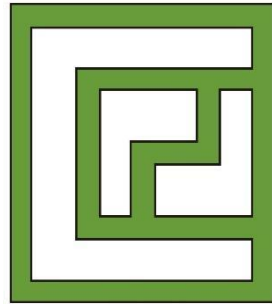




CITY GOVERNMENT OF MUNTINLUPA



CITY PLANNING AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER

2024

(1ST Edition)





City Planning and Development Office





External Services





1. ASSISTANCE TO CLIENTS ON DATA GATHERING (POPULATION, SOCIO ECONOMIC PROFILE, MAPS, ETC.)

As a custodian of accurate and comprehensive data, the City Planning and Development Office (CPDO) provides assistance to clients on data gathering (i.e. population, literacy rate, maps, etc.) for research, planning, or any purpose/s deemed appropriate.

Office or Division:	(1) Plan Formulation and Research Division (2) Monitoring and Evaluation Division (3) Land Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All (General Public, Public, and Private agencies)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter addressed to the Local Chief Executive and thru the Head of the City Planning and Development Office (1 original, 1 photocopy - optional) for G2B and G2G Request letter addressed to CPDO Head of Office 1 original, 1 photocopy - optional) for G2C 			Client	
<ul style="list-style-type: none"> Government Issued or Valid Identification Card (1 original) for G2G and G2C 			School or University (if student), National Identification Card, Social Security System, / Government Service Insurance System Identification Card, Tax Identification Number Identification Card, Postal Identification Card, Philippine Passport, Pag-IBIG Identification Card, etc.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Receiving and Information Area	1. Give the Log Book to the client	None	2 minutes	Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division





2. Submit request letter addressed to the Local Chief Executive or City Planning and Development Office Department Head (depends on client) to the Receiving and Information Area for initial assessment and verification	2. Receive the document and record in the logbook 2.1 Endorse client to person-in-charge 2.2 Person-in-charge assists client to his/her request	None	30 minutes	<p>Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division</p> <p>Ar. Francis Vincent C. Manila/Christine S. Joaquin <i>Planning Officer II</i></p> <p>Engr. Carl Maynard D. Bequillo <i>Project Development Officer II</i></p> <p>Ana Carmela M. Ilagan/ Pamela Gianne A. De Guia/ Christian Mark S. San Juan <i>Planning Officer III</i></p> <p>Bianca Jireh T. Sagum <i>Project Development Officer III</i></p> <p>Ar. May L. Santiago <i>Planning Officer IV</i> Plan Formulation and Research Division</p> <p>Or</p> <p>Engr. Edmarc P. Arnigo <i>Project Development Officer II</i></p> <p>Rian Paul Gabriel C. Grutas <i>Statistician II</i></p> <p>Monitoring and Evaluation Division</p> <p>Angel John A. Llemos <i>Project Development Officer II</i></p> <p>Jose David E. Adriano <i>Planning Officer IV</i></p>
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				Land Management Division
3. Fill-out feedback form and drop at the drop box; Sign out in the researcher's logbook in the Receiving and Information Area	3.1 Give the feedback form and Researcher's Logbook to client	None	15 minutes	Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division
	TOTAL:	None	47 Minutes	
Online				
1. Send e-mail addressed to the Local Chief Executive or City Planning and Development	1.1 Review the request e-mail and endorse to appropriate staff for feedback	None	1 day	Ar. Francis Vincent C. Manila/Christine S. Joaquin <i>Planning Officer II</i> Engr. Carl Maynard D.





Office Department Head (depends on client) stating the requested data	1.2 .Provide data request			Bequillo <i>Project Development Officer II</i> Ana Carmela M. Ilagan/ Pamela Gianne A. De Guia/ Christian Mark S. San Juan <i>Planning Officer III</i> Bianca Jireh T. Sagum <i>Project Development Officer III</i> Ar. May L. Santiago <i>Planning Officer IV</i> Plan Formulation and Research Division Or Engr. Edmarc P. Arnigo <i>Project Development Officer II</i> Rian Paul Gabriel C. Grutas <i>Statistician II</i> Monitoring and Evaluation Division Angel John A. Llemos Project Development Officer II Jose David E. Adriano <i>Planning Officer IV</i> Land Management Division
2. Wait for the data requested and fill out feedback form once data provided	2.2 Send google form of feedback form	None	20 minutes	
	TOTAL:	None	1 day and 20 minutes	

The indicated time is for under normal circumstances. Time may extend depending on how complex the requested data is. Original request letter should be kept by the receiving agency while its photocopy is optional depending on client's discretion.





