



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2024-1st Edition



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





Republic of the Philippines
CITY OF CALAMBA
Province of Laguna
OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

Hon. ANGELITO S. LAZARO, JR.	City Vice-Mayor/ Presiding Officer
Hon. JOSELITO G. CATINDIG	City Councilor
Hon. SATURNINO J. LAJARA	City Councilor
Hon. LEEANNE P. ALDABE-CORTEZ	City Councilor
Hon. DYAN DV. ESPIRIDION	City Councilor
Hon. JUAN C. LAZARO	City Councilor
Hon. PURSINO C. ORUGA	City Councilor
Hon. MOISES E. MORALES	City Councilor
Hon. DOREEN MAY F. CABRERA	City Councilor, Sick Leave
Hon. GERARD R. TERUEL	City Councilor
Hon. ARVIN L. MANGUIAT	City Councilor
Hon. EDISON M. NATIVIDAD	City Councilor
Hon. MARIA KATHRINA V. SILVA-EVANGELISTA	City Councilor
Hon. EDUARDO R. SILVA	City Councilor, ABC-President
Hon. KENNETH P. DELAS LLAGAS	City Councilor, SK-President

ABSENT:

NONE

RESOLUTION NO. 218
Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

CITY ORDINANCE NO. 758
Series of 2023

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

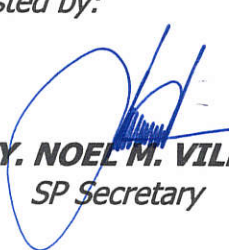
ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

Certified Enacted:


HON. ANGELITO S. LAZARO, JR.

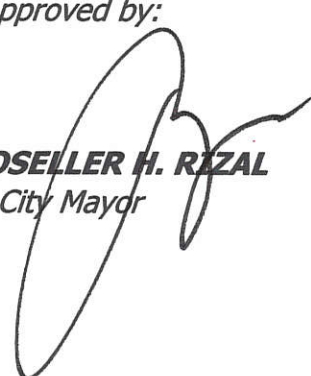
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA

SP Secretary

Approved by:


HON. ROSELLER H. RIZAL

City Mayor



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing Ramdam na Reporma in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





OFFICE FOR THE SENIOR CITIZENS AFFAIRS (OSCA)

8. Pagbibigay ng Pagkakilanlan ng mga nakatatanda (Sr. Citizens ID)

Pagbibigay ng Sr. Citizens ID

Office or Division :	Office of the City Mayor– OSCA		
Classification :	Simple		
Type of Transaction :	G2C – Government to Citizen		
Who may avail :	Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Para sa mga bagong Aplikante			
1. Accomplished Form		Office of Senior Citizen Affairs (OSCA)	
2. 1x1 picture (3 pcs)		Kliyente	
3. Certificate of Residency		Sa Barangay Hall	
4.) Kahit anong balidong ID na nakasaad ang wastong kapanganakan (<i>Birth & Baptismal Certificate, SSS, GSIS, Postal ID, PRC ID, PassPort</i>) (Photocopy)		Kaukulang Tanggapan	
5. Voters ID/ Voters Certificate (Photocopy)		Comelec	
6. <i>if citizen from other foreign country together with any Valid ID</i> Dual Citizenship Certificate (Photocopy)		Embassy	
Para sa mga bagong Lipat			
1. Accomplished Application Form		Office of Senior Citizen Affairs (OSCA)	
2. Cancellation Letter / Certificate		From Previous City / Municipality (OSCA)	
3. 1x1 picture (3pcs)		Aplikante	
4. Certificate of Residency		Barangay Hall	
5. Voters ID/Voter’s Certificate (photocopy)		Comelec Office	
6. Old Sr. Citizen’s ID (if available)		Aplikante	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumento upang masiyasat kung kumpleto.	1.1 Tanggapin at suriin ang mga dokumento kung kumpleto Approved: Tuloy ang proseso Disapproved: Kulang ang dokumento	Walang babayaran	2 minuto	Administrative Aide IV OSCA Staff
	1.2. Isagawa ang pagsusuri at panayam sa kliyente		5 minuto	Administrative Officer II
	1.3 Pag-apruba ng mga pinasang dokumento.		1 minuto	
2. Tanggapin ang Senior Citizens ID, Grocery / Medicine Booklet	3. Ibigay ang ID at Medicine / Grocery Booklet at palagdain sa logbook ang kliyente.		2 minuto	OSCA Staff
Total :		None	10 Minuto	





