How to avail Service

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete	Fee/s	Form/s Use
	Applicant / Client	Frontline Service Unit				
1		Responsible for security and safety of the office at the point of entry through inspection	Security Personnel -Staff in charge in the entry point of the office	10- 15 secs.	None	
2	Guests / visitor fills up visitor’s slip or logbook	Screen and interview to know the purpose of coming to the office	Front desk staff Claris Nolasco Hanzel Gregorio James Yap Bren Rustia	2 mins.	None	
3		Receive and identify the nature of the documents submitted			None	

		-solicitation/request letters -complaints / inquiries (forwarded to the SP Secretariat if needed to be included in the weekly agenda) -Invitations	Liezel Sarino Juliette Ilem Michelle Legaspi	3 mins.		
4		Other documents to be submitted to Vice mayor for approval	Amor Velasco Flordeliza Dagdag	4 mins.	None	
5		Releasing of the requested documents	Juliette Ilem Amor Velasco	3-mins-5mins depending on the document requested		