



CITY GOVERNMENT OF MUNTINLUPA

**TANGGAPAN NG UGNAYANG PANG-
MARALITANG TAGALUNGSOD
(URBAN POOR AFFAIRS OFFICE)**

CITIZEN'S CHARTER

MAY 2022 (1st EDITION)

Tanggapan ng Ugnayang Pang-maralitang Tagalungsod

Urban Poor Affairs Office

External Services

A. Organizing and Strengthening

Office or Division	Community Development Division			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Urban Poor Communities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Photocopy of SEC, HLURB or DHSUD Registration		Security and Exchange Commission Housing and Land Use Regulatory Board		
• City Council Accreditation		Muntinlupa City Council		
• Photocopy of Constitution and By-Laws		SEC, HLURB or Community initiated CBL		
• List of Officers and Members		Community Association		
• Status Report (if any or applicable)		Community Association		
• Financial Report (if any or applicable)		Community Association		
• List of Community Projects (if any or applicable)		Community Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements to UPAO for Community registration or updating	Provide Checklist of Requirements	None	1 minute	Front desk
2. Community Association sending request letter to the Local Chief Executive addressed to UPAO Head for community organizing and strengthening	2. Coordinate with urban poor leaders and schedule meeting	None	Response from the letter-request within 5 days	Community Organizer
3. Schedule Officers Meeting	Facilitate officers meeting setting activities for	None	1 hour	Community Organizer

	organizing and strengthening			
4. Schedule General Assembly Meeting	Supervise meeting discussing community activities and plan	None	2 hours	Community Organizer
5. Institutionalize savings program	Submit pertinent documents for MOA	None	1 month	Community Organizer
6. Introduce community documents eg. Constitution and By-Laws, VMG, 1-year plan	Recommend for capability building seminars	None	Year Round	Community Organizer
TOTAL:			Year Round	

Community organizing and strengthening is a long process that cannot that cannot indicate specific duration of time.

B. Capability Building Program

Office or Division	Urban Poor Affairs Office / Management Team			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Registered Community Association			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for provision of capability building trainings and seminars	1. Recommend Community Association for inclusion in provided capability building trainings and seminars	None	2 minutes	Community Organizer
2. Once invited to attend trainings and seminars facilitated by UPAO, state confirmation of attendance and submit names of officers-participant	2. Confirm attendance of invited Community Association	None	1 day	Community Organizer
3. Attend and actively participate in capability building trainings and seminars	3. Provide knowledge and skills to urban poor leaders with the following trainings and seminars:	None	2 days	Management Team (selected UPAO staff)

	1. <i>Community Analysis and Planning Workshop</i> 2. <i>Systems Development and Installation Seminar</i> 3. <i>Leadership Skills Development Seminar</i> 4. <i>Records Management Seminar</i> 5. <i>Financial Management Seminar</i> 6. <i>Village Covenant Formulation and Management Seminar</i>			
4. Draft output from the training-workshop attended, discuss to community members for comments and approval, at least 3 times	4. Conduct follow-up support through on the output of the attended training-workshop until finalized; implement	None	1 month	Community Organizer
TOTAL:			2 months	

C. Savings Program

Office or Division	Urban Poor Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Registered Community Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• HLURB Registration		HLURB		
• City Council Accreditation		Muntinlupa City Council		
• Board Resolution		Community Association		
• Minutes/report that the community facilitated orientation on <i>Dalawangpung Pisong Impok Araw-araw Para sa Pabahay</i>		Community Association		
• Photocopy of COMELEC ID of CA President		COMELEC		
• Valid ID of the CA President		Any Government Institution		
• Cedula of the CA President		Treasury Office, City Hall of Muntinlupa		
• List of Officers		Community Association		
• Financial Report		Community Association		
• Short background of the community association		Community Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a community orientation on savings program	1. Conduct community	none	1 hour	Community Organizer