2. ISSUANCE OF FLOOD OVERLAY CERTIFICATE

The Flood Overlay Certificate is issued to individuals needing this document as one of their basis for structure development where regulations are applied – determined in the Comprehensive Land Use Plan as flood-prone area certified by the City Planning and Development Office and concurred by the Disaster Risk Reduction and Management Officer. The flood overlay zone is based on the 200-Year Return Period Flood Hazard Map as per Risk Analysis Project (RAP) as enforced by City Ordinance 17-098 “Revised Zoning Ordinance of City of Muntinlupa.” The objective of the Flood Overlay Zone is to protect lives and properties from the harmful effects of flood.

Office or Division:	Land Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All (General Public, Public, and Private agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Filled-up application form for Locational Clearance		Zoning Office – One Stop Shop at 2 nd Floor. Main Building		
Certificate of Title		Registry of Deeds – Tunasan, Muntinlupa City		
Tax Declaration		Assessor's Office – Ground floor, Main Building		
Vicinity Map		Client		
Representative				
Authorization letter from the owner		Client		
All specified requirements listed above (principal)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook at the Receiving and Information Area	1. 1 Give the Logbook to the client 1.2 Endorse client to person in-charge	None	2 minutes	Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division
2. Submit all necessary requirements for verification	2.1 Review the document for verification 2.2 Encode details and print the certificate	None	20 minutes	Angel John A. Llemos <i>Project Development Officer II</i> Jose David E. Adriano





				<i>Planning Officer IV Land Management Division</i>
3. Wait for the request to be processed	3. 1 Forward certificate to the office of department head for signature	None	10 minutes	Angel John A. Llemos <i>Project Development Officer II</i>
	3.2 Photocopy the signed certificate (for receiving and filing copy) 3.3 Release the Flood Overlay Zone Certificate to client/client's representative 3.4 Refer client/client's representative to Disaster Risk Reduction and Management Office (DRRMO) to concur document			Jose David E. Adriano <i>Planning Officer IV Land Management Division</i>
	TOTAL:	None	32 Minutes	

The indicated time is for under normal circumstances. Time may extend depending on accuracy of the required documents and availability of the signatory.





City Planning and Development Office

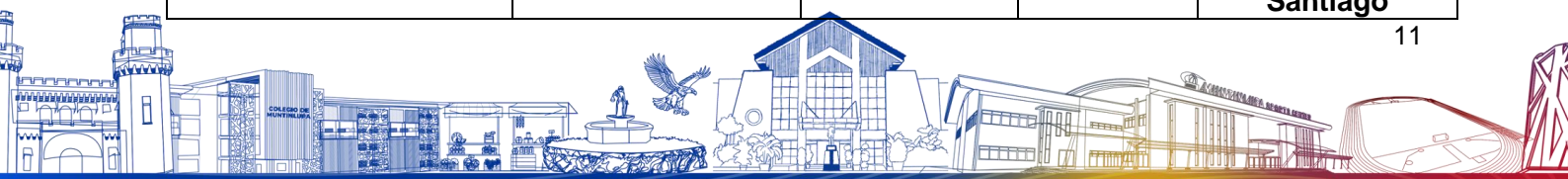
Internal Services



1. ASSISTANCE TO ANNUAL INVESTMENT PLAN/PROGRAM FORMULATION

The City Planning and Development Office, as mandated, provides assistance to offices in formulating their Annual Investment Plan/Program (AIP) usually during the second (2nd) quarter of the year. AIP is an annual plan that serves as an implementing tool for programs and projects that were planned for the City.

Office or Division:	Plan Formulation and Research Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices of City Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Draft Annual Investment Plan for proposed fiscal year Accomplishment Report of previous year/s 			Client (City Government of Muntinlupa Departments and Offices)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review, validation and approval	1.1 Receive the document and record in the logbook	None	1 day	Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division
	1.2 Endorse document to person-in-charge			Ar. Francis Vincent C. Manila/Christine S. Joaquin <i>Planning Officer II</i>
	1.3 Person-in-charge reviews the document and deliberate with the client for clarifications or possible revisions.			Engr. Carl Maynard D. Bequillo <i>Project Development Officer II</i> Ana Carmela M. Ilagan/ Pamela Gianne A. De Guia/ Christian Mark S. San Juan <i>Planning Officer III</i> Bianca Jireh T. Sagum <i>Project Development Officer III</i> Ar. May L. Santiago



				<i>Planning Officer IV</i> Plan Formulation and Research Division
Without Revision				
	1.4 Person-in-charge approves document thru email and/or Budget Monitoring and Management System (BMMS)	None	1 hour	<p>Ar. Francis Vincent C. Manila/Christine S. Joaquin <i>Planning Officer II</i></p> <p>Engr. Carl Maynard D. Bequillo <i>Project Development Officer II</i></p> <p>Ana Carmela M. Ilagan/ Pamela Gianne A. De Guia/ Christian Mark S. San Juan <i>Planning Officer III</i></p> <p>Bianca Jireh T. Sagum <i>Project Development Officer III</i></p> <p>Ar. May L. Santiago <i>Planning Officer IV</i> Plan Formulation and Research Division</p>
With Revision				



