CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



Brgy. Saluysoy, City of Meycauayan, Bulacan
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OFFICE OF THE CITY MAYOR

External Services

1. FINANCIAL ASSISTANCE

Financial assistance includes medical assistance, burial assistance, educational assistance and any other assistance that the Mayor may extend to the residents of the City of Meycauayan.

Office or Division:	Office of the City Mayor (City Hall Saluysoy & City Hall Annex – Camalig)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Indigent residents of the City of Meycauayan, People's Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency - 1 original copy	Barangay Hall where the client is residing
2. Valid government issued ID - 1 photocopy with 3 specimen signature	
▪ SSS UMID Card	Social Security System (SSS)
▪ GSIS UMID Card	Government Service Insurance System (GSIS)
▪ Driver's License	Land Transportation Office (LTO)
▪ PRC ID	Professional Regulation Commission (PRC)
▪ Voter's ID	Commission on Election (COMELEC)
▪ TIN ID	Bureau of Internal Revenue (BIR)
▪ Valid or Latest Passport	Department of Foreign Affairs (DFA)
▪ Postal ID	Philippine Post Office
▪ PhilID/ePhilID	Philippine Statistics Authority (PSA)
▪ Senior Citizen ID	City Social Welfare & Development Office (CSWDO), 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
▪ NBI Clearance	National Bureau of Investigation (NBI)
▪ Barangay Clearance	Barangay Hall where the client is residing
Additional documents for Burial Assistance: 1. Death Certificate - 1 original and 1 photocopy 2. Funeral Contract or Official Receipt of the funeral plan or Official Receipt of the memorial lot - 1 original and 1 photocopy	Office of the City Civil Registrar, 1st Floor, City Hall, City of Meycauayan, Bulacan Funeral Services
Additional documents for Medical Assistance: 1. Barangay Indigency - 1 original and 1 photocopy 2. Medical Abstract/Medical Certificate - 1 original and 1 photocopy	Barangay Hall where the client is residing Hospital where the client was confined Hospital where the client was confined

3. Temporary Hospital Bill/Laboratory Request with Price - 1 original and 1 photocopy 4. Prescription of medicine/Official Receipt of medicine - 1 original and 1 photocopy 5. Quotation for Dialysis Patient - 1 original and 1 photocopy 6. Treatment Protocol for Cancer Patient - 1 original and 1 photocopy 1. Schedule of Injection for Dog/Cat Bite - 1 original and 1 photocopy		Attending Physician Attending Physician Attending Physician Attending Physician		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the social welfare desk and submit all the required documents	1.1 Interview and prepare report and forward to the City Mayor for approval 1.2 Inform the client to wait for advise as to the release of the assistance	None	10 minutes	Administrative Aide I Office of the City Mayor Administrative Aide III Office of the City Mayor Administrative Officer IV Office of the City Mayor
	1.3 Review and approve request through a notation in the document	None	10 minutes	City Mayor
	1.4 Record and forward documents to the City Social Welfare and Development Office	None	5 minutes	Administrative Aide I Office of the City Mayor Administrative Aide III Office of the City Mayor

	1.5 Process the request by the Office of the City Social Welfare and Development Officer and Local Finance Committee and forward cheque to the Office of the City Mayor for signature	None	7 days	Office of the City Social Welfare and Development Officer Administrative Officer V Office of the City Budget Officer Administrative Officer V Office of The City Accountant Administrative Officer V Office of the City Treasurer City Mayor Office of the City Mayor
	1.6 Inform the client as to the scheduled date of release through text	None	2 minutes	Administrative Aide I Office of the City Mayor Daycare Worker I Office of the City Mayor
2. Receive cheque on the scheduled date	2.1 Release cheque	None	1 hour	Administrative Officer V Office of the City Accountant Senior Labor & Employment Officer Office of the City Treasurer Administrative Aide I Office of the City Mayor Administrative Officer IV Office of the City Mayor
	TOTAL:	**None**	**7 days, 1 hour, and 27 minutes**	

2. MARRIAGE SOLEMNIZATION

A function expressly provided under the Local Government Code of 1991.

