CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE CITY ADMINISTRATOR

Internal Services

1. Travel Order Issuance

A Travel Order is issued to officials and employees of the City Government of Meycauayan (CGM) when attending training, seminars, conventions and other related activities on official time outside of the City of Meycauayan.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	City Government Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Human Resource Development Committee (HRDC) Form (1 original and duplicate copy)	Office of the City Human Resource Management Officer (CHRMO)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit approved HRDC form to the Office of the City Administrator	1.1 Verify completeness of approved HRDC form 1.1.1 If incomplete, return to client 1.1.2 If complete, receive approved HRDC form 1.2 Prepare travel order and memorandum of fund allocation	None	1 hour	Administrative Asst. VI Administrative Assistant I Office of the City Administrator
	1.3 Approve travel order and memorandum of fund allocation	None	4 hours	City Administrator Office of the City Administrator
	1.4 Photocopy approved travel order and memorandum of fund allocation	None	30 minutes	Administrative Asst. VI Administrative Aide I Office of the City Administrator

	1.5 Record in the logbook travel order and memorandum			
2. Receive copy of approved travel order, memorandum of fund allocation and HRDC form	2.1 Release approved travel order, memorandum of fund allocation and original copy of HRDC form to concerned officials/ employees/ offices	None	1 hour	Administrative Asst. VI Administrative Aide I Office of the City Administrator
	TOTAL:	**None**	**6 hours, 30 minutes**	

2. Driver's Trip Ticket Approval

Driver's Trip Ticket is a form issued to drivers in the official use of government service vehicles by any given office or department of the City Government of Meycauayan (CGM) to ensure compliance with regulations, track fuel usage, and monitor driver performance.

Office or Division:	Office of the City Administrator (CAdO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials and Employees			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Driver's Trip Ticket (1 original copy)			Office of the City Administrator (CAdO)	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished driver's trip ticket (signed by driver and concerned Department Head) to the	1.1 Check completeness and validity of driver's trip ticket 1.1.1 If incomplete or invalid, return to client	None	30 minutes	Administrative Aide IV Office of the City Administrator

Office of the City Administrator	1.1.2 If valid and complete, receive driver's trip ticket 1.2 Inform client to return next working day for release of driver's trip ticket 1.3 Record in the logbook driver's trip ticket		• Time starts upon receipt of complete documents	
	1.4 Approve driver's trip ticket	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
2. Return to the Office of the City Administrator on schedule of release	2.1 Have the client sign in the logbook driver's trip ticket release	None	15 minutes	Administrative Aide IV Administrative Aide I Office of the City Administrator
3. Receive approved driver's trip ticket	3.1 Release approved driver's trip ticket to client	None	5 minutes	Administrative Aide I Administrative Aide IV Office of the City Administrator
	TOTAL:	**None**	**4 hours, 50 minutes**	

3. Fuel Allocation Request Form and Purchase Order Issuance

Fuel Allocation Request Form is used to request fuel for use of city-owned vehicles, boats, heavy equipment, machines, generators, other portable equipment or in crematorium.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	City Government Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fuel Allocation Request Form (1 original copy)	Office of the City Administrator (CAdO)
Additional Requirement for Fuel Allocation Request for Service Vehicle:	
2. Approved Driver's Trip Ticket (1 original copy)	Office of the City Administrator (CAdO)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished fuel allocation request form signed by the Department Head to Office of the City Administrator	1.1 Check completeness and validity of fuel allocation request form 1.1.1 If incomplete or invalid, return to client 1.1.2 If valid and complete, receive fuel allocation request form 1.2 Inform client to return on next working day for release 1.3 Record in the logbook fuel allocation request form	None	30 minutes • Time starts upon receipt of complete documents	Administrative Aide IV Office of the City Administrator

	1.4 Approve fuel allocation request form	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
	1.5 Prepare purchase order/charge invoice	None	30 minutes	Administrative Aide IV Office of the City Administrator
	1.6 Approve purchase order/charge invoice	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
	1.7 Record in the logbook purchase order/ charge invoice	None	15 minutes	Administrative Aide IV Office of the City Administrator
2. Return to the Office of the City Administrator on schedule of release	2.1 Have the client sign in the logbook for approved fuel allocation request form and purchase order/charge invoice	None	15 minutes	Administrative Aide IV Administrative Aide I Office of the City Administrator
3. Receive approved fuel allocation request form/ purchase order/charge invoice	3.1 Release approved fuel allocation request form and purchase order/charge invoice to client	None	5 minutes	Administrative Aide IV Administrative Aide I Office of the City Administrator
	TOTAL:	**None**	**1 day, 1 hour, 35 minutes**	

4. Indorsement Slip Issuance

An indorsement slip is a referral slip issued to clients requesting for data from Offices of the City Government for research purposes.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business
Who may avail:	Students, Business Establishments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Letter (1 original copy)	To be provided by the client
2. Valid School ID for students; Company ID or any Government Issued ID for representatives of business establishments or (1 original and machine copy)	To be provided by the client
Additional Requirement for Students:	
3. Indorsement of School Head or Professor (1 original copy)	School of student-researcher

