



# **Office of the City Mayor**

## ***External Service***



**PUBLIC COSTUMER ASSISTANCE**

City Residents and other clients may request the Office of the City Mayor for referrals, recommendations, endorsements or communications for any of the following request for various needed assistance, such as:

- Medical Assistance
- Job Recommendations
- Endorsement for Transfer/Detail
- Transportation Discount
- Burial Permits (Public Cemeteries)
- Certifications for various purposes
- Authentication of various official records

Office/Division	OFFICE OF THE CITY MAYOR			
Classification	Simple to Complex			
Type of Transaction	G2C – Government to Transacting Public G2B – Government to Business group G2G – Government to Govt. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Medical Assistance</b> <ul style="list-style-type: none"><li>✓ Medical Prescription</li><li>✓ Clinical Diagnosis or Doctor’s Referral</li></ul>		✓ Accredited private and government medical clinics and hospitals		
<b>For Job Recommendations</b> <ul style="list-style-type: none"><li>✓ Complete Bio-Data and Curriculum Vitae</li><li>✓ Past Employment Records</li><li>✓ Clearances</li><li>✓ Other Relevant Documents</li></ul>		✓ Human Resource Office		
<b>For Endorsement of Transfer/Detail</b> <ul style="list-style-type: none"><li>✓ Basic letter stating therein the reasons for the request</li><li>✓ Certified Service Record, if available</li></ul>		✓ Human Resource Office		
<b>For Transportation Discount</b> <ul style="list-style-type: none"><li>✓ Community Tax Certificate</li><li>✓ Voter’s ID</li></ul>		✓ Office of the City Treasurer, Commission on Election BARMM		
<b>For Burial Permits (Government Owned Cemetery)</b> <ul style="list-style-type: none"><li>✓ Death Certificate</li><li>✓ Barangay Certification</li></ul>		✓ NSO BARMM, Barangay Hall where the applicant is a registered resident		
<b>For Certification for various purposes</b> <ul style="list-style-type: none"><li>✓ Letter request stating the purpose</li><li>✓ Other related documents</li></ul>		✓ Client/applicant or representative, Human Resource Office, respective office where the documents are extracted from		
<b>For Authentication of various official records</b> <ul style="list-style-type: none"><li>✓ Original Copy</li><li>✓ Other related documents for verification</li></ul>		✓ Client/applicant or representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing and recording of request	Submit documents required to the	None	1minute	Administrative Division



	receiving clerk or employee in-charge			
Preparation of Communication / Referral	OCM Staff prepares required action on said request	None	3 minute	Supervising Administrative Officer/or Secretary to the City Mayor
Approval of City Mayor	The City Mayor signs/approves said request	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of communication / Referral	The communication / referral is released to the client. Client leaves 1 copy with the Records Section for file	None	3 minutes	Administrative Division
	<b>TOTAL</b>		<b>37 minutes</b>	

**MAYOR’S CLEARANCE**

Individuals need to secure Mayor’s Clearance for local employment, AFP/PNP Enlistment, Passport Application, Travel Abroad, Marriage Application and other related purposes including application for Firearms License for security purposes.