Office or Division:	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	At least one of the contracting party is a resident of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Marriage License - 1 original copy	Office of the City Civil Registrar, 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the marriage license	1.1 Receive the document, verify with the Office of the City Civil Registrar all the supporting documents and issue order of payment	None	5 minutes	Administrative Aide I Office of the City Mayor
2. Proceed to the Cashier Window at the Office of the City Treasurer, 1st Floor, present the order of payment and pay the required fees	2.1 Issue official receipt	Php 200.00	5 minutes	Senior Administrative Assistant I Office of the City Treasurer Administrative Asst. V Office of the City Treasurer Administrative Aide I Office of the City Treasurer
3. Proceed to the Office of the City Mayor and present the original receipt	3.1 Schedule the marriage ceremony and inform the client	None	5 minutes	Administrative Aide I Office of the City Mayor
4. Return to the Office of the City Mayor on the scheduled date of marriage accompanied by two witnesses	4.1 Solemnize marriage	None	20 minutes	City Mayor Office of the City Mayor

	4.2 Inform the client on the date of release of Marriage Certificate and return the documents to the Office of the City Civil Registrar for registration	None	15 minutes	Administrative Aide I Office of the City Mayor
5. Married couple to return to the Office of the City Mayor on the scheduled date of release of certificate	5.1 Release the Certificate of Marriage	None	5 minutes	Administrative Aide I Office of the City Mayor
	TOTAL:	**Php200.00**	**55 minutes**	

3. REDEMPTION OF IMPOUNDED VEHICLES

Release of impounded vehicles due to traffic violation committed by motorists, in accordance with city ordinances, rules and regulations, upon payment of prescribed fines and penalties.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Motorist/Driver

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Official Receipt (payment of fines and penalties) - (1 Original and 1 Photocopy)	Office of the City Treasurer
2. Vehicle Original Receipt (OR) and Certificate of Registration (CR)	Land Transportation Office / Vehicle Owner
3. One (1) Valid ID	Motorist / Vehicle Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Official Receipt, OR/CR, and Valid ID	1. Verify records and impounded vehicle	None	15 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)

2. Claim vehicle after verification	2. Record and release impounded vehicle	None	15 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
Total			**30 minutes**	

4. TRAFFIC ADJUDICATION

Act on all complaints/ contest on apprehension / citation on Traffic Enforcer.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Motorist/Driver

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Traffic Violation Receipt/ Apprehension Ticket	Issued by Traffic Enforcer
2. Valid Driver's License	Land Transportation Office (LTO)
3. Official Receipt (OR) and Certificate of Registration (CR) of Vehicle (if applicable)	Land Transportation Office (LTO)
4. Letter of Complaint / Contest (stating reasons for contesting citation)	To be prepared by the motorist
5. Authorization Letter and ID of representative (if applicable)	Motorist / Driver

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of complaint or contest with supporting documents	1. Receive, record, and review completeness of submitted documents	None	1 hour	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)

2. Wait for notification or schedule of hearing	2. Evaluate complaint and schedule hearing date	None	1 working day	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
3. Attend scheduled adjudication hearing	3. Conduct hearing, deliberate, and determine resolution	None	2 working days	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division)
4. Receive written decision or resolution	4. Prepare and release decision/resolution to motorist	None	2 working days	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division)
Total			**5 working days**	
What if: Complex concern	Submit all documents to Office of the City Legal & Office of the City Administrator	None	7-15 Working Days	City Legal Officer City Administrator

5. CLAMPING AND UNLOCKING OF ILLEGAL PARKED VEHICLES

Immobilize illegally parked vehicles with a wheel clamp to prevent movement until the owner settles the prescribed fine and the vehicle is released.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Meycauayan Residents / Vehicle Owners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. 1. Official Receipt (OR) of payment for clamping fine	Office of the City Treasurer / Cashier
2. Valid ID / Driver's License	Land Transportation Office (LTO)
3. Vehicle Certificate of Registration (CR) and Official Receipt (OR) (for verification)	Land Transportation Office (LTO)
4. Violation Notice	To be issued by Clamping Enforcer
5. Authorization Letter and ID of representative (if not the vehicle owner)	Vehicle Owner

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the location where vehicle is clamped and inquire about violation	1. Clamping Enforcer informs the driver/owner of the violation and required penalties.	None	5 minutes	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)

