CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE CITY VICE MAYOR, SANGGUNIANG PANLUNGSOD, AND OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

External Services

1. Tricycle Franchise Issuance

In accordance with Section 458 (a) (3) (vi) of Republic Act No. 7160, also known as the "Local Government Code of 1991," the Sangguniang Panlungsod regulates the operation of tricycles and grants franchises within the city. This is subject to guidelines prescribed by the Department of Transportation and Communications and the payment of necessary fees as outlined in City Ordinance No. 2017-031, the Revenue Code of the City of Meycauayan.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens
Who may avail:	Tricycle Operators of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Indorsement Letter with reviewed and verified client-submitted requirements.	To be provided by the Office of the City Business Permit and Licensing Officer
Principal	
Claim Slip	Office of the City Business Permit and Licensing Officer
Official Receipt	Office of the City Treasurer
Government issued Identification Card (ID)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Representative	
Authorization Letter from the person being represented (1 original copy)	To be provided by the client
Government-issued Identification Card of the person being represented (1 original and 1 photocopy with specimen signature)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
Government-issued Identification Card of the representative (1 original and 1 photocopy with 3 specimen signatures)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Indorsement Letter with reviewed and verified client-submitted requirements.	1.1 Receive the Indorsement Letter with reviewed and verified client-submitted requirements.	None	3 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod

	1.2 Verify all submitted documents. ▪ *If the submitted documents are incomplete or inaccurate, return the documents to the Office of the City Business Permit and Licensing Officer for necessary corrections and/or completion.*	None	30 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
	1.3 Include the Indorsement in the Order of Business (First Reading). ▪ *Refer the Indorsement to the appropriate Committee(s).*	None	24 ays	City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod
	1.4 Conduct the Committee Hearing.	None		Senior Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	1.5 Prepare the Committee Report.	None		Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod
	1.6 Include the proposed measure for Second and Final Reading.	Noe		Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod

	1.7 Prepare and finalize copies of the Ordinance for the signing of the Sangguniang Panlungsod Members and the Presiding Officer, and forward it to the City Mayor for his signature.	None		City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	1.8 Forward the approved Ordinance to the Sangguniang Panlalawigan for further review and approval.	None	30 days	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	1.9 Upon receipt of the Sangguniang Panlalawigan's approval, prepare the Certificate of Tricycle Franchise and forward the certificate to the City Vice Mayor and City Mayor for their respective signatures.	None	2 days	City Vice Mayor Office of the City Vice Mayor City Mayor Office of the City Mayor Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	1.10 Notify the applicant via text message that the Certificate of Tricycle Franchise is ready for release.	None	3 minutes	Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod

2. Present Claim Slip, Official Receipt and government-issued ID. *Note: If the Certificate of Tricycle Franchise is to be received by a representative, the representative must present an authorization letter from the applicant and a government-issued ID of the person being represented.*	2.1 Check the claim slip, official receipt and government-issued ID.	None	2 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
4. Sign the logbook to acknowledge receipt.	3. Record the issuance of the Certificate of Tricycle Franchise in the logbook.	None	3 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
5. Receive the Certificate of Tricycle Franchise.	4. Release the Certificate of Franchise to the client.	None	2 minutes	Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide IV Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	None	**56 days, 43 minutes**	

Tricycle Franchise Issuance qualified for multi-stage processing.

2. Civil Society Organization Accreditation

In accordance with Section 34 of Republic Act No. 7160, also known as the "Local Government Code of 1991," local government units are mandated to promote the establishment and operation of people's and non-governmental organizations as active partners in the pursuit of local autonomy. As a result, the Sangguniang Panlungsod of the City of Meycauayan grants accreditation to Civil Society Organizations (CSOs) that meet all the established criteria and requirements for membership in the Local Special Bodies of the Local Government Unit.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Peoples' Organization, Non-Government Organization and Civil Society Organization in the City of Meycauayan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application Form (Annex D) (1 original and 6 photocopies)	To be provided by the client
Application Form for Accreditation (Annex C) (1 original and 6 photocopies)	Office of the Secretary to the Sangguniang Panlungsod, 2nd Floor
Duly approved Board Resolution (1 original and 6 photocopies)	To be provided by the client
Certificate of Registration or existing valid Certificate of Accreditation from any NGA (1 original and 6 photocopies)	To be provided by the client
List of Current Officers (Annex F) (1 original and 6 photocopies)	To be provided by the client
Additional Requirements for Civil Society Organization's operating for at least One (1) year	
Minutes of the Annual Meeting (1 original and 6 photocopies)	To be provided by the client
Annual Accomplishment Report (1 original and 6 photocopies)	To be provided by the client
Financial Statement (1 original and 6 photocopies)	To be provided by the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and submit the application form along with all the required documents.	1.1 Receive the application form along with all the required documents.	None	3 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod

	1.2 Verify all submitted documents. ▪ *If the submitted documents are incomplete or inaccurate, return the application and documents to the applicant for necessary corrections and completion.*	None	30 minutes	
	1.3 Include the application in the Order of Business (First Reading). ▪ *Refer the application to the appropriate Committee(s).*	None	7 days	City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Senior Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	1.4 Prepare and send an invitation for the Committee Hearing to the concerned applicant.	None		
2. Attend the committee hearing as schedule (for officers of the organization).	2.1 Conduct the Committee Hearing.	None	10 days	
		None		

	2.2 Prepare the Committee Report.			
	2.3 Include the proposed measure for Second and Final Reading.	None		
	2.4 Prepare and finalize copies of the Resolution for the signatures of the Sangguniang Panlungsod Members and the Presiding Officer, then forward it to the City Mayor for his signature.	None		City Vice Mayor Office of the City Vice Mayor City Councilors Sangguniang Panlungsod Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant II Office of the Secretary to the Sangguniang Panlungsod
	2.5 Prepare the Certificate of Accreditation, and then forward it to the City Vice Mayor for signature.	None		Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod
	2.6 Notify the applicant via text message that the Certificate of Accreditation and a copy of Resolution are ready for release.	None	3 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod

3. Present the received copy of the application.	3. Check the received copy of application.	None	2 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod
4. Sign the receiving lists to acknowledge receipt.	4. Record the issuance of the Certificate of Accreditation and the copy of the Resolution in the receiving lists.	None	3 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
5. Receive the Certificate of Accreditation and copy of Resolution.	5. Release the Certificate of Accreditation and copy of Resolution to the applicant.	None	2 minutes	Administrative Assistant V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	None	**17 days, 43 minutes**	

Civil Society Organization Accreditation qualified for multi-stage processing.