



CITY GOVERNMENT OF IMUS  
**OFFICE OF THE CITY MAYOR**

# CITIZEN'S CHARTER

## OFFICE OF THE CITY MAYOR



MAYOR Emmanuel MALIKSI



@EmmanuelMaliksi



@CityMayorELM



[www.imus.gov.ph](http://www.imus.gov.ph)

# CITIZEN'S CHARTER

## OFFICE OF THE CITY MAYOR

The office is the leading agency of the city government, whereas the local chief executive exercises its implementing powers and ensures the efficient delivery of services to all departments, citizens and to the city as a whole.

### FUNCTIONAL STATEMENT

The Office of the City Mayor shall:

1. Exercise general supervision and control over all programs, projects, services, and activities of the city government;
2. Enforce all laws and ordinances pertinent to the governance of the city;
3. Ensure the delivery of basic services and the provision of adequate facilities;
4. Initiate and maximize the generation of resources and revenues and apply the same to the implementation of development plans, priorities, and program objectives;
5. Formulate guidelines on city policies and development plans in coordination with the City Development Council to ensure its implementation upon the approval of the Sangguniang Panlungsod;
6. Represent the city in all its business transactions and signs in its behalf all bonds, contracts and obligations;
7. Communicate with various agencies in government-sponsored programs, activities, and events;
8. Process and issue permits, licenses, and certificates;
9. Support the campaign for the promotion and preservation of the City's rich history, culture and tradition;
10. Exercise such other powers and perform other duties and functions as may be prescribed by law or ordinances.



## **FRONTLINE SERVICES:**

- Issuance of Mayor's Certification
- Issuance of Mayor's Clearance
- Issuance of Mayor's Permit
- Issuance of Mayor's Endorsement/Referral
- Issuance of Mayor's Authentication
- Request for Mayor's Matrimonial Services
- Request for Mayor's Oath taking Services
- Request for Financial Assistance
- Request for Scholarship Assistance

## **FRONLINE SERVICES PROCEDURE**

### **ISSUANCE OF MAYOR'S CERTIFICATION**

#### **WHO MAY AVAIL THE SERVICE:**

- All residents of the City of Imus

#### **REQUIREMENT(S):**

- Duly Accomplished Client Information Form

#### **Certification to solemnize marriage (Please present any of this):**

- Proof of attendance in an orientation seminar conducted by Philippine Statistics Authority for Solemnizing Officers
- Certified True Copy of Certificate of Ordination issued by the church
- Proper endorsement from the Head of the Religious Sector
- Copy of Appointment as a Priest

#### **Certification of church existence**

- Proper endorsement from the Head of the Religious Sector
- Barangay Certificate (certifying the existence of the church in the area)

#### **Certificate of Non-Taxable**

- Barangay Certificate (certifying the present status of the requesting party)

#### **Certification of HOA for Tax Exemption**

- Letter of Intent addressed to the City Mayor
- Present endorsement from FIHAJ for validity of request

#### **Certification for Red Ribbon**

- Barangay Certificate



**FEE(S)/CHARGE(S):**

- Mayor's Certification (Local) - Php50.00
- Mayor's Certification for Red Ribbon - Php150.00

**HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	5 minutes
2	Pay the required fee	Receive the payment and issue the O.R.	City Treasurer's Office	3 minutes
3	Present the O.R.	Release the return slip	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	3 minutes
		Process the request	Miko Arianne Racelis	5 minutes
		Review the document	Cecile Foz; Ziza Anna Tan	3 minutes
		Present the document to the City Mayor for the signature	Cecile Foz	1 day
4	Present the return slip	Release the document	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	2 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				1 day and 21 minutes
<b>END OF TRANSACTION</b>				



## **ISSUANCE OF MAYOR'S CLEARANCE**

### **WHO MAY AVAIL THE SERVICE:**

- All residents of the City of Imus

### **REQUIREMENT(S):**

- Duly Accomplished Client Information Form

### **Clearance for:**

- License to Own and Possess Firearms (LTOPF)
- Overseas Employment
- Tax Document for Foreign Countries
- Other purposes
  - Police Clearance
  - Barangay Clearance

### **FEE(S)/CHARGE(S):**

- Mayor's Clearance for LTOPF - Php 50.00
- Mayor's Clearance for Overseas Employment - Php 150.00
- Mayor's Clearance for Tax Document for Foreign Countries - Php 50.00
- Mayor's Clearance for Other Purposes - Php 50.00

### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	5 minutes
2	Pay the required fee	Receive the payment and issue the O.R.	City Treasurer's Office	3 minutes
3	Submit the O.R.	Release the Return Slip	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	3 minutes
		Process the document	Miko Arianne Racelis	5 minutes



		Review the document	Cecile Foz; Ziza Anna Tan	3 minutes
		Present the document to the City Mayor for the signature	Cecile Foz	1 day
4	Present the Return Slip	Release the document	Janice Cayetano; (anis dela Cruz; Ana Luna Bejerano	2 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				1 day and 21 minutes
<b>END OF TRANSACTION</b>				

## **ISSUANCE OF MAYOR'S PERMIT**

### **WHO MAY AVAIL THE SERVICE:**

- All residents of the City of Imus

### **REQUIREMENT(S):**

- Duly Accomplished Client Information Form

### **Mayor's Permit for Meralco Application**

- Meralco Yellow Card
- Meralco Application Requirements
- Mayor's Routing Slip

### **Mayor's Permit for Fireworks**

- BPLO Assessment
- Police Clearance

### **FEE(S)/CHARGE(S):**

- Mayor's Permit for Meralco Application - Php 50.00
- Mayor's Permit for Fireworks - Php 50.00



### HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	5 minutes
2	Pay the required fee	Receive the payment and issue the O.R.	City Treasurer's Office	3 minutes
3	Submit the O.R.	Release the Return Slip	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	3 minutes
		Process the document	Miko Arianne Racelis	5 minutes
		Review the document	Cecile Foz; Ziza Anna Tan	3 minutes
		Present the document to the City Mayor for the signature	Cecile Foz	1 day
4	Present the return slip and receive the document	Release the document	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	2 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				1 day and 21 minutes
<b>END OF TRANSACTION</b>				



## **ISSUANCE OF MAYOR'S ENDORSEMENT/REFERRAL**

### **WHO MAY AVAIL THE SERVICE:**

- All residents in the City of Imus

### **REQUIREMENT(S):**

- Duly Accomplished Client Information Form

### **Referral for Medical Assistance**

- Medical Abstract/Medical Certificate

### **Endorsement for School**

- School credentials

### **Endorsement for Job Application**

- Curriculum Vitae

### **FEE(S)/CHARGE(S):**

None

### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	5 minutes
		Release the Return Slip		3 minutes
		Process the document	Miko Arianne Racelis	5 minutes
		Review the document	Cecile Foz; Ziza Anna Tan	3 minutes
		Present the document to the City Mayor for the signature	Cecile Foz	1 day
2	Present the return slip and receive the document	Release the document	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	2 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				1 day and 18 minutes
<b>END OF TRANSACTION</b>				





## ISSUANCE OF MAYOR'S AUTHENTICATION

### WHO MAY AVAIL THE SERVICE:

- All residents in the City of Imus

### REQUIREMENT(S):

- Duly Accomplished Client Information Form
- Original documents to be authenticated

### FEE(S)/CHARGE(S):

- Authentication (Local) - Php 50.00
- Succeeding pages (Local) - Php 10.00/per page
- Authentication (Abroad) - Php 150.00
- Succeeding pages (Abroad) - Php 50.00/per page

### HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	5 minutes
2	Pay the required fee	Receive the payment and issue the O.R.	City Treasurer's Office	3 minutes
3	Present the O.R.	Release the return slip	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	3 minutes
		Process the document	Miko Arianne Racelis	7 minutes
		Present the document to the City Mayor for the signature	Cecile Foz	1 day
4	Present the return slip and receive the document	Release the document	Janice Cayetano; Janis dela Cruz; Ana Luna Bejerano	2 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				1 day and 20 minutes
<b>END OF TRANSACTION</b>				



## **REQUEST FOR MAYOR'S MATRIMONIAL SERVICES**

### **WHO MAY AVAIL THE SERVICE:**

- All residents in the City of Imus

### **REQUIREMENT(S):**

- Duly Accomplished Client Information Form
- Marriage License from the Civil Registrar's Office
- List of sponsors

### **FEE(S)/CHARGE(S):**

- Solemnization Fee -Php 200.00
- Notarial Fee -Php 100.00  
(for couples administered under Article 34)

### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Grace Sapitanan	5 minutes
2	Pay the required fee	Receive the payment and issue the O.R.	City Treasurer's Office	3 minutes
3	Present the O.R.	Schedule the wedding and orient the client(s)	Grace Sapitanan	15 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				23 minutes
<b>END OF TRANSACTION</b>				



## **REQUEST FOR MAYOR'S OATH TAKING SERVICES**

### **WHO MAY AVAIL THE SERVICE:**

- All residents in the City of Imus

### **REQUIREMENT(S):**

- Duly Accomplished Client Information Form

#### **For Homeowners' Association**

- List of officers
- Endorsement from FIHAI

#### **For Barangay Officials**

- Endorsement from DILG

### **FEE(S)/CHARGE(S):**

None

### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Grace Sapitanan	5 minutes
		Schedule the oath taking and prepare the documents		10 minutes
		Release the oath taking documents		3 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				18 minutes
<b>END OF TRANSACTION</b>				



## **REQUEST FOR FINANCIAL ASSISTANCE**

### **WHO MAY AVAIL THE SERVICE:**

- Any association organized for public purposes
- Any sports fest or League to be conducted within the jurisdiction of the City of Imus
- Accredited Homeowners' Associations
- Organizers for any competitions, seminars and trainings within the jurisdiction of the City of Imus

### **REQUIREMENT(S):**

- Duly Accomplished Client Information Form
- Financial Assistance letter addressed to Hon. Emmanuel L. Maliksi
- Photocopy of a Valid ID

### **For Trainings/Seminars/Competitions:**

- Invitation with the date, time and venue of the event
- Training Design and appropriations of any event

### **For Sportsfest/League:**

- List of players and coaches
- Certification from the Barangay Captain attesting their participation

### **For Homeowners' Association:**

- Board Resolution stating the request
- List of officers

### **For Barangay:**

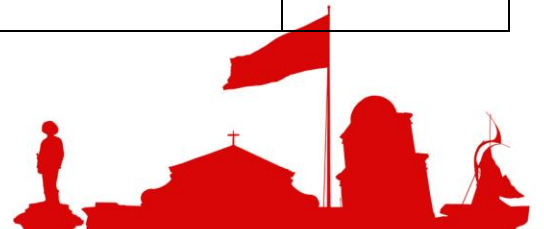
- Barangay Resolution

### **FEE(S)/CHARGE(S):**

None

### **HOW TO AVAIL THE SERVICE:**

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the request letter	Assess the request letter	Cecile Foz	5 minutes
		Present the letter to the City Mayor for notation		1 day



		Forward the noted letter of request for processing	City Administrator's Office Staff	3 minutes
2	Submit the O.R.	Release of Check	City Treasurer's Office (Jay Legaspi)	3 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				1 day and 11 minutes
<b>END OF TRANSACTION</b>				

**Note:** An individual or entity may be granted of financial assistance only once every quarter as long as their purpose is within the guidelines or subject for evaluation.

### **REQUEST FOR SCHOLARSHIP ASSISTANCE**

#### **WHO MAY AVAIL THE SERVICE:**

- All residents in the City of Imus

#### **REQUIREMENT(S):**

- Duly Accomplished Scholarship Information/Evaluation Form;
- Letter Request addressed to the Mayor;
- Latest Report Card not lower than 85% (High School)/Certification of Grades (College);
- Present Registration/Enrollment Card (with assessment of tuition fees);
- School Certification of Good Moral Character (Original Copy);
- Certification from Barangay (Original Copy);
- CSWDO Certification of Indigency of parents/guardian (Original Copy);
- Birth Certificate (Photo copy);
- Photocopy of Voter's Registration or COMELEC ID of Parents and student aged 18y/o above;
- 1x1 Picture (1 copy)

