SANGGUNIANG PANLUNGSOD

CITIZEN'S CHARTER

2026 (1st Edition)

I. Mandate:

Pursuant to RA 5412, Charter of General Santos City, as amended by RA 9649, the Sangguniang Panlungsod, as the legislative body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants pursuant to the general welfare clause under Republic Act No. 7160, otherwise known as the Local Government Code of 1991. It shall establish a local government structure that is accountable, efficient and dynamic, operating under a quality policy mechanism supporting the vision and mission of the city government of General Santos.

II. Vision:

The Sangguniang Panlungsod envisions a prosperous and sustainable city supported by transparent, proactive, responsive, and participatory local legislations.

III. Mission:

The Sangguniang Panlungsod commits to provide efficient and effective legislations in carrying out its mandate with integrity, competence, transparency, and accountability in the service of its constituents.

IV. Service Pledge:

The Sangguniang Panlungsod commits to:

1. Ensuring that development plans, programs, projects, and executive priorities are supported by responsive and timely legislation;

2. Establishing an effective system for informing the public of major government plans, policies, programs, and projects that significantly affect the lives of citizens, while providing mechanisms for receiving community feedback, strengthening community relations and enhancing information dissemination; and

3. Establishing and maintaining customer-friendly, gender-sensitive, safe, and hazard-free workplaces that are adequately equipped with appropriate and sufficient information technology (IT) facilities.

LIST OF SERVICES

External Services:

1. Request for Certified True Copy or Duplicate Copy of Legislative Documents (Ordinance, Resolution, Minutes of Session/Hearing, Journal of Proceedings of SP's Session/Investigation) 5

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External Services

1. Request for Certified True Copy or Duplicate Copy of Legislative Documents (Ordinance, Resolution, Minutes of Session/Hearing, and Journal of Proceedings of SP's Session/Investigation)

Certified true copy or duplicate copy of legislative document is provided to client upon request, for personal, official, business, or other lawful purposes.

Office or Division:	Sangguniang Panlungsod Office
Classification:	Simple
Type of Transaction:	G2B, G2C, G2G
Who may avail:	Any person, company, agency or institution

CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
1. Completely filled-out request form 2. Any valid ID of the requesting party (original) 3. Any supporting document (If applicable)	1. Records Division 2. Issuing company, agency or institution 3. Issuing company, agency or institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to SP-Records Division the following: • Request form • Valid ID • Any supporting documents (if applicable)	1. Receive and act on the request, and assess the readiness/availability of the document/s	None	15 Minutes	*Admin Aide II/ Admin Aide VI, Admin Officer III/ Admin Officer V* SP - Records Division *SP Secretary/ SP Asst. Secretary, SP Sec. Staff,* SP-Office of the Secretary
2. Get the Order of Payment and proceed to the City Treasurer's Office (CTO) to pay. *For G2G and non-certified true copy request, proceed to Step 4.	2. Determine the amount and issue to client Order of Payment, if applicable	None	10 Minutes	*Admin Officer III/ Admin Officer V/ Supervising Administrative Officer/Division Chief,* SP - Records Division

3. Pay to CTO, if needed.	3. (CTO to receive payment and issue official receipt (OR))	If G2C & G2B: ₱36.00/page (Secretary's Fee: ₱6.00; Doc. Stamp: ₱30.00); No payment for G2G and non-certified true copy	(Please refer to CTO's processing time)	*Designated Revenue Collection Officer* City Treasurer's Office Ground Floor, City Hall Building
4. Claim the requested document. (Present the official receipt of payment, if paying client)	4. Reproduce copy of the requested document.	None	10 Minutes	*Admin Officer III/ Admin Aide II/ Admin Aide VI* SP - Records Division
	4.1. Facilitate the signing of the requested document, in case of certified true copy, and affix the official seal of the city.	None	20 Minutes	*Division Chief/ Supervising Administrative Officer/ Admin Officer V/ Admin Officer III*, *Admin Assistant II* SP - Records Division
	4.2. Release the requested document and request client to fill out Customer Satisfaction Survey. (Check and log OR of paying client)	None	10 Minutes	*Admin Aide II/ Admin Aide VI/ Admin Officer III* SP - Records Division
	TOTAL		1 Hour & 5 Minutes	
END OF TRANSACTION				

2. Request for Certification on Measures/Matters Approved during the Sangguniang Panlungsod Session

Certification on measures/matters approved during the Sangguniang Panlungsod session is issued upon client's request, pending release of the official copy of the approved measure, for lawful purposes.

