

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

Responsible Department/Unit **Office of the City Mayor**
 Service Name **ENDORSEMENT LETTER**
 Service Description **Individuals requesting for Endorsement Letter to other LGU or institutions such as PCSO and other foundations that provides Medical, Burial or Financial Assistance for indigent clients**
 Client **Boni-fide residents of Bacoor**
 Maximum Duration of Process **Less than Twenty (20) Minutes**
 Requirements **For medical or financial assistance: CSWD Case Study, Medical Abstract, Laboratory Procedure Request, Barangay Indigency**
For burial assistance: CSWD Case Study, Death Certificate, Funeral Contract, Barangay Indigency

How to Avail Service

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	<i>Applicant/Client</i>	<i>Frontline Service Unit</i>				
1	Submit request together with the necessary requirements	Check details and verify requirements	Pia C. Gomez-Malabanan	3 Minutes	None	
2		Prepare requested document	Bon Jovi Jimenez Edward Sodoy	8 Minutes	None	
3		Approval and signature of the City Mayor	Hon. Lani Mercado-Revilla Ms. Jocelyn R. Ricardo	3 Minutes	None	
4		Release of requested document (with barcode and dry seal)	Gary Louie Giron Jean Rose Oya Emma Baso	1 Minute	None	

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Responsible Department/Unit **Office of the City Mayor**
 Service Name **SCHOLARSHIP ENDORSEMENT LETTER**
 Service Description **Students requesting for Scholarship Assistance from the City Mayor request Endorsement Letter to be submitted to their school during enrolment period**
 Client **Boni-fide residents of Bacoor**
 Maximum Duration of Process **Less than Twenty (20) Minutes**
 Requirements **Scholarship form and school documents that were duly check by the Scholarship Unit of the City Government**

How to Avail Service

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	<i>Applicant/Client</i>	<i>Frontline Service Unit</i>				
1	Submit request together with the necessary requirements	Check details and verify requirements with scholarship section	Remedios V. Santero	3 Minutes	None	
2		Prepare requested document	Bon Jovi Jimenez Edward Sodoy	8 Minutes	None	
3		Approval and signature of the City Mayor	Hon. Lani Mercado-Revilla Ms. Jocelyn R. Ricardo	3 Minutes	None	
4		Release of requested document (with barcode and dry seal)	Remedios V. Santero	1 Minute	None	

CITIZEN'S CHARTER SERVICES
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Responsible Department/Unit **Office of the City Mayor**
 Service Name **GUARANTEE LETTER**
 Service Description **Individuals requesting for Medical or Burial Assistance for various hospitals and funeral homes located within the City of Bacoor and in other cities in Metro Manila**
 Client **Boni-fide residents of Bacoor**
 Maximum Duration of Process **Less than Twenty (20) Minutes**
 Requirements **For medical assistance: CSWD Case Study, Medical Abstract, Laboratory Procedure Request, Barangay Indigency**
For burial assistance: CSWD Case Study, Death Certificate, Funeral Contract, Barangay Indigency

How to Avail Service

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	<i>Applicant/Client</i>	<i>Frontline Service Unit</i>				
1	Submit request together with the necessary requirements	Check details and verify requirements	Remedios V. Santero	3 Minutes	None	
2		Approval of amount granted	Ms. Jocelyn R. Ricardo Remedios V. Santero Pia C. Gomez-Malabanan	3 Minutes	None	
3		Prepare guarantee letter	Bon Jovi Jimenez Edward Sodoy	8 Minutes	None	
4		Approval and signature of the City Mayor	Hon. Lani Mercado-Revilla Ms. Jocelyn R. Ricardo	3 Minutes	None	
5		Release of requested document (with barcode and dry seal)	Gary Louie Giron Jean Rose Oya Emma Baso	1 Minute	None	