#### **FEE(S)/CHARGE(S):**

None

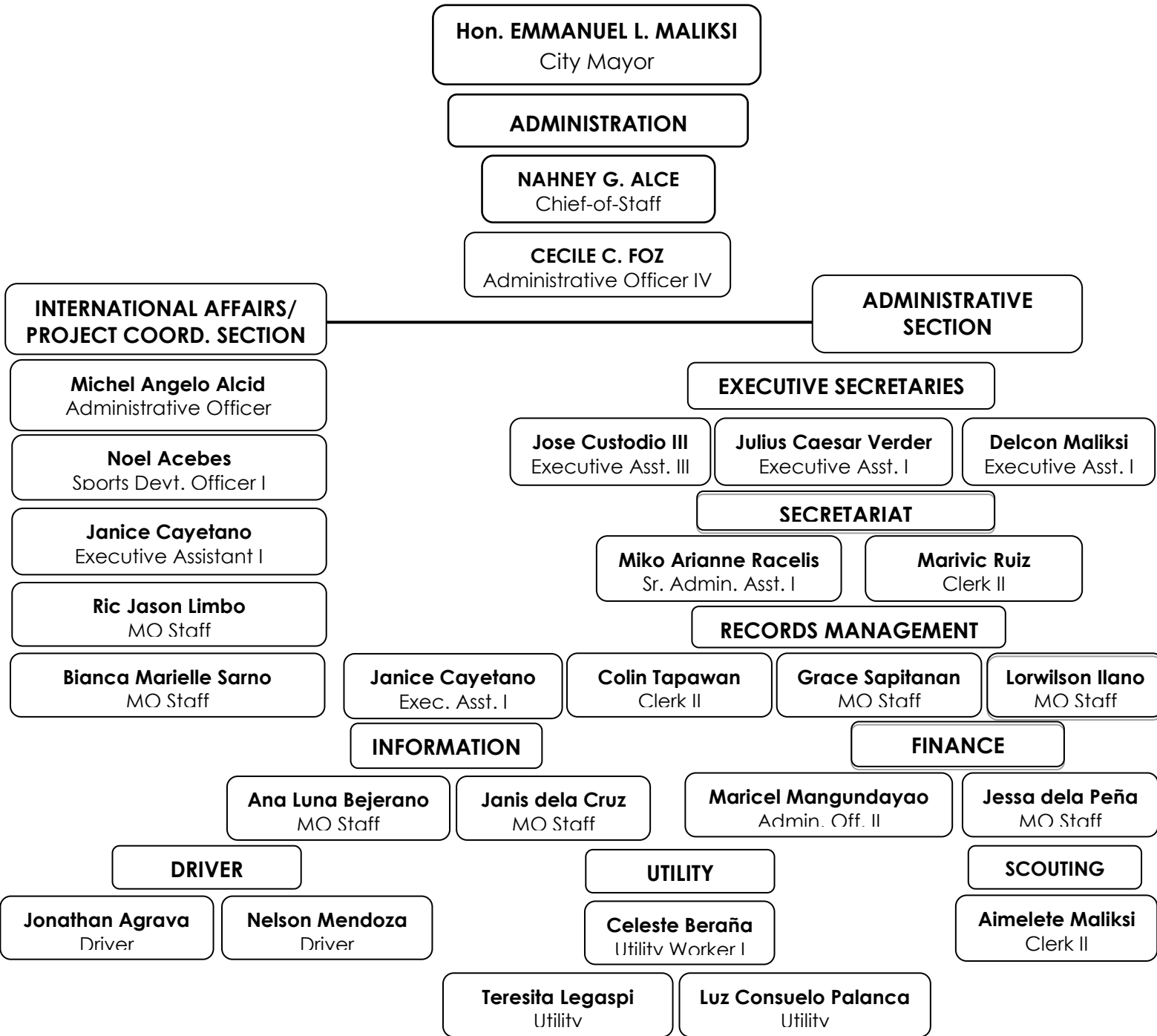


## HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/UNIT		
1	Submit the requirements	Assess the submitted requirements	Edwin Malicsi; Neriza Nerona	5 minutes
		Provide the Scholarship Routing Slip		5 minutes
		Present the Scholarship Routing Slip to the City Mayor for the signature		1 day
2	Submit O.R.	Release the check	City Treasurer's Office (Jay Legaspi)	5 minutes
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL DURATION OF ACTIVITY</b>				1 day and 15 minutes
<b>END OF TRANSACTION</b>				



## ORGANIZATIONAL STRUCTURE



**Location:** The **Office of the City Mayor** is located at the 3<sup>rd</sup> level of the New Imus City Hall Building

**Hon. Emmanuel L. Maliksi**  
City Mayor

**Ms. Cecile C. Foz**  
Administrative Officer IV

You can also contact us at:  
**(046) 471-2984**

Or email us at  
**[imuscitymayoroffice@gmail.com](mailto:imuscitymayoroffice@gmail.com)**