2. Submit revised document for review, validation and approval	<p>2.1 Receive the document and record in the logbook</p> <p>2.2 Endorse document to person-in-charge</p> <p>2.3 Person-in-charge reviews and validate document</p> <p>2.4 Person-in-charge approves document thru email and/ or Budget Monitoring and Management System (BMMS)</p>	None	2 hours	<p>Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division</p> <p>Ar. Francis Vincent C. Manila/Christine S. Joaquin <i>Planning Officer II</i></p> <p>Engr. Carl Maynard D. Bequillo <i>Project Development Officer II</i></p> <p>Ana Carmela M. Ilagan/ Pamela Gianne A. De Guia/ Christian Mark S. San Juan <i>Planning Officer III</i></p> <p>Bianca Jireh T. Sagum <i>Project Development Officer III</i></p> <p>Ar. May L. Santiago <i>Planning Officer IV</i> Plan Formulation and Research Division</p>
	TOTAL:	None	1 Day and 3 Hours	

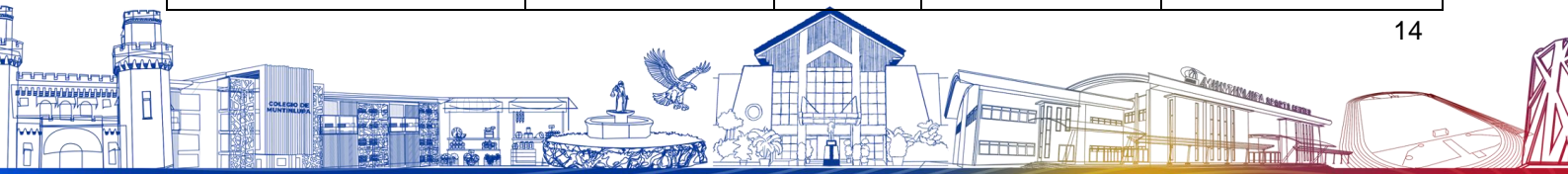
The indicated time is for one office being served at one time under normal circumstances.



2. REVIEW OF ACCOMPLISHMENT REPORT

Accomplishment Report (AR) is a document that mirrors the Annual Investment Program (AIP) which includes the actual accomplishments of offices from implementing their programs, projects and activities (PPAs) and is submitted quarterly. This document functions as a monitoring tool to assess and evaluate the impact of PPAs to the city and as a reference to planning activities.

Office or Division:	Plan Formulation and Research Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices of City Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplishment Report (AR)			Client (City Government of Muntinlupa Departments and Offices)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review and validation	1.1 Receive the document and record in the logbook 1.2 Endorse document to person in-charge. 1.3 Person in-charge reviews the document and deliberate with the client for clarifications or possible revisions.	None	1 day	Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division Engr. Edmarc P. Arnigo <i>Project Development Officer II</i> Rian Paul Gabriel C. Grutas <i>Statistician II</i> Monitoring and Evaluation Division
With Revision				
2. Submit revised document for review, validation and approval	2.1 Receive the document and record in the logbook 2.2 Endorse document to person in-charge 2.3 Person in-charge reviews and validate document	None	2 days	Sheiryl S. Boncelli <i>Administrative Officer II</i> Administrative Division Engr. Edmarc P. Arnigo <i>Project Development Officer II</i>



				Rian Paul Gabriel C. Grutas <i>Statistician II</i> Monitoring and Evaluation Division
	TOTAL:	None	3 Days	

The indicated time is for one office being served at one time under normal circumstances.



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Accomplish the client feedback form (Client Satisfactory Measurement Questionnaire) and drop it in our “suggestion box” located in the Receiving and Information Area.</p> <p>For online transactions, indicate in the feedback form (Client Satisfactory Measurement Questionnaire) in the suggestions box/field</p>
How are feedback processed?	<p>Every end of the month, Ms. Sheirlyn S. Bonceli (Administrative Officer II) opens the suggestion box and compiles all feedback submitted.</p> <p>Compiled feedback forms are forwarded to Ar. Francis Vincent C. Manila (Planning Officer II) as data custodian for encoding to the Client Satisfaction Measurement Report and analysis.</p>
How to file a complaint?	<p>Accomplish the client feedback form and drop it in our “suggestion box” located in the Receiving and Information Area.</p> <p>Complaints can also be filed through writing a letter addressed to the Department Head of City Human Resources Management Department (CHRM) with notarized sworn statements. Make sure to indicate the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 88622525 (Trunk line).</p>
How are complaints processed?	<p>Formal letter of complaints will be endorsed to the Officer-In-Charge which will be forwarded to the responsible individuals to be addressed accordingly.</p>
Contact Information of ARTA, PCC, CCB, CPDO	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 1-6565 / 0908-881-6565 (SMS)</p> <p>CPDO: 8862-2525 (loc. 3011 - 3012)</p>