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Responsible Department/Unit **Office of the City Mayor**
 Service Name **APPROVAL OF VARIOUS DOCUMENTS such as PERMIT, AUTHORITY TO TRAVEL, CERTIFICATION ISSUED BY THE OFFICE**
 Service Description **The City Mayor approves various documents with complete attachments only**
 Client **Departments of the LGU-Bacoor, Residents and Non-Residents of the City of Bacoor**
 Maximum Duration of Process **Less than Thirty (30) Minutes**
 Requirements **Request letter / Proposal with necessary attached documents**

How to Avail Service

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Submit request together with the necessary requirements	Receive letter request	Hanae dela Cruz Julie Ann Bertumen	1 Minute	None	
2		Review and assessment of documents	Ms. Jocelyn R. Ricardo	10 Minutes	None	
3		Prepare requested document	Pia C. Gomez-Malabanan	10 Minutes	None	
4		Approval of the City Mayor	Hon. Lani Mercado-Revilla Ms. Jocelyn R. Ricardo	3 Minutes	None	
5		Release of requested document (with barcode and dry seal)	Ma. Lourdes Gabutin Pia C. Gomez-Malabanan	1 Minute	None	

CITIZEN'S CHARTER SERVICES
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Responsible Department/Unit **Office of the City Mayor**
 Service Name **SOLEMNIZATION OF MARRIAGE**
 Service Description **The City Mayor has the power to solemnize marriage as provided for in RA 7160**
 Clients **Boni-fide Residents and Non-Residents of Bacoor**
 Maximum Duration of Process **Service Schedule is every Tuesday at 2:00 PM**
 Requirements **Marriage License issued by the Local Civil Registrar**

How to Avail Service

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	<i>Applicant/Client</i>	<i>Frontline Service Unit</i>				
1	Present Marriage License and Check availability of Schedule of the Mayor	Check details and verify authenticity of the Marriage License with the LCR Office	Lourdes Gabutin	5 Minutes	None	
2		Schedule Date of Marriage	Lourdes Gabutin Michelle Segun	2 Minutes	None	
3	Come back on the scheduled date	Solemnization of Marriage	Hon. Lani Mercado-Revilla	1 Hour	None	

CITIZEN'S CHARTER SERVICES
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Responsible Department/Unit **Office of the City Mayor**
 Service Name **RECEIVING and FOLLOWING-UP OF DOCUMENTS SENT PERSONALLY OR MAILED**
 Service Description **Individuals and groups with various concerns such as request, proposal, complaint, etc. to the City Mayor**
 Client **All personalities having concern with the Local Government of Bacoor**
 Maximum Duration of Process **Less than Thirty (30) Minutes**
 Requirements **Letter with tracking number**

How to Avail Service

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Use
	<i>Applicant/Client</i>	<i>Frontline Service Unit</i>				
1	Prepare letter with desired request, proposal or complaints with contact number	Receive letter, indicate document tracking number, issue follow-up slip and encode in the database	Hanae dela Cruz Julie Ann Bertumen	2 Minutes	None	
2		Review of the document	Ms. Jocelyn R. Ricardo Hon. Lani Mercado-Revilla	10 Minutes	None	
3		Encode final instruction in the database	Pia C. Gomez-Malabanan Ma. Jennifer Feleciano Michelle Segun	2 Minutes	None	
4		Photocopy and transmit document to concerned offices	Ma. Jennifer Feleciano	5-10 Minutes	None	
5	Follow-Up document and proceed to concerned office	Instruct client of the final instruction/comment and as to where the letter was transmitted or endorsed	Pia C. Gomez-Malabanan Ma. Jennifer Feleciano	2 Minutes	None	
6		File documents	Ma. Jennifer Feleciano	1 Minute	None	

Republic of the Philippines
Province of Cavite
CITY OF BACCOOR

CITIZENS' CHARTER

Office of the Mayor

3rd Floor Bacoor City Hall, Bacoor Government Center
Barangay Bayanan, City of Bacoor, Cavite
Telephone Nos.: (046) 481-4100 loc. 401 / 402 / 422 / 424
Office Hours: 8:00 AM to 5:00 PM (No Noon Break)

