



OFFICE OF THE CITY MAYOR

EXTERNAL SERVICES



1. AVAILING OF MAG SCHOLARSHIP PROGRAM

College students residing in the City can avail of Scholarship Program being given by the City Government.

Office or Division	Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete Bio-data or Curriculum Vitae of Student		Applying student		
2. Certificate of Good Moral Character		From school where the student is enrolled		
3. Matriculation form for current semester		From school where the student is enrolled		
4. Grades		From school where the student is enrolled		
5. Recommendation from Barangay		Respective Barangay		
6. Barangay Clearance		Respective Barangay		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide IV</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents for completeness 2.2 Start processing the request	None	20 minutes	<i>Administrative Aide IV</i> (Office of the City Mayor)
3. Return to the Mayor's Office for processing of the Scholarship	3. Issue the Communication/ Recommendation to the Client	None	1 minute	<i>Administrative Aide IV</i> (Office of the City Mayor)
TOTAL		None	22 Minutes	



2. AVAILING OF SOLEMNIZATION OF MARRIAGE

For most Filipinos, a civil wedding is a cheaper, faster, and more convenient alternative to church wedding. It is usually conducted by a judge of the RTC court, but it can also be performed by the City Mayor. If the couple is short on cash or still saving for your dream church wedding, this is the best option

Office or Division	Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail:	City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License		Local Civil Registrar		
2. Affidavit of Co-Habitation if applicable		Sworn Statement duly notarized by Notary Public		
3. Birth Certificate		Local Civil Registrar		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Assistant II</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents for completeness 2.2 Start processing the request (schedule the date of the wedding)	None	10 minutes	<i>Administrative Assistant II</i> (Office of the City Mayor)
3. Pay the required fees at the City Treasurer's Office	3.1 Accept the payment 3.2 Issue OR		3 minutes	<i>Cash Receipt Division</i> (City Treasurer's Office)
4. During the scheduled date & time of wedding, the personal presence of the bride and groom is required together with the sponsor and instrumental witnesses	4. Solemnization ceremony	None	30 minutes	City Mayor
	5. Release of the Marriage Contract to the LCR	None	2 minutes	<i>Administrative Assistant II</i> (Office of the City Mayor)
TOTAL		None	46 Minutes	



3. CONDUCT OF MARKETING ACTIVITIES

Corporations, groups and other entities wish to promote or advertise their product/s or service/s to the public through Promotional Marketing Activities within the jurisdiction of the City, Public Market, recorida, flyering, etc.

Office or Division	Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request addressed to the City Mayor specifying where the promotion/marketing activity is to be conducted, date and time.		Requesting person/entities		
2. Note from the Market Superintendent as to the place where the activity is to be conducted. (If the activity is inside the City Public Market)		Office of the Market Superintendent		
3. Official Receipt from the City Treasurer's Office		City Treasurer's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents for completeness 2.2 Issue order of payment 2.3 Start processing the request	None	5 minutes	<i>Administrative Aide VI</i> (Office of the City Mayor)
3. Pay the required fees at the City Treasurer's Office	3.1 Accept the payment 3.2 Issue OR		3 minutes	<i>Cash Receipt Division</i> (City Treasurer's Office)
4. Return to the Mayor's Office for processing of the Permit	4.1 Check the Official Receipt 4.2 Issue the Permit to the Client	None	1 minute	<i>Administrative Aide VI</i> (Office of the City Mayor)
TOTAL		None	10 Minutes	



4. RECOMMENDATION FOR JOB, FOR TRANSFER OF ASSIGNMENT, MEDICAL ASSISTANCE

Residents and other clients may request the CMO for referral, recommendations, endorsements or communications. Public Customer Assistance covers the following areas:

- Medical Assistance
- Job Recommendations
- Endorsement for Transfer – for Irigueños in government service who are currently posted in other municipalities or provinces and would like to be transferred to Iriga City

Office or Division	Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation from Barangay (for medical assistance)		Respective Barangay		
2. Biodata or Curriculum Vitae (for Job Recommendation)		Requesting person		
3. Hospital Bill (for medical assistance)		Hospital/Clinic where the patient is confined		
4. Employment Record (for Transfer of Assignment)		Present Employer (government agency)		
5. Letter of Request for transfer stating therein reasons for request (for Transfer of Assignment)		Requesting person		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents for completeness 2.2 Start processing the request	None	20 minutes	<i>Administrative Aide VI</i> (Office of the City Mayor)
3. Return to the Mayor's Office for processing of the Recommendation or Request for Transfer	3. Issue the Communication/ Recommendation (Medical/Job) or Request for Transfer to the Client	None	1 minute	<i>Administrative Aide VI</i> (Office of the City Mayor)
TOTAL		None	22 inutes	

5. REQUESTING FOR SERVICE OF THE AMBULANCE



CITY RESIDENTS and other clients who wishes to avail for the services of ambulance to transport patient from residence to hospital or vice versa.

