

OFFICE OF THE MAYOR AND OFFICE OF THE CITY ADMINISTRATOR

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
City Mayor - MARCELINO R. TEODORO
Tel Nos. 682-9279 / 646-5277 / 646-1634

SERVICES OFFERED:

Public Service

1. Receiving/following-up documents via letter and via phone

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter with the desired request / complaint from City Government of Marikina complete with your contact number			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins
3.	Follow-up the status of your letter using the document tracking number given by GSO via 646-1634 or 682-9279	Mayor's Action center	2/F City Hall	
4.	Follow the instruction given by the Mayor's Action Center	Mayor's Action Center	2/F City Hall	

Requirements:

1. Letter request with document tracking number

2. Endorsement of walk-in clients to the concerned office/department

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Proceed to the Mayor's Action Center for any request or complaint i.e medical assistance, burial assistance , balik probinsya, financial assistance	Mayor's Action Center	2/F City Hall	
2.	Wait to be endorsed to the concerned office and follow the instruction given	Mayor's Action Center	2/F City Hall	10 mins
3.	Proceed to the concerned office	Mayor's Action Center	2/F City Hall	

Requirements:

1. For medical and financial assistance : barangay clearance, valid ID's, medical abstract and hospital billing
2. For burial assistance : death certificate, funeral contract, barangay clearance of nearest family member, and valid ID's

3. Issuance of Endorsement Letters

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Proceed to the Mayor's Action Center for request for endorsement for school, PCSO, other national offices and companies	Mayor's Action Center	2/F City Hall	
2.	Inquire about the requirements	Noli	2/F City Hall	10 mins
3.	Talk to Noli for the needed content of the letter and wait for further instruction	Noli	2/F City Hall	10 mins
4.	Follow-up with the Mayor's Action Center the status of the endorsement at 646-1634	Mae	2/F City Hall	
5.	Come back to the Mayor's Action Center for the release of the signed endorsement	Mae	2/F City Hall	5 mins

Requirements:

1. For school endorsement : school credentials such as school ID, form 137
2. For PCSO : medical abstract, hospital bill, barangay clearance, valid IDs
3. For endorsement to other national offices like Vice President's Office, Senate : barangay clearance, valid IDs, hospital bill or medical abstract
4. For job endorsement : resume, picture and company address

4. Mass Wedding to be officiated by the Mayor

	Client step	Office/ Person Responsible	Location of Office	Processing Time
1.	Secure marriage license	LCR	G/F City Hall	11 days
2.	Inquire the schedule of marriage ceremony	Joyce Mayor's Office	2/F City Hall	10 mins max
3.	Follow the requirements given	Mayor's Office	2/F City Hall	15 mins
4.	Pay for the marriage solemnization fee	LCR	G/F City Hall	10 mins
5.	Go back to the Mayor's Office for final documentation and schedule	Mayor's Office	2/F City Hall	1 hour max

Requirements:

1. Marriage License
2. Marriage solemnization fee receipt
3. List of wedding sponsors/witnesses
4. Contact number

5. Schedule with the Mayor

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	For appointment, look for Ms. Baves, Secretary of the Mayor	Mayor's Office	2/F City Hall	10 mins max
2.	For emergency appointment, inquire if the Mayor is available at the office	Mayor's Office	-do-	Depends upon the call
3.	If available, list your name in the logbook. wait for the turn to be called and secure visitor's slip	Mayor's Office	-do-	Depends upon the call
4.	If not, come back on Thursday morning during the weekly people's day	Mayor's office	-do-	Depends upon the call

Requirements:

1. Voter's ID and other valid ID's or Barangay Clearance

6. Issuance of Mayor's Clearance

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Secure Police Clearance	PNP Marikina	G/F Justice Hall	1 day
2.	Secure RTC & MTC clearance	MTC & RTC	3/F Justice hall	1 day
3.	Pay Mayor's clearance fee	Treasury Office	G/F City Hall	10 mins
4.	Buy Documentary Stamp	Assessor's Office	-do-	10 mins
5.	Proceed to the Mayor's Office upon completion of requirements for the clearance	Mayor's Action Center	2/F City Hall	10 mins
6.	Wait for the clearance to be signed	-do-	-do-	

Requirements:

1. Police Clearance
2. RTC Clearance
3. MTC Clearance
4. Mayor's Clearance fee receipt
5. Documentary stamp

7. Issuance of Billboards Permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the desired sizes of the materials and location			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins

3.	Follow-up status at 646-1634 or Proceed to Mayor's Office for approval	Mayor's Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to GSO	Evelyn	G/F City Hall	10 mins
5.	Wait to be endorsed to BPLO for the order of payment	Francis	G/F City Hall	10 mins
6.	Bring the order of payment to any of the Treasury windows accepting payment	Treasury	G/F City Hall	10 mins
7.	Bring the receipt to GSO for endorsement to the billboards team	Evelyn	G/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator
2. Billboards permit fee receipt

8. Issuance of Streamers/ Tarpaulin Permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the desired sizes of the materials and location			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	5 mins
3.	Follow-up status at 646-1634 or proceed to Mayor's Office for approval of the request	Mayor's Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to BGMS	Cynthia	G/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator

9. Issuance of Shooting/ Motorcade/ Procession Permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the location or route and number of vehicles			
2.	Submit the letter at Window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins
3.	Follow-up status at 646-1634 or proceed to Mayor's office for approval of the request	Mayor's Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to CTMDO for their clearance	CTMDO	Public Service Center Agora	10 mins
5.	Go back to Mayor's Office for the order of payment	Mayor's Action Center	2/F City Hall	10 mins

OFFICE OF THE MAYOR/ CITY ADMINISTRATOR

6.	Proceed to Treasury for the payment	Treasury	G/F City Hall	10 mins
7.	Bring the receipt to Mayor’s Office and wait for the mayor’s permit	Mayor’s Action Center	2/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator
2. CTMDO Clearance
3. Permit fee receipt

10. Issuance of product sampling permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the date of the product sampling			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins
3.	Proceed to Mayor’s Office, fill-out Pahintulot form and wait for approval	Mayor’s Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to BGMS and City Hall guard for clearance	Cynthia	G/F City Hall	10 mins
5.	Go back to Mayor’s Office for the signed pahintulot form	Mayor’s Action Center	2/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator
2. Pahintulot form BGMS and guard clearance
3. BGMS and guard clearance

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.