



2019 CITIZEN'S CHARTER OF ANTIPOLO CITY

Tayo Na!
ANTIPOLO!

1) ISSUANCE OF MAYOR'S CLEARANCE / CERTIFICATION

The Office of the City Administrator (O.C.A) facilitates the issuance of Mayor's Clearance and Certification to bona fide residents of Antipolo City in support of their applications for, but not limited to, the following purposes:

<p>PURPOSES:</p> <ul style="list-style-type: none"> • Military / police service • Security guard license • Driver's license • Firearm's license • Passport or visa • Other Department of Foreign Affairs (DFA) purposes • Other purposes not mentioned above 	<p>REQUIREMENTS (Present original and submit photocopy of the following):</p> <ol style="list-style-type: none"> 1) Community Tax Certificate (Cedula) 2) Voter's ID / any valid ID showing present address in Antipolo City 3) Barangay Clearance 4) Court Clearances <ol style="list-style-type: none"> 4.1 Municipal Trial Court (MTC) clearance 4.2 Regional Trial Court (RTC) clearance 5) Police Clearance
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: Bona fide residents of Antipolo City



: P100.00



: Monday to Friday, 8am to 5pm, No Noon Break



: 15 minutes

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ADMINISTRATOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the Office of the City Administrator.	Check the requirements. Issue Order of Payment.	3 minutes	Staff-in-Charge
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the clearance / certification fee.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the Office of the City Administrator and present the Official Receipt for the issuance of Mayor's Clearance/ Certification.	Prepare the Mayor's Clearance / Certification. Review and sign the document. Request the client to sign in the Release Logbook and issue the Mayor's Clearance/ Certification.	5 minutes 1 minute 3 minutes	Staff-in-charge City Administrator Staff-in-Charge






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2) ISSUANCE OF FILMING PERMIT

The Office of the City Administrator facilitates the issuance of Filming Permit to proponents who intend to film their motion pictures (local or foreign), documentaries, "teleserye," commercial advertisements, and the like at specified location/s within the territorial jurisdiction of Antipolo City.

 : Film production entities or their representatives
 : Location managers or their representatives

 : Letter of Request
 : Barangay Clearance (Filming)

 : Monday to Friday, 8am to 5pm
 No Noon Break

 : 15 minutes

FEES:

Permit fee for location filming:

- Local – P3,000.00/day
- Foreign – P5,000.00/day
- Commercials / teleserye – P2,000.00/day

Additional regulatory fees (for every succeeding day:

- Commercial movies – P1,000.00/day
- Commercial ads – P700.00/day
- Documentary film – P500.00/day
- Videotape coverage – P500.00/day
- Additional fee for every location – P500.00/day

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ADMINISTRATOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the Office of the City Administrator.	Check the requirements. Issue Order of Payment.	3 minutes	Staff-in-Charge
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the permit fee.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the Office of the City Administrator, present the Official Receipt for the issuance of Filming Permit.	Check the Official Receipt. Prepare the Filming Permit.	5 minutes	Staff-in-charge
	Review and sign the document.	1 minute	City Administrator
	Request the client to sign in the Release Logbook and issue the Filming Permit.	3 minutes	Staff-in-Charge



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3) ISSUANCE OF SPECIAL PERMIT

The Office of the City Administrator facilitates the issuance of Special Permit for concerns not covered by other departments / program offices of the City Government.



: General Public



: Letter of Request with attached Data Tracking Form (DTF) from Mayor's Office



: Fee/s based on the 2019 Antipolo City Revenue Code



: Monday to Friday, 8am to 5pm
No Noon Break



: 20 minutes

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ADMINISTRATOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirement to the Office of the City Administrator, and provide required information.	Evaluate the request and interview the client for details.	5 minutes	Staff-in-Charge
	Issue Order of Payment.	3 minutes	
2. Proceed to the designated Payment Window of the City Treasurer's Office, present the Order of Payment and pay the permit fee.	(City Treasurer's Office) Receive payment and issue Official Receipt.	3 minutes	Revenue Collection Clerk
3. Return to the Office of the City Administrator, present the Official Receipt for the issuance of Special Permit.	Check the Official Receipt. Prepare the Special Permit.	5 minutes	Staff-in-charge
	Review and sign the document.	1 minute	City Administrator
	Request the client to sign in the Release Logbook, and issue the Special Permit.	3 minutes	Staff-in-Charge



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4) PROVISION OF FREE NOTARY PUBLIC

One of the special services of the City Government being facilitated by the Office of the City Administrator is the provision of free notary public to elders and differently-abled constituents of Antipolo City for their Affidavits of Loss.



: Senior citizens and differently-abled constituents of Antipolo City



: Senior Citizen's / PWD ID
: Affidavit of Loss to be notarized



: None



: Monday to Friday, 8am to 5pm
No Noon Break



: 20 minutes

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ADMINISTRATOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirements to the Office of the City Administrator, and provide required information.	Receive the requirements and forward the Affidavit of Loss to concerned Legal Assistant for Notary Public.	2 minutes	Receiving Clerk
	If the client does not have a ready Affidavit of Loss, conduct client interview and provide the information to concerned Legal Assistant.	5 minutes	Receiving Clerk
	Prepare Affidavit of Loss and or process the same for Notary Public.	10 minutes	Legal Assistant
2. Receive the notarized document.	Request the client to sign in the Release Logbook and issue the notarized document.	3 minutes	Staff-in-charge



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5) PROVISION OF FREE LEGAL ADVICE

Another special service of the City Government being facilitated by the Office of the City Administrator is the provision of free legal advice to Antipolo residents seeking the assistance of the City Mayor on their legal queries.



: Residents of Antipolo City



: Letter of Request with attached Data Tracking Form (DTF) from the Mayor's Office



: Monday to Friday, 8am to 5pm
No Noon Break



: 3 minutes – for the submission of requirement
: Indefinite time – for client interview, depending on the nature of the client's concerns



: None

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ADMINISTRATOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the requirement to the Office of the City Administrator. Wait for your number to be called.	Receive the requirement, request the client sign in the logbook and issue queue number. Accompany the client to the legal assistant available.	3 minutes	Receiving Clerk Receiving Clerk
2. Provide details of your queries to obtain appropriate legal advice.	Conduct client interview and counseling on possible course of actions the client may undertake relative to his/her stated problems / queries.	Indefinite	Legal Assistant



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6) FACILITATION OF DOCUMENTS FOR SIGNATURE OF THE CITY ADMINISTRATOR

The City Administrator signs documents of the City Government of Antipolo that require his recommendation / approval as well as the documents which he is authorized to sign for and by the authority of the City Mayor such as Mayor's Permit (Business Permit), inter-agency communications, endorsements, etc. The City Administrator also affixes his signature, upon request, on public documents which he is authorized by law to sign in his capacity as public official.



: Departments and offices of the City Government
: General Public



: Document/s to be signed



: Monday to Friday, 8am to 5pm
No Noon Break



: 5 minutes – for single document
: 20 minutes (at minimum) – for bulk documents



: None

PROCESS OF AVAILING THE SERVICE:

CLIENT'S STEPS	ACTIONS OF THE CITY ADMINISTRATOR'S OFFICE	TRANSACTION TIME	RESPONSIBLE PERSON
1. Submit the document/s to the Office of the City Administrator.	Check the document/s.	2 minutes	Receiving Clerk
	Sign the document/s	1 minute	City Administrator
2. Receive the signed document.	Request the client to sign in the Release Logbook and release the signed document/s.	2 minutes	Releasing Clerk