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter with requirements to the Office of the City Administrator	1.1 Verify request letter and requirements 1.1.1 If incomplete or invalid, return documents to client 1.1.2 If valid and complete, provide client with Indorsement Slip Form	None	15 minutes • Time starts upon receipt of complete documents	Administrative Aide IV Office of the City Administrator

2. Fill-up Indorsement Slip (with duplicate/ carbon copy) with required information and submit to the Office of the City Administrator	2.1 Write down in the Indorsement Slip the offices to be visited by client based on request/s	None	15 minutes • Time starts upon receipt of filled-out Indorsement Slip	Administrative Aide IV Office of the City Administrator
	2.2 Approve Indorsement Slip	None	4 hours	City Administrator or Administrative Officer V Senior Administrative Assistant II Office of the City Administrator
	2.3 Record in the logbook approved Indorsement Slip 2.4 Have the client sign in the logbook Indorsement Slip 2.5 Hand-over Indorsement Slip to client 2.6 Instruct client to proceed and present Indorsement Slip to concerned office/s indicated therein for checking of availability and release of requested data/document, if available.	None	20 minutes	Administrative Aide IV Office of the City Administrator

	Advise client further to return to CAdO after all concerned offices have been visited and indicated their remarks on Indorsement Slip			
3. Return to the Office of the City Administrator and submit the completed Indorsement Slip	3.1 Check completeness of remark/s of offices in the Indorsement Slip 3.2 Get carbon copy of completed Indorsement Slip and file for reference	None	10 minutes • Time starts upon receipt of filled-out Indorsement Slip	Administrative Aide IV Office of the City Administrator
	TOTAL:	**None**	**5 hours**	

5. Truck Ban and Total Truck Ban Exemption Pass Issuance

Truck Ban and Total Truck Ban Exemption Pass are issued to business entities transporting perishable goods and livestock, contractors of public utilities, and residents or business establishments located within Truck Ban or Total Truck Ban Areas who receive or transport deliveries. These passes allow the passage of their own or contracted trucks during the prescribed truck ban schedules.

The Truck Ban Exemption Pass and the Total Truck Ban Exemption Pass are distinct from each other in terms of coverage, use, and validity, and must therefore be applied for separately. Both certificates shall be valid for a period of six (6) months.

Office or Division:	Office of the City Administrator (CAdO)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business
Who may avail:	Business entities transporting perishable goods and livestock, contractors of public utilities, and residents and business establishments residing on or receiving/transporting deliveries to Truck Ban or Total Truck Ban Areas
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Request letter to the Mayor indicating the goods or services to be delivered, the origin and destination of delivery, and the plate number/s of truck/s requested (1 original copy)	To be provided by the client
2. Certificate of Registration and updated Official Receipt of truck with readable QR Code (1 photo copy)	Land Transportation Office (LTO)
3. Photo of front and side view of truck/s (1 printed copy)	To be provided by the client
4. Valid Business Permit of applicant (1 photo copy)	LGU of origin/place of business of truck owner
5. Proof of Order/Delivery to an entity with address located in the City of Meycauayan, which may be any of the following (1 photo copy): a. Purchase Order or Request b. Delivery Receipt c. Bill of Lading or Packing List of imported goods d. Contract (for construction/government projects and service deliveries of utilities) e. Indorsement from concerned business establishment in the City of Meycauayan f. Other documents justifying legitimate travel/transport of goods within the City of Meycauayan	To be provided by the client / Concerned business establishment

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete requirements to the Office of the City Administrator	1.1 Check validity and completeness of request and requirements 1.1.1 If incomplete or invalid, return documents to client 1.1.2 If valid and complete, provide client with Application for Truck Ban Exemption Form	None	1 hour • Time starts upon receipt of complete documents	Senior Administrative Assistant II Office of the City Administrator

2. Fill-up Application Form for Truck Ban Exemption and submit to the Office of the City Administrator upon completion	2.1 Check completeness of Application Form 2.1.1 If incomplete, return to client 2.1.2 If complete, inform client to return to the Office of the City Administrator after 7 working days or upon receipt of notice to claim Truck Ban/Total Truck Ban Exemption Pass/es thru phone call or text message 2.2 Prepare Truck Ban/Total Truck Ban Exemption Routing Slip to Traffic Management Screening Committee (TMSC) 2.3 Record in the logbook Truck Ban Application	None	30 minutes	Senior Administrative Assistant II Office of the City Administrator
	2.4 Transmit Truck Ban/Total Truck Ban Exemption Routing Slip, Application for Truck Ban Exemption form and complete set of requirements	None	3 days	Senior Administrative Assistant II Office of the City Administrator Officer-in-Charge Transportation and Traffic Management Division, Office of the City Mayor (CMO-MTTM)