2. Secure violation notice and pay the correspondin g fine at the Office of the City Treasurer	2. Issue violation notice and advise client to pay at the Office of the City Treasurer	2wheels– 3wheels = 500pesos 4wheels = 1,500pesos 6 wheels and/or above = 5,000pesos	15-30 minutes	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)
3. Present Official Receipt (OR) of payment to the CMO-MTTM Office / Clamping Enforcer	3. Verify payment and validity of documents	None	5 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
4. Wait for wheel clamp removal	4. Unlock and remove wheel clamp from the vehicle	None	1 hour	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)
5. Receive acknowledgm ent or release slip (if applicable)	5. Record transaction and release vehicle	None	5 minutes	CMO-MTTM Parking Enforcer (CMO-Transportation and Traffic Management Division)
Total			**1 hour & 45 minutes**	

6. APPLICATION FOR TRAFFIC MANAGEMENT CLEARANCE

Procedure in applying Traffic Clearance. Purpose of which is to make a technical analysis of traffic problems and safety issues relating to specific development.

Office or Division:	CMO-Transportation and Traffic Management Division
Classification:	Complex
Type of Transaction:	Government to Government / Government to Business
Who may avail:	Business Establishment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request with detailed information (project, work schedule, location of project) addressed to the City Mayor through the Head of CMO-TTM – 1 original signed copy	To be provided by the client
2. Vicinity Map of the Project – 1 original or photocopy	To be provided by the client or City Engineer's Office, City Government of Meycauayan
3. Barangay Permit - 1 copy	Barangay Hall where Project is located

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete required documents	1. Forward documents to the OIC - CMO-MTTM for review.	None	30 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
	1.2 Schedule the assessment of request and inform the client through call/text.	None	1 day	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division)
	1.3 Prepare Traffic Management Clearance and forward to the Head of CMO-MTTM for review and signature and inform the client to sign the Clearance	None	1 hour	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)

2. Sign the Traffic Management Clearance as to scheduled date	2.1 Endorse to Office of the City Engineer for comments, recommendation, and approval.	None	3 days	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
	2.2 Review the comments and recommendations by City Administrator. 2.3 Forward to the City Mayor for approval after signature of the client Inform the client through text / call upon receipt of approved request	None None	3 days 3 days	OIC-CMO-MTTM City Government Dept. Head I (CMO-Transportation and Traffic Management Division) CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
3. Receive the Traffic Management Clearance	3. Record and release the Traffic Management Clearance	None	30 minutes	CMO-MTTM Office Personnel (CMO-Transportation and Traffic Management Division)
Total			**10 days, 3 hours & 30 minutes**	

- Note: If long term project, subject for monthly renewal. Traffic Management Clearance will be prepared and issued by the CMO-TTM Staff.

7. ADMISSION FOR REFORMATION PROGRAM

This service is for pushers to be delisted from the PNP-PDEA Certified Barangay Anti-Drug Abuse Council (BADAC) Watchlist. Reformation program is provided to all clients and issue Certificate of Completion once they completed the program.

Office or Division:	Office of the City Mayor - Balay Silangan Reformation Center
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Pushers listed in PNP-PDEA CBWL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Undertakings – 3 original copies	Notary Public
2. Valid government issued ID – 1 photocopy with 3 specimen signatures	
▪ SSS UMID Card	Social Security System (SSS)
▪ GSIS UMID Card	Government Service Insurance System (GSIS)
▪ Driver's License	Land Transportation Office (LTO)
▪ PRC ID	Professional Regulation Commission (PRC)
▪ Voter's ID	Commission on Election (COMELEC)
▪ TIN ID	Bureau of Internal Revenue (BIR)
▪ Valid or Latest Passport	Department of Foreign Affairs (DFA)
▪ Postal ID	Philippine Post Office
▪ NBI Clearance	National Bureau of Investigation (NBI)
▪ PhilID/ePhilID	Philippine Statistics Authority (PSA)
▪ Senior Citizen ID	City Social Welfare & Development Office (CSWDO), 1st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
▪ Barangay Clearance	Barangay Hall where the client is residing
3. Certificate of Indigency – 1 original copy	Barangay Hall where the client is residing
4. Referral/ Endorsement Letter – 1 original copy	Barangay Captain, Barangay Hall where the client is residing
5. Medical Certificate with laboratory results, if with medical condition – 1 original copy	Rural Health Physician at City Health Units or Private Physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check all documents, verify in Barangay Anti-Drug Abuse Council (BADAC) Watchlist, interview the client and fill out intake sheet form	None	30 minutes	Social Worker Officer IV Balay Silangan Reformation Center