	orientation on savings program			
2. Prepare pertinent documents for review of UPAO	2. Review submitted documents and include in the list of community associations that will undertake Memorandum of Agreement	none	1 week	Community Organizer / Program In-charge
3. Signing of Memorandum of Agreement with the Local Chief Executive	3. Facilitate notarization of MOA; provide copy to Community Association	none	2 weeks	Community Organizer
4. Secure bank book from UPAO based on number of members	4. Taught community officers and members on how to use the bank book	none	1 week	Community Organizer
5. Conduct regular savings or Php20.00 per day to be remitted to Community Treasurer	5. Conduct regular spot audit; prepare report	none	Year Round	Community Organizer
6. Open bank account and deposit collected savings	6. Assist Community Association to open an account to bank of their choice	none	1 day	Community Organizer
7. Submit monthly report to Community Organizer on financial status	7. Prepare and submit report to the Department Head	none	1 day	Community Organizer
TOTAL:				

D. Community Mortgage Program

Office or Division	Urban Poor Affairs Office		
Classification:			
Type of Transaction:	G2C – Government to Citizen		
Who may avail	Registered Community Association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
• Duly Accomplished Application letter		Community Association	
• Duly accomplished CMP-M Information Sheet		UPAO	

• CMP Community Profile	Community Association/UPAO
• HLURB Certified Copy of Certificate of Registration, Articles of Incorporation, By-laws, Updated General Information Sheet	HLURB
• Lot plan with Technical Descriptions of the proposed CMP Site, duly signed by a licensed Geodetic Engineer (G.E.)	Geodetic Engineer
• Vicinity map	Geodetic Engineer
• Topographic Map (sloping terrain)	Geodetic Engineer
• Approved Subdivision Plan	
• Latest RD certified copy of Present Title • Latest RD certified copy of 1st Back Title • Latest RD certified copy of 2nd Back Title	Registry of Deeds
• Latest Tax Declaration showing Residential classification	Assessor's Office
• Zoning Certification	City Zoning Office
• Masterlist of beneficiaries with loan apportionment	Community Association
• Proof of CA savings equivalent to three (3) months amortization	Community Association
• Notarized Proof of payment of equity	Landowner
• Notarized MOA between landowner and CA (letter of intent to sell, letter of acceptance from the CA – offer to buy)	Community Association/Landowner
• EJS of the deceased landowner	Landowner
• Notarized Board Resolution/Secretary's Certificate Issues by the CA to its representative	Community Association
• SPA for Individual landowner or Secretary's Certificate if landowner is a Corporation	Landowner
• Two (2) valid Government ID's of Individual landowner	Landowner
• TIN ID of individual landowner	Landowner
• BIR Certificate of Registration of CA	Community Association

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/AGENCY RESPONSIBLE
1.CA will request the CGM for its assistance through UPAO as mobilizer of their housing project.	1.UPAO will assess the status of the CA	None	1 day	Community Organizer
2. Memorandum of Agreement between the CA and CGM as mobilizer Memorandum of Agreement to CA and Landowner	UPAO to facilitate the MOA signing and the notarization of the MOA.	None	2 weeks	Community Organizer
3.CA to prepare all documentary requirements needed for submission to SHFC	2. UPAO will assist the CA in acquiring some of the documentary requirements that will come from the offices of CGM such as approved subdivision plan, hazard certification, certification on access road, certification on its land actual use, CMP-M information sheet, community profile etc.	None	1 month	Community Association Community Organizer
	Check if all documentary requirements needed by SHFC is already available	None	1 day	Community Organizer
	UPAO will endorse the application to SHFC.	None	1 day	Community organizer
CA will wait for the findings based on the submitted documents	SHFC will call for a cliniquing to discussed the findings of the project	None	1 day	Community Association SHFC Community Organizer
CA to comply the additional documents required based on the findings	UPAO to comply the additional documents required based on the findings.	None	2 weeks	Community Association Community Organizer
	If no further findings, SHFC will conduct the	None	2 weeks	SHFC