Office or Division:	Sangguniang Panlungsod Office
Classification:	Simple
Type of Transaction:	G2B, G2C, G2G
Who may avail:	Any person, company, agency, or institution

CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
1. Completely filled-out request form 2. Any valid ID of the requesting party (original) 3. Any supporting document (If applicable)	1. Records Division 2. Issuing company, agency or institution 3. Issuing company, agency or institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to SP-Records Division the following: • Request form • Valid ID • Any supporting documents (if applicable)	1. Receive and act on the request, process, and forward to Journal and Minutes Division (JMD)	None	20 Minutes	*Admin Aide II/ Admin Aide VI* SP - Records Division *SP Secretary/ SP Asst. Secretary, SP Sec. Staff,* SP-Office of the Secretary
	1.1. Prepare the certification and facilitate signing of SP Sec/ASec	None	20 Minutes	*Board Secretary IV* *Board Secretary II* SP - Journal & Minutes Division *LLSO III* SP- Resolution, Ordinances, and Agenda Division
	1.2.Sign the certification and forward to the Records Division	None	10 Minutes	*SP Secretary/ SP Asst. Secretary, SP Sec. Staff,* SP-Office of the Secretary

2. Claim and acknowledge receipt of the certification.	2. Affix the official seal of the city and release certification to the client. Request client to fill out Customer Satisfaction Survey.	None	20 Minutes	*Admin Officer III, Admin Aide VI/ Admin Aide II* SP - Records Division
	TOTAL	None	1 Hour & 10 Minutes	
END OF TRANSACTION				

3. Request for Certificate of Appearance

The Sangguniang Panlungsod issues Certificate of Appearance (CA) for official business/transaction with the office upon request of clients from other agencies or local government units, who personally appeared.

Office or Division:	Sangguniang Panlungsod Office
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	Any employee of government agencies, local government units, companies or institutions who personally appeared.

CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
1. Completely filled out request form 2. Any valid ID of the requesting party (original) 3. Any supporting documents (If Applicable)	1. Records Division 2. Issuing company, agency or institution 3. Issuing company, agency or institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to SP-Records Division the following: • Request form • Valid ID • Any supporting documents (if applicable)	1. Receive and act on the request, prepare the Certificate of Appearance, and forward to SP Sec/ ASec for signature	None	30 Minutes	*Admin Aide II/ Admin Aide VI, Admin Officer III/ Admin Officer V/ Supervising Administrative Officer/Division Chief* SP - Records Division *SP Secretary/ SP Asst. Secretary, SP Sec. Staff* SP-Office of the Secretary
	1.1 Sign the Certificate of Appearance, and return to the Records Division.	None	30 Minutes	*SP Secretary/ SP Asst. Secretary, SP Sec Staff* SP-Office of the Secretary

2. Claim and acknowledge receipt of the CA.	2. Release the Certificate of Appearance to the requesting client. Request client to fill out Customer Satisfaction Survey	None	10 Minutes	*Admin Asst. I/ Admin Aide VI/ Admin Aide II* SP - Records Division
	TOTAL	None	1 Hour and 10 Minutes	
END OF TRANSACTION				

FEEDBACK BOX

Please drop your feedback, suggestion, complaints and appreciation

CUSTOMER SATISFACTION SURVEY

Thank you for visiting our office. Please spare us a moment to answer this survey to let us know what you think of our service and to help us improve. Your answers will be kept strictly confidential.

KINDLY RATE OUR SERVICE: **Date: _____**

Rating Guide:

1 – Poor **2 – Unsatisfactory** **3 – Satisfactory** **4 – Very Satisfactory** **5 – Outstanding**

	1	2	3	4	5
1. ATTITUDE Were you accorded with courtesy?					
2. COMMUNICATION Had we communicated well with your request?					
3. KNOWLEDGE Had we delivered the necessary service you expected?					
4. SPEED OF SERVICE Were you served promptly?					
5. GROOMING Were the employees conform to grooming standards? (e.g. neatly-ironed uniform, combed hair, etc.)					

Compliment, Complaint or Suggestion:

_____

_____

RESPONDENT (Optional)

The succeeding fields are optional but it will be HELPFUL to know your contact details for us to return our action or feedback, if necessary.

Name: _____

Contact #: _____

//SPO-RD-FM-Customer Satisfaction Survey

CLIENT SATISFACTION MEASUREMENT SURVEY

Please SCAN the QR CODE for your feedback, suggestions, complaints, and appreciation or you may use the Feedback Box.

MGA REKLAMO
(COMPLAINTS)

Hinungdan sa Reklamo (Reason/s for complaint): _____

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_____

_____

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Petsa, oras, ug lugar sa insidente (Date, time, and place of incident): _____

_____

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Kinsa'y gi-reklamuhan (Person complained of): _____

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