	1.2 Take photo, inspect personal belongings and accept and orient the client for the reformation program 1.3 Prepare Certificate of Enrollment and forward to City Health Officer for signature 1.4 Review and sign	None None None	1 hour 1 hour 1 day	Support Staff Social Worker Officer IV Balay Silangan Reformation Center Social Worker Officer IV Balay Silangan Reformation Center City Health Officer City Health Office
2. Receive Certificate of Enrollment	2.1 Record and issue Certificate of Enrollment upon receipt of signed certificate	None	5 minutes	Social Worker Officer IV Balay Silangan Reformation Center
3. Undergo Reformation Program	3.1 Reformation Program Phase 1: Conduct of Moral Recovery Program/Spiritual Formation Physical Fitness Personality Development Drug Awareness Talk / RA 9165 First Aid and Disaster Awareness	None	31 days in-house	Bless Our Cops Spiritual Formators PNP Personnel Social Worker Officer IV PNP Personnel Yeshua Change Agent Support Staff Balay Silangan Reformation Center
	Phase 2: Livelihood Training Program	None	31 days lived-out	TESDA Trainor
	Phase 3: Community Service in their respective barangay Note: After each phase completed, client is	None	31 days live-out reporting in their respective barangay	Barangay Anti-Drug Abuse Council (BADAC)

	required to undergo drug testing			
	3.2 Prepare all documents required for graduation of the reformist	None	1 day	Social Worker Officer IV Balay Silangan Reformation Center
4. Attend the Graduation and receive the Certificate of Completion	4.1 Conduct Graduation and Awarding of Certificate of Completion	None	4 hours	City Anti-Drug Abuse Council (CADAC) Philippine Drug Enforcement Agency
	TOTAL:	**None**	**95 days, 6 hours and 35 minutes**	

8. PROVISION OF FINANCIAL ASSISTANCE TO REFORMIST

Balay Silangan Reformation Center provided financial assistance to reformist for them to augment income of the family during their one-month in-house reformation program and start anew.

Office or Division:	City Mayor's Office - Balay Silangan Reformation Center
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Reformist of the Balay Silangan Reformation Center, City of Meycauayan, Bulacan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid government issued ID – 1 photocopy with 3 specimen signatures	
▪ SSS UMID Card	Social Security System (SSS)
▪ GSIS UMID Card	Government Service Insurance System (GSIS)
▪ Driver's License	Land Transportation Office (LTO)
▪ PRC ID	Professional Regulation Commission (PRC)
▪ Voter's ID	Commission on Election (COMELEC)
▪ TIN ID	Bureau of Internal Revenue (BIR)
▪ Valid or Latest Passport	Department of Foreign Affairs (DFA)
▪ Postal ID	Philippine Post Office
▪ NBI Clearance	National Bureau of Investigation (NBI)
▪ PhilID/ePhilID	Philippine Statistics Authority (PSA)
▪ Senior Citizen ID	City Social Welfare & Development Office (CSWDO), 1st Floor, Saluysoy, City of Meycauayan, Bulacan
▪ Barangay Clearance	Barangay Hall

2. Certificate of Indigency – 1 original copy		Barangay Hall where the reformist is residing		
3. Certificate of Enrollment		City Mayor's Office - Balay Silangan Reformation Center, Saluysoy, City of Meycauayan, Bulacan		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents	1.1 Review documents, interview and assess the client	None	30 minutes	Social Worker Officer IV Balay Silangan Reformist Center
	1.2 Prepare and sign Social Case Study and inform the client to wait for the release of financial assistance	None	30 minutes	Social Worker Officer IV Balay Silangan Reformist Center
	1.3 Prepare all documents for financial assistance and forward to City Accountant's Office for payroll preparation	None	1 day	Social Worker Officer IV Balay Silangan Reformist Center
	1.4 Inform the client on the date of release through text / call	None	10 minutes	Social Worker Officer IV Balay Silangan Reformist Center
2. Receive financial assistance as to scheduled date	2.1 Release financial assistance	None	1 hour	Senior Administrative Assistant II City Treasurer's Office
	TOTAL:	**None**	**1 day, 2 hours and 30 minutes**	