9. Tulong Pinansyal para sa Nakatatandang Mamamayan (Medical / Hospitalization / Burial Assistance)

Tulong Pinansyal para sa mga nakatatandang mamamayan ng Calamba

Office or Division :	Office of the City Mayor– OSCA			
Classification :	Complex			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Medical Assistance				
Reseta ng Doctor (Orihinal/ Certified True Copy)			Doctor	
Senior Citizens ID (Photocopy)			OSCA/Kliyente	
• Hospitalization Assistance				
Hospital Bills/ Statement of Accounts (Orihinal/ Certified true Copy)			Hospital	
Resibo ng Pinagbayaran (Orihinal)				
Senior Citizens ID (Photocopy)			OSCA/Kliyente	
For Claimant: Voter’s ID / Certification			Comelec	
• Burial Assistance				
Sertipiko ng pagkamatay			City Civil Registry	
Funeral Contract (Orihinal/ Certified True Copy)			Funeral Services	
Senior Citizens ID (Photocopy)			OSCA / Kliyente	
For Claimant : Valid ID			Kliyente	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangan dokumento.	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	3 minuto	Administrative Aide IV OSCA Staff
	2.2 Ipaliwanag ang proseso at bigyan ng claim stub		5 minuto	



2. Magdala ng Senior Citizens ID / Claimant ID (Photocopy) sa nakalatalaga para maberipika: 🚩 If claimant, magdala ng voter's ID / Certification (photocopy) at authorization letter galing sa Sr. Citizen (original)	2. Pagbibigay ng tulong pinansyal (perbatch/ group)		5 minuto / recipient	Local Treasury Operations Officer I Cash Clerk IV Treasury Office OSCA Staff
Total :		None	13 minuto	

Paalala: Matatanggap ang tulong pinansyal sa loob ng **dalawampung (20) araw** dahil dadaan pa ito sa proseso sa tanggapan ng mga sumusunod na opisina: **Mayor's Office, Budget Office, Accounting Office at Treasury Office.**

10. Pagtugon sa reklamo hinggil sa hindi tamang pagbibigay ng Sr. Citizen Discount

Pagtugon sa reklamo hinggil sa hindi tamang pagbibigay ng Sr. Citizen Discount

Office or Division :		Office of the City Mayor– OSCA		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter		Nagrereklamong Sr. Citizen		
2. Senior Citizens ID (Photocopy)		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang reklamo o karaingan	1.1 Tanggapin at suriin ang sulat reklamo / karaingan at itala sa logbook.	Walang babayaran	5 minuto	OSCA Head / Administrative Officer III



	1.2. Isagawa ang Usapan O Pulong		10 minuto	
	1.3 Gawin ang sulat at dalhin sa inerereklamo	Walang babayaran	1 oras at 30 minuto	
	1.4 Hintayin ang kasagutan mula sa inerereklamo		3 araw	
2. Hintayin ang kasagutan mula sa inerereklamo	2. Abisuhan o tawagan hinggil sa sagot o tugon ng inerereklamo		10 minuto	
Total :		None	3 araw at 35 minuto	

11. Pag-apply ng Philhealth ID at MDR

Pag-apply ng Philhealth ID at MDR (Member Data Record)

Office or Division :	Office of the City Mayor– OSCA			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth Member Registration Form		Office for Senior Citizens Affairs (OSCA)		
2. Senior Citizens ID (photocopy)		Kliyente		
3. 1 x 1 picture (1 pc)		Aplikante		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumento upang masiyasat kung kumpleto.	1.1 Tanggapin at suriin ang mga dokumento Approved: Tuloy ang proseso Disapproved: Kulang ang dokumento	Walang babayaran	5 minuto	OSCA Staff



	1.2 I-encode sa computer at igawa ng transmittal		10 minuto	
	1.3 Dalhin ang dokumento sa Philhealth Office - Calamba Branch (monthly)		45 minuto	Administrative Officer III
	1.4 Hintayin ang mga nagawang ID at MDR		2 linggo hanggang 1 buwan	OSCA Staff
2. Hintayin ang ID at MDR	2.1 Dalhin kada barangay ang mga ID at MDR			OSCA Staff
	2.2 Abisuhan or ihatid ng mga BHW (Door to door)			
Total :		None	1 buwan at 1 oras	

Paalala : Matatanggap ang Philhealth ID at MDR sa loob ng *isang buwan*





12. Request ng Sertipiko (Cancellation / Verification / Late Birth Registration at No Record)

Request ng Sertipiko (Cancellation / Verification / Late Birth Registration)

Office or Division :		Office of the City Mayor– OSCA		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip Form		Office for Senior Citizens Affairs (OSCA)		
2. Senior Citizens ID (original / photocopy)		Kliyente		
3. Authorization Letter (Representative)		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang requisition slip form	1. Tanggapin at gawin ang Sertipiko	Walang babayaran	10 minuto	Administrative Aide IV
2. Hintayin ang Sertipiko	2. Ibigay at papirmahin ang kliyente sa receiving slip form		2 minuto	
Total :		None	12 minuto	





VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina 2. Isulat ang Feedback/Suggestion sa tao or opisinaang nagbigay serbisyo.
How feedbacks are processed	1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite. 2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw 3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i> <i>Email Address:</i> <i>chrnocalamba2001@gmail.com</i>
How to file a complaint	1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina. 2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinaang inirereklamo. 2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565