Office or Division	Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail:	City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None, but requesting party is advised to personally appear to provide the details of the patient and the trip				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide III</i> (Office of the City Mayor)
2. Provide the details of the patient, the destination or the trip, date and other details	2.1 Contact the availability of the vehicle and the driver 2.2 Make the necessary travel order	None	10 minutes	<i>Administrative Aide III</i> (Office of the City Mayor)
3. Accompany the patient in the vehicle	3. Transport the patient to its destination	None		<i>Driver</i> (Office of the City Mayor)
TOTAL		None	11 minutes	

6. REQUEST FOR THE USE OF GOVERNMENT FACILITIES



The City Government offers the use of the following facilities ideal for gatherings, sports and other activities:

- City Ceremonial Grandstand
- CDRRMO Conference Room
- OSCA Seminar Hall

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Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request addressed to the City Mayor specifying the government facility/ies to be used, date, time and purpose		Requesting person/entities		
2. Note from the Sports Development Office for the proper scheduling or as to availability of the venue		Sports Development Office		
3. Official Receipt from the City Treasurer's Office		City Treasurer's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2. Receive the required documents for completeness 2.1 Issue order of payment 2.2 Start processing the request	None	5 minutes	<i>Administrative Aide VI</i> (Office of the City Mayor)
3. Pay the required fees at the City Treasurer's Office	3.1 Accept the payment 3.2 Issue OR		3 minutes	<i>Cash Receipt Division</i> (City Treasurer's Office)
4. Return to the Mayor's Office for processing of the Permit	4.1 Check the Official Receipt 4.2 Issue the Permit to the Client	None	1 minute	<i>Administrative Aide VI</i> (Office of the City Mayor)
TOTAL		None	10 Minutes	

7. SECURING MAYOR'S CLEARANCE



People seeking employment are sometimes also required to secure the same. This is especially true of applicants to the Philippine National Police (PNP) and to the Armed Forces of the Philippines (AFP). In some cases, schools and overseas employment agencies require their students/recruits to secure a Certificate of Good Moral Character before they are allowed to enroll or apply. These documents can be secured from the City Mayor's Office.

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Type of Transaction	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of Barangay Clearance		Respective Barangay		
2. Original Copy of Police Clearance		PNP Station		
3. Official Receipt from the City Treasurer's Office		City Treasurer's Office		
4. 1 Documentary Stamp		City Treasurer's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents for completeness 2.2 Issue order of payment 2.3 Start processing the request	None	5 minutes	<i>Administrative Aide VI</i> (Office of the City Mayor)
3. Pay the required fees at the City Treasurer's Office	3.1 Accept the payment 3.2 Issue OR		3 minutes	<i>Cash Receipt Division</i> (City Treasurer's Office)
4. Return to the Mayor's Office for processing of Clearance	4.1 Check the Official Receipt 4.2 Issue the Certificate or Clearance to the Client	None	1 minute	<i>Administrative Aide VI</i> (Office of the City Mayor)
TOTAL		None	10 minutes	

8. SECURING PERMIT ON ALL ADVERTISING AND PROMOTIONAL ACTIVITIES



Corporations, groups and other entities wish to promote or advertise their product/s or service/s to the public through the installation/posting of billboard, signage, streamers, posters and/or fliers and other similar materials.

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Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request addressed to the City Mayor stating the total no. of poster/streamer to be posted and duration of posting		Requesting person/entities		
2. Official Receipt from the City Treasurer's Office		City Treasurer's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents for completeness 2.2 Issue order of payment 2.3 Start processing the request	None	5 minutes	<i>Administrative Aide VI</i> (Office of the City Mayor)
3. Pay the required fees at the City Treasurer's Office	3.1 Accept the payment 3.2 Issue OR		3 minutes	<i>Cash Receipt Division</i> (City Treasurer's Office)
4. Return to the Mayor's Office for processing of the Permit	4.1 Check the Official Receipt 4.2 Issue the Certificate or Clearance to the Client	None	1 minute	<i>Administrative Aide VI</i> (Office of the City Mayor)
TOTAL		None	10 Minutes	

9. SECURING PERMIT TO CONDUCT MOTORCADE, PARADE, PROCESSION, ETC.

Corporations, groups and other entities that wish to stage a motorcade/parade and/or procession around the city are required to get a permit from the CMO prior to



the scheduled activity. This ensures coordination and orderly traffic management during the activity.

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Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request addressed to the City Mayor indicating the schedule of the activity planned route and purpose of the activity		Requesting person/entities		
2. Official Receipt from the City Treasurer's Office		City Treasurer's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Lobby	1. Give the logbook to the client	None	1 minute	<i>Administrative Aide I</i> (Office of the City Mayor)
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents for completeness 2.2 Issue order of payment 2.3 Start processing the request	None	5 minutes	<i>Administrative Aide VI</i> (Office of the City Mayor)
3. Pay the required fees at the City Treasurer's Office	3.1 Accept the payment 3.2 Issue OR		3 minutes	<i>Cash Receipt Division</i> (City Treasurer's Office)
4. Return to the Mayor's Office for processing of the Permit	4.1 Check the Official Receipt 4.2 Issue the Certificate or Clearance to the Client	None	1 minute	<i>Administrative Aide VI</i> (Office of the City Mayor)
TOTAL		None	10 minutes	