Office/Division	Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>For Local Employment, Passport Application, Travel Abroad and Other Purposes</b> <ul style="list-style-type: none"> <li>✓ Mayor’s Clearance:</li> <li>✓ Original Copy of Barangay Clearance</li> <li>✓ Original Copy of Court Clearance</li> <li>✓ Original Copy of Fiscal Clearance</li> <li>✓ Original Copy of Police Clearance</li> <li>✓ One (1) pc 2 x 2 picture</li> <li>✓ One (1) Documentary Stamp</li> </ul> <i>*One (1) photo copy for each clearance submitted</i>			<ul style="list-style-type: none"> <li>✓ City Mayor’s Office</li> <li>✓ Barangay Office</li> <li>✓ City Court</li> <li>✓ Fiscal Office</li> <li>✓ City Police Department</li> <li>✓ Client or Representative</li> <li>✓ Office of the City Treasurer</li> </ul>	
<b>For Certificate of Good Moral Character</b> <ul style="list-style-type: none"> <li>✓ Barangay Certification</li> </ul> (stating that the client is a resident of the barangay and has no derogatory records) <ul style="list-style-type: none"> <li>✓ Official Receipt from the Office of the City Treasurer</li> </ul>			<ul style="list-style-type: none"> <li>✓ Barangay Hall</li> <li>✓ Office of the City Treasurer</li> </ul>	
<ul style="list-style-type: none"> <li>✓ Mayor’s Clearance for Securing Firearms License:</li> <li>✓ Letter of intent stating name, status, address, occupation and purpose of securing Firearm License</li> <li>✓ Drug Test</li> <li>✓ Personal Appearance of Applicant</li> <li>✓ Certificate of Membership to any Gun Club</li> <li>✓ Original Copy of Barangay Clearance</li> <li>✓ Original Copy of Court Clearance</li> <li>✓ Original Copy of Fiscal Clearance</li> <li>✓ Original Copy of Police Clearance</li> <li>✓ One (1) pc 2 x 2 ID picture</li> <li>✓ One (1) Documentary Stamp</li> </ul> <i>* One (1) photo copy for each clearance submitted</i>			<ul style="list-style-type: none"> <li>✓ Client or representative</li> <li>✓ Accredited Drug Testing Center</li> <li>✓ Barangay Hall (registered residency)</li> <li>✓ Registered Gun Owner’s Association</li> <li>✓ Hall of Justice – City Court</li> <li>✓ Fiscal Office</li> <li>✓ City Police Department</li> <li>✓ Client or representative</li> <li>✓ Office of the City Treasurer</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing / Recording of Request	Submit documents required to the receiving clerk or employee in-charge	None	1 minute	Administrative Division
Preparation of Clearance/ Certification	OCM Staff prepares the clearance or certification	None	1 minute	Administrative Division
Approval of the City Mayor	City Mayor approves the Clearance or Certification	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of Clearance / Certification	The Clearance or Certification is released to the client.	None	3 minutes	Administrative Division



	Client leaves one (1) copy with the Records Section for file			
	<b>TOTAL</b>		<b>35 minutes</b>	

**PERMIT TO CONDUCT MOTORCADE/PARADE/MASS OR GROUP GATHERINGS AND OTHER MISCELLANEOUS PERMITS**

All governmental/educational institutions, NGOs, Civic/Religious Groups, Theatre and Arts Enthusiast, Business Sectors, Cooperatives etc. are required to secure a permit prior to the conduct of scheduled activity. This ensures coordination of peace and order concerns and orderly traffic management during the activity.

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<b>Type of Transaction</b>		<b>G2C – Government to Transacting Public</b>		
<b>Who may avail:</b>		<b>All</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Letter request addressed to the City Mayor indicating the schedule, planned route and the purpose of activity.		✓ Client or representative		
✓ Payment of fees for motorcades/parades conducted to promote concerts and other related fund raising activities		✓ Office of the City Treasurer		
✓ Coordination of activities for mass gatherings such as prayer/protest/indignation rallies or any related event in securing the peace and order and traffic concerns as basis for approval of the Local Chief Executive.		✓ Cotabato City Police Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Filing and recording of request	Submit letter request to the receiving clerk or employee in-charge	None	1 month	Records Section - Administrative Division
Preparation of Mayor’s Permit	The Records Officer or a clerk prepares the permit	None	3 minutes	Administrative Division
Approval of the City Mayor	City Mayor approves permit	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of Mayor’s Permit	The permit was released to the client	None	3 minutes	Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>37 minutes</b>	



USE OF GOVERNMENT FACILITIES

The **City of Cotabato** offers the use of the following facilities for various purposes:

- City Plaza
- Children’s Park
- Social Hall – People’s Palace
- People’s Palace Grounds / Sport’s Plaza
- City Mega Square
- Cotabato State University Grounds
- Cotabato City Central Pilot Elementary School Grounds
- Sound System
- City Government Bus

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Classification	Simple			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request letter address to the City Mayor, specifying the government facility to be used with date, time, and purpose indicated.		✓ Client or representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present letter of request	Submit letter request to the receiving clerk or employee in-charge	None	1 minute	Records Section, Administrative Division
Records verification as to the availability of the facility	OCM staff after verification prepares communication for approval of the Local Chief Executive	None	30 minutes	Administrative Division
Approval of Permit	The City Mayor or his duly authorized representatives signs the permit	None	30 minutes	City Mayor and/or his duly authorized signatories
Release of Permit	Receives a copy of the permit	None	3 minutes	Records Section, Administrative Division
TOTAL		None	1 hour and 4 minutes	



OFFICE OF THE SECRETARY TO THE CITY MAYOR

Organizational Structure