	to the TMSC for review and signature			City Business Permit and Licensing Officer Office of the City Business Permit and Licensing Officer (CBPLO) City Administrator Office of the City Administrator
	2.5 Forward fully-accomplished Truck Ban/Total Truck Ban Exemption Routing Slip, Application for Truck Ban Exemption form and complete set of attachments to the Office of the City Mayor for printing of Truck Ban/Total Truck Ban Exemption Pass/es and approval of the City Mayor	None	3 days	Senior Administrative Assistant II Office of the City Administrator Administrative Aide III Attorney III City Mayor Office of the City Mayor
	2.6 Receive approved Truck Ban/Total Truck Ban Exemption Pass/es with complete set of attachments from the Office of the City Mayor 2.7 Affix dry seal in the approved Truck Ban/Total Truck Ban Exemption Pass/es 2.8 Reproduce machine copy of	None	40 minutes	Senior Administrative Assistant II Office of the City Administrator

	approved Truck Ban/Total Truck Ban Exemption Pass/es for filing 2.9 Advise client through phone call or text message of the availability of approved Truck Ban/Total Truck Ban Exemption Pass/es			
3. Return to the Office of the City Administrator, Receive approved Truck Ban/Total Truck Ban Exemption Pass/es and sign in logbook	3.1 Record the date of claim in the logbook Truck Ban Application 3.2 Have the client sign in the logbook truck ban application 3.3 Release approved Truck Ban/Total Truck Ban Exemption Pass/es to client	None	20 minutes	Senior Administrative Assistant II Office of the City Administrator
	TOTAL:	**None**	**6 days, 2 hours, 30 minutes**	

Issuance of Truck Ban and Total Truck Ban Exemption Certificate qualified for multi-stage processing.

6. CLOSED-CIRCUIT TELEVISION (CCTV) FOOTAGE ISSUANCE

Closed-circuit television (CCTV) footage may be given to any citizen, resident or non-resident of the City of Meycauayan, who may need such for legal or investigation purpose.

Office or Division:	Office of the City Administrator (CAdO) – CCTV Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Citizen
Who may avail:	All citizens

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. CCTV Request Form (1 original copy)	CCTV Room, 6th Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan
2. Any of the following (1 photo copy): a. Police Report b. Blotter c. Incident Report	Philippine National Police, Barangay or Concerned CGM Department/Office reporting the incident

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit fully accomplished CCTV Request Form with requirements at CCTV Room, 6th Floor, City Hall Building	1.1 Check completeness and validity of CCTV request form and requirements 1.1.1 If incomplete or invalid, return documents to client 1.1.2 If valid and complete, receive CCTV Request Form and requirements 1.2 Inform client to wait for advice thru phone call, text message, messenger or email regarding the status of request and/or release of CCTV footage	None	1 hour	Administrative Aide I CCTV Operator CCTV Operator CCTV Operator CCTV Operator Office of the City Administrator – CCTV Unit

	1.3 Assign reference number and record verified request in the Request for CCTV Footage logbook 1.4 Forward the CCTV Request Form and requirements to the Office of the City Administrator for review and recommendation of approval			
	1.5 Review and assess request for CCTV footage 1.5.1 If with legal issues, route to the Office of the City Legal Officer 1.5.2 If for further verification of requirements, return to CCTV unit 1.5.3 If request is acceptable, affix initial in the CCTV Request Form as endorsement	None	4 hours	City Administrator Office of the City Administrator
	1.6 Forward initialed CCTV Request Form and attachments to the Office of the	None	15 minutes	Administrative Assistant I Office of the City Administrator

	City Mayor for approval.			
	1.7 Approve CCTV Request Form	None	1 day	City Mayor Office of the City Mayor
	1.8 Forward approved CCTV Request Form to CCTV unit	None	15 minutes	Administrative Aide III Office of the City Mayor
	1.9 Review and capture CCTV footage based on information given by requestor 1.9.1 If incident was not recorded or outside the view of CCTV camera/s, inform client thru phone call, text message, messenger or email of non-availability of footage 1.9.2 If incident was recorded, save video clip for release to client and inform client thru phone call, text message, or messenger to bring flash drive for the transfer and storage of the video clip and its release thereafter.	None	4 hours	Administrative Aide I CCTV Operator CCTV Operator CCTV Operator CCTV Operator Office of the City Administrator – CCTV Unit

2. Return to the CCTV unit and receive the CCTV footage copy	2.1 Save copy of CCTV footage to flash drive provided by client 2.2 Have the client sign in the Request for CCTV Footage Logbook 2.3 Release copy of CCTV footage in storage device	None	30 minutes	Administrative Aide I CCTV Operator CCTV Operator CCTV Operator CCTV Operator Office of the City Administrator – CCTV Unit
	TOTAL:	**None**	**2 days, 2 hours**	