	Background Investigation, Site Inspection, Appraisal, Title Validation and Loan/Mortgage Evaluation			
	SHFC prepares reports/notices of findings SHFC through the Credit Committee	None	1 week	SHFC
	APPROVAL OF LOAN APPLICATION EXECOM endorses project to SHFC Board for approval/issuance of Letter of Guarantee (LOG) SHFC issues LOG to Landowner (for project under Accommodation Mortgage) or Letter of Commitment (for projects under Usufruct)	None	2 weeks	SHFC
	RELEASE OF LOAN/PAYMENT (Take-out) SHFC processes 100% payment to Landowner (for projects under Accommodation Mortgage) after submission of title with annotation of mortgage and payment of documentary stamp tax on sale and mortgage or first 80% payment (for projects under USUFRUCT) SHFC processes final 20% to Landowner (for project under Usufruct) after submission of title in the name of SHFC	None	2 weeks	SHFC

	and other requirements. SHFC releases Check to the Landowner			
--	---	--	--	--

E. Direct Purchase



Office or Division	Urban Poor Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Registered Community Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• HLURB Registration		HLURB		
• City Council Accreditation		Muntinlupa City Council		
• Board Resolution		Community Association		
• List of Officers and Masterlist		Community Association		
• Application letter		Community Association		
• Proposed Subdivision Plan		Community Association/Geodetic Engineer		
• Technical documents such as vicinity map, topographic map,		Community Association/Geodetic Engineer		
• MOA between the CA and the Landowner		Community Association/Landowner		
<input type="checkbox"/>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.CA will request the CGM for its assistance through UPAO.	1.UPAO will assess the status of the CA	None	1 hour	Community Organizer
	2.UPAO to conduct site inspection of the proposed housing for the possibility of the project.		1 hour	Community Organizer
2.CA will comply the documentary requirements needed by the City Zoning Office for the approval	3. UPAO will review the submitted documents and assist the CA in acquiring some of	None	1 week	Community Organizer

of their proposed subdivision plan. -proposed subdivision plan -vicinity map -CA and Landowner MOA -Certification on Access Road -Certification on Hazard -Topographic Map -Site Dev't Plan (drainage and road plan)	the documentary requirements needed for the approval.			
	3. UPAO will endorse the application of CA to City Zoning Office with attached pertinent documents needed for the approval of their proposed subdivision plan.	None	1 day	Community Organizer
3. CA will wait for the findings of City Zoning Office.	City Zoning Office will provide the CA and UPAO with their findings. CA and UPAO to comply the documentary requirements base on the findings.	None	1 week	Community Organizer / Program In-charge
	If the requirements were complied and completed, the City Zoning Office will endorse the application to Sangguniang Panglungsod for the conduct of 3 consecutive public hearings.	None	2 weeks	Community Organizer
CA to attend the public hearing to defend their project	Conduct of Public Hearings	None	3 consecutive hearings	Sangguniang Panglungsod
	Approval of the request.	none		Sangguniang Panglungsod

CA and UPAO to follow up the approved request.	Issuance of approved Preliminary Approval and Locational Clearance and Development Permit.	none	3 weeks	Sangguniang Panglungsod
	Approval of the Subdivision Plan	none	1 day	City Zoning Office
TOTAL:				

F. Interim Financing

Office or Division	Urban Poor Affairs Office	
Classification:		
Type of Transaction:	G2C - Government to Citizen	
Who may avail	Registered Community Association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✚ Request letter from the assisted Community Association		Community Association
✚ DHSUD Registration		DHSUD
✚ Board Resolution of Community Association		Community Association
✚ Constitution and By-Laws		"
✚ List of Officers and Membership		"
✚ Financial Statement certified by private Accountant		Private Accountant
✚ Community Profile		"
✚ Computation of monthly amortization		UPAO
✚ Local Housing Board Resolution		Local Housing Board/UPAO
✚ UPAO Endorsement to the City Mayor		UPAO
✚ Council Resolution		City Council

