CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



Brgy. Saluysoy, City of Meycauayan, Bulacan
044.919.8020 / cicro@meycauayan.gov.ph
www.meycauayan.gov.ph

OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

External Services

1. Certified True Copy Issuance of Resolutions and Ordinance

The Office of the Secretary to the Sangguniang Panlungsod serves as the repository for all records of the Sangguniang Panlungsod, including enacted ordinances and adopted or approved resolutions. Copies of these records are available upon request for specific purposes, subject to the payment of necessary fees as outlined in City Ordinance No. 2017-031, also known as the Revenue Code of the City of Meycauayan.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens / G2B – Government to Businesses /G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter (1 original copy) Government-issued Identification Card (ID)	To be provided by the Client BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter with a photocopy of a government-issued ID.	1.1 Receive the request letter and a photocopy of a government - issued ID.	None	3 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the Secretary to the Sangguniang Panlungsod
	1.2 Verify that it includes all the required details and signatures.	None		
	1.3 Cross-check the request details with existing records to confirm whether the requested resolutions and/or ordinances are available.	None	10 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod

	1.4 If available, prepare and issue an Order of Payment, specifying the amount to be paid. ▪ *If the requested resolutions and/or ordinances are not available, promptly inform the requestor.* *Note: If the request is made by offices within the city government or other government agencies for official business, no payment will be required, and the process will proceed directly to step 3.2.*	None	3 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the Secretary to the Sangguniang Panlungsod
2. Pay the required fees at the Office of the City Treasurer – Cashier Window on the 1st Floor by showing the Order of Payment. ▪ *Make sure to get the Official Receipt after making the payment.*	2.1 Accept the payment based on the Order of Payment and issue the Official Receipt.	₱ 50.00 per page	10 minutes	Senior Administrative Assistant I Office of the City Treasurer Administrative Assistant V Office of the City Treasurer Administrative Aide I Office of the City Treasurer
3. Return to the Office of the Secretary to the Sangguniang	3.1 Receive and verify the Official Receipt to ensure the correct	None	2 minutes	Administrative Officer V

Panlungsod on the 2nd Floor and present the Official Receipt.	amount has been paid.			Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the Secretary to the Sangguniang Panlungsod
	3.2 Prepare the copies of the requested resolutions and/or ordinances.	None	5 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod Administrative Aide I Office of the City Treasurer
	3.3 Affix the signature on the copies of the requested resolutions and/or ordinances.	None	10 minutes	Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod
4. Sign the logbook to acknowledge receipt.	2.1 Record the issuance of certified photocopies of the resolutions and/or ordinances in the logbook.	None	3 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod

5. Receive the requested certified photocopies of the resolutions and/or ordinances.	5.1 Release the certified photocopies of the resolutions and/or ordinances to the client.	None	2 minutes	Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod Administrative Assistant III Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	₱50.00 per page	**48 minutes**	

2. Certificate of No Pending Administrative Case Issuance

Issuance of Certificate of No Pending Administrative Case for Barangay Officials is the process of providing an official document certifying that a barangay official has no ongoing administrative cases or unresolved issues, ensuring their good standing in accordance with legal and administrative standards.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Barangay Officials of the City of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Slip (1 original copy) Government-issued Identification Card (ID) (1 photocopy)	Office of the Secretary to the Sangguniang Panlungsod, 2nd Floor BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter with a photocopy of a government-issued ID.	1.1 Receive the request slip and the photocopy of the government-issued ID.	None	3 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	1.2 Verify that all required details and signatures are present.	None		

	1.3 Cross-check the request details with existing records to ensure there are no pending administrative cases against the barangay officials.	None	5 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	1.4 If no pending administrative case is found, prepare and issue the Order of Payment, specifying the amount to be paid. ▪ *If a pending case is identified, promptly inform the client that the certificate cannot be issued due to the unresolved administrative case.*	None	3 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
2. Pay the required fees at the Office of the City Treasurer – Cashier Window on the 1st Floor by presenting the Order of Payment. ▪ *Make sure to get the Official Receipt after making the payment.* ▪ *Make a photocopy of the Official Receipt at the Community Center on the 1st Floor.*	2. Accept the payment based on the Order of Payment and issue the official receipt.	₱ 50.00	10 minutes	Senior Administrative Assistant I Office of the City Treasurer Administrative Assistant V Office of the City Treasurer Administrative Aide I Office of the City Treasurer
3. Return to the Office of the Secretary to the	3.1 Receive and verify the Official Receipt to	None	2 minutes	Administrative Assistant VI

Sangguniang Panlungsod on the 2nd Floor and present the original and photocopy of Official Receipt.	ensure the correct amount has been paid.			Office of the Secretary to the Sangguniang Panlungsod
	3.2 Return the original receipt to the client, and attach the photocopy to the request slip.	None	2 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	3.3 Prepare the certificate and forward it to the Secretary to the Sangguniang Panlungsod for approval and signing.	None	5 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	3.4 Affix the signature on the certificate.	None	10 minutes	Secretary to the Sangguniang Panlungsod Office of the Secretary to the Sangguniang Panlungsod Administrative Officer V Office of the Secretary to the Sangguniang Panlungsod
4. Sign the logbook to acknowledge receipt.	4. Record the issuance of Certificate of No Pending Administrative Case in the logbook.	None	3 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
5. Receive the requested Certificate of No Pending Administrative Case.	5. Release the Certificate of No Pending Administrative Case to the client.	None	2 minutes	Administrative Assistant VI Office of the Secretary to the Sangguniang Panlungsod
	TOTAL:	**₱ 50.00**	**45 minutes**	