

GABALDON CITIZEN’S CHARTER

VISION:

“ A progressive municipality with a high standard of living of the constituents, peace loving people, good leadership, a healthy and educated citizenry with access to all kinds of utilities and a well-balanced ecology through the guidance of ALMIGHTY GOD”.

MISSION:

“To implement major plans programs and projects of the municipality in coordination and linkages with the internal and external sources including the private sector”.

SERVICE STANDARDS:

The LGU-Gabaldon officials and employees will provide service by the following:

1. Written action on request is a must
2. Office hours: 8:00am to 5:00pm no noontime break
3. 8 hours assistance of the Officer-of-the Day at the lobby.
4. Installation of Customer’s feedback mechanism to ensure that all issues and concerns will be acted upon with dispatch and utmost consideration for customer satisfaction.

PERFORMANCE PLEDGES:

We, the Officials and Employees of the Local Government Unit of Gabaldon commit to:

- Serve with integrity;
- Be accountable for every services rendered;
- Be efficient and effective;
- Be prompt and timely; and
- Provide adequate and correct information.

Value every citizen’s comment, suggestion, and needs, including those with special needs such as the differently-abled, senior citizen and indigenou people.

**All these we pledge,
Because You Deserve No Less**

MUNICIPALITY OF GABALDON FRONTLINE SERVICES:

FRONTLINE SERVICES	OFFICE	PROCESSING TIME	FEES	RESPONSIBLE PERSON
1. Request for Mayor's Permit	MO	5 minutes	P 110.00	Mun. Mayor's Mayor's Office staff
2. Request for Mayor's Clearance	MO	3 minutes	P 75.00	Mun. Mayor's Mayor's Office staff
3. Issuance of Affidavit	MO	10 minutes	P 75.00	Mun. Mayor's Mayor's Office staff
4. Issuance of Motorized Tricycle Operator's Permit	MO	5 minutes	New P 510.00 Renewal P 410.00	Mun. Mayor's Mayor's Office staff
5. Issuance of zoning certification	MPDO	15 minutes	Filing fee P 85.00 Zoning Cert. fee P 150.00	MPDO
6. Issuance of Certified true copy/Machine copy of Civil Registry Documents	MCR	40 minutes	P 50.00	MCR/Staff
7. Timely/Delayed Registration of Certificate of marriage	MCR	Timely 22 minutes Delayed 10 days	-	MCR/Staff
8. Timely/Delayed of Registration of Live Birth	MCR	Timely 22 minutes Delayed 10 days	-	MCR/Staff
9. Timely/Delayed Registration of Death	MCR	Timely Delayed 10 days	-	MCR/Staff
10. Application for Marriage License	MCR	10 days Posting	P 270.00	MCR/Staff
11. Correction of Clerical Error/Change of First Name (R.A 9048)	MCR	2-3 months	CCE- P 1,000.00 CFN- P 3,000.00	MCR/Staff
12. Out-of Town reporting (Rule 20 of Act 3753)	MCR	2 months	-	MCR/Staff
13. Issuance of Building Permit	MEO	22 minutes	P 150.00	Mun. Engineering /staff
14. Issuance of Certificate of Occupancy	MEO	20 minutes		Mun. Engineering/ staff

15. Issuance of Certification /Tax Declaration	M.A.O.	10 minutes	P 50.00	Mun. Assessor /staff
16. Declaration of Real Properties (building and other improvements)	M.A.O.	2 hours		Mun. Assessor/ staff
17. Transfer of Tax Declaration	M.A.O.	3-5 days	P 50.00	Mun.Assessor/staff
18. Availing assistance in crisis situation (AICS)	MSWDO	25 minutes		MSWDO
19. Referrals/Availing of social case study report	MSWDO	3-4hours	-	MO/MSWDO
20. Medical Health Services	RHU	1 hour	-	M.Bautista D.C. Nangan Dr. Jose R. Magno Jr.
21. Maternal and Child Health Services for Pre-Natal	RHU	40 minutes	-	M.Bautista D.C. Nangan Dr. Jose R. Magno Jr.
22. Issuance of Business License & Permit	MTO	5 minutes	Fees Varies	Mun. Treasurer/staff
23. Issuance of Tax Clearance	MTO	5 minutes	P 50.00	Mun. Treasurer/staff
24. Payment of Real Property Tax	MTO	10 minutes	Fees/Charges varies	Mun.Treasurer/staff
25. Issuance of Community Tax Certificate	MTO	2 minutes	Fees varies	Mun.Treasurer/staff

FEEDBACK AND REDRESS MECHANISM:

- ✓ Accomplished the feedback form available in the office & put the feedback form at the drop box available at the front desk.
- ✓ Send feedback through website : (Please enter the new domain name)
- ✓ or Pls. contact : Mr. Crusito Dl. Dela Cruz
Municipal Administrator
Cell phone No. 0908-866-6214

TALK TO OUR OFFICER OF THE DAY

If you are not satisfied with our services, your written / verbal complaints shall immediately be attended to the Officer-of –the Day at the Public Assistance and Complaints Desk.

**THANK YOU FOR HELPING US CONTINUOUSLY IMPROVE OUR
SERVICES**