 Tripartite MOA amongst LGU, Landowner and Community Association		UPAO		
 And other pertinent documents		Concerned offices in the release of Interim Financing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Community Association to send request letter addressed to the City Mayor thru UPAO	1. UPAO to assess the status of Community Association's credibility to pay request interim financing	None	1 day	Community Organizer
2. UPAO to secure documentary requirements from the Community Association, <i>ie.</i> Community Profile, Financial Statement, List of Officers and Members...etc.	2. Conduct screening of documentary requirements	None	1 day	UPAO
3. UPAO to prepare computation of monthly amortization	3. Present to Community Association for approval	None	1 day	UPAO
4. Present to Local Housing Board (LHB) meeting CA request	4. Prepare Board Resolution	None	Within a month	Local Housing Board/UPAO
5. UPAO to prepare endorsement letter to the City Mayor with corresponding documents	5. City Mayor to endorse to City Council for a Resolution	None	1-2 days	UPAO/City Mayor
6. City Council to facilitate public hearing, at least 2x	6. Release City Council Resolution approving request for Interim Financing	None	1-2 weeks	City Council
7. UPAO to prepare Disbursement Voucher, OBR with pertinent documents	7. Routing of documents to concerned accounting offices for budget allocation and release of fund	None	1-2 weeks	UPAO, Budget Ofc., Accounting Ofc., Treasury Office
8. UPAO to prepare Tripartite MOA amongst LGU, Landowner and Community Association	8. Facilitate signing of MOA	None	Week after release of check	UPAO, City Mayor, Landowner, Community Association
TOTAL:				

G. Process of Application to Government Housing Projects

Office or Division	Urban Poor Affairs Office			
Classification:				
Type of Transaction:	G2C - Government to Citizen			
Who may avail	Qualified homeless Muntinlupenos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Letter (Pakay Form)		Applicant		
• Application Form		UPAO		
• Photocopy of Birth Certificate and Marriage Contract		Applicant		
• Photocopy of spouses Comelec ID or Registration		"		
• Spouses Certificate of Employment and Compensation		"		
• Latest Family Picture		"		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the office of the City Mayor re: intent to avail government housing project	City Mayor to transmit to UPAO	None	1 day	Applicant
2. Office of the City Mayor transmit the "pakay form" to UPAO	UPAO to receive and include in the database of housing applicants	None	1-2 days	UPAO/City Mayor
3. If with available slots , UPAO to inform the applicants to get/receive application form from UPAO ➤ If with no available slot , UPAO will encode applicant's details to the database	Applicant to fill-up Application Form, complete documentary requirements and submit to UPAO	None	1 week	Applicant
4. UPAO to facilitate screening of submitted documents	Check with NGA partner agencies if already availed housing	None	1 week	UPAO

	project as part of pre-qualification			
5.If approve with the application , to schedule orientations and seminars prior to move-in schedule ➤ If disapprove , applicant will be notified with the result stating the reason of disqualification	Facilitate several orientation and seminars anent to housing project	None	Within the Month	UPAO/Partners
6. UPAO to facilitate Raffle of Unit Assignment	Convene applicants; present available units to be raffled for unit assignment	None	Week after seminars	UPAO Partners Applicants
7. Moved-in schedule	Applicant to move-in ASAP	None	Should moved-in within the month	UPAO
TOTAL:				

H. Process for the Release of Certification for Meralco Application

Office or Division	Human Settlement Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Members of the Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Cedula		Barangay		
• Brgy. Certification (Meralco Purposes)		Barangay		
• Voter's Id / Comelec Certification		Client / Comelec		
• Community Certification		Community Association		
• Proof of Savings		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to UPAO Front Desk to state request for MERALCO Certification	1. UPAO to give list of documentary requirements	None	1-2 minutes	Front desk

2. Once documentary requirements are complete, submit to UPAO	2. UPAO to conduct screening of submitted documents; advise the applicant to return after 5 working days	None	1 day	Front Desk
3. UPAO to conduct Community Investigation (CI)	3. Staff conducted CI will recommend the preparation of Certification	None	Right after CI	Community Organizer
4. Prepare Certification	4. Inform the applicant through text message to pick-up the Certification	None	Within the day	Front Desk
5. Record and release Certification	5. Applicant, in personal appearance to receive the Certification	None	1-5 minutes	Front Desk

TOTAL:		3 working days and 17 minutes	
---------------	--	-------------------------------	--

The indicated time is for under normal circumstances. Time may extend case to case basis.