



I. Mandate

The Municipal Mayor, as the Local Chief Executive of the municipal government, shall exercise such powers and perform such duties and functions as provided for under Section 444 of RA 7160 and other laws. For an efficient, effective and economical governance the purpose of which is the general welfare of the municipality and its inhabitants, pursuant to Section 16 of R.A. no. 7160, the Municipal Mayor shall:

- a) Exercise general supervision and control over all programs, projects, services and activities of the Municipal Government.
- b) Enforce all laws and ordinances relative to the governance of the municipality and in the exercise of its corporate powers provided for under Section 22 of the Local Government Code, implement all approved policies, programs, projects, services and activities of the municipality;
- c) Initiate and maximize the generation of resources and revenues and apply the same to the implementation of development plans, programs, and priority projects of the Municipality;
- d) Ensure the delivery of basic services and provision of adequate facilities to the citizenry; and
- e) Exercise such powers and performs such other duties and functions as may be prescribed by law or ordinances.

II. Vision

By 2030, El Nido is a world-class destination, home to God-fearing people enjoying the best quality of life, expansive economic opportunities, and a sustainable environment, with dynamic leadership, transparent and proactive government.

III. Mission

El Nido expresses its aspiration for progress and growth thru the following goals;

1. Elevate the status of El Nido as a prime tourist destination, a model for tourism development associated with strong and disciplined environmental protection.
2. Enhance human development by stilling relevant skills and values for the improvement of the welfare of the people;
3. Preserve and enrich socio-cultural practices; and
4. Establish and promote active business and commercial exchange within the major commercial center of the municipality, rural built-up areas, and external economic bodies.

IV. Service Pledge

We, the Municipal Officials and Employees of the Municipal Government of El Nido are committed to institutionalize the Ease of Doing Business and Efficient Government Service Delivery pursuant to Republic Act No. 11032 of 2018.

Pursuant to the mandates of the law, we particularly commit to:

- a) Offer our services equally, honestly and responsively.



- b) Advocate for the adoption of best government practices for efficient government service delivery;
- c) Engage into capacitation efforts for the LGU offices to re-engineer its systems and procedures to lessen processing time and reduce regulatory burden for both business and non-business transacting clients;
- d) Provide accessible and accurate information to everyone to ensure transparency.
- e) Adhere to the highest standards of professionalism and code of conduct.
- f) Establish an effective feedback mechanism in order to facilitate complaints and take appropriate actions to further improve the LGU's service delivery.
- g) We finally pledge to continue to soar high to be a MODEL of EXCELLENCE in public service.

So help me God.



1. Mayor's Clearance

The Mayor's Clearance (MC) is issued to individuals for various purposes. The clearance is being required for the following purposes: (1) for employment (2) for promotion of PNP, BFP, AFP and Philippine Navy personnel (3) for firearms license (4) and other similar purpose/s. Certification is issued to client/s for whatever legal purpose/s.

Office or Division	Mayor's Office - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government			
Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Barangay LGU	
2. Community Tax Certificate			Municipal Treasurer's Office	
3. Latest ID Picture colored (2x2)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge, fill-up Slip Form & submit required documents.	1. Lets the client to fill-up his/her name and other entries in the Slip Form/Client Information Form. 2. Checks completeness of the required documents; and 3. Advise the client to pay at the Municipal Treasurer's Office.	N/A	3 minutes	MMO Staff
2. Proceed to the Municipal Treasurer's Office for payment and issuance of Official Receipt (OR).	4. Receive payment and issue Official Receipt by the Municipal Treasurer's Office	₱100.00	5 minutes	Revenue Collection Clerk (MTO)
3. Go back to the Mayor's Office and present the Official Receipt (O.R.)	5. Requires OR and issue a claim stub indicating the date of release. 6. Encodes and prints the Clearance / Certification for Mayor's Signature	N/A	(2 working days upon filing)	MMO Staff
4. Receive the Mayor's Clearance / Certification	7. Release the Mayor's Clearance	N/A	2 minutes	MMO Staff
TOTAL		₱100.00	2 Days, 10 Minutes	



2. Walk-In Documents for Mayor's Signature

Office or Division	Mayor's Office - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Initials of Dep't Head concerned or duly authorized representative			Department/Offices concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge, & submit required document/s.	1. Lets the client to fill-up his/her name and other entries in the Slip Form/ Client Information Form. 2. Acknowledges receipts, records, and forwards document/s to proper official / employee	N/A	5 minutes	MMO Staff
2. Waits for action in the waiting area	3. Verifies contents, puts initials on the document/s and forwards it to the Mayor / Authorized official for signature	N/A	5 minutes	EA II EA I PS II PS I Information Asst
	4. Affixes her signature	N/A	1 minute	Municipal Mayor
	5. Checks & Records the already signed document/s <i>(Already signed documents (ORS / CAFOA / Job Orders PRs others will be forwarded to Department/Offices concerned)</i>	N/A	6 minutes	Bookbinder II Admin. Aide I Messenger
3. Receives the documents	6. Release the document/s	N/A	1 minute	MMO Staff
TOTAL		N/A	18 Minutes	



3. Issuance of Endorsement or Recommendation (for employment)

The Endorsement or Recommendation for purposes of employment issued by the local chief executive is a document issued to the holder or bearer of the name as indicated in the said document giving the said person the support from the public to apply for the position he/she desires.

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Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance/Certification			Barangay LGU	
2. Biodata / Personal Data Sheet				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge & submit required document/s.	1. Lets the client to fill-up his/her name and other entries in the Slip Form/Client Information Form. 2. Checks completeness of the required documents; and 3. Encodes and print the Endorsement / Recommendation for Mayor's Signature	N/A	10 minutes	MMO Staff
2. Waits for action in the waiting area	4. Verifies contents, puts initials on the document/s and forwards it to the Mayor/Authorised official for signature 5. Issue a claim stub indicating the date of release.	N/A	(2 working days upon filing)	EA II EA I PS II PS I Information Asst
	5. Affixes her signature	N/A		Municipal Mayor
	7. Checks & Records the already signed document/s	N/A	5 minutes	Bookbinder II Admin. Aide I
3. Receives the Documents	8. Release the document/s to the client	N/A	2minutes	MMO Staff
TOTAL		N/A	2 Days, 17 Minutes	



4. Receiving and Responding Communication & Other Correspondence

Any type of communication shall be accepted. Any officer who receives any types of communication for record purposes shall put the same in any written or documentary form in order for the Office of the Mayor to secure a hard copy of it. Once received by the officer of the day he/she shall record and forward it to the person in charge in responding the said communication. Once the communication letter is signed by the local chief executive it shall be marked as released in charge in the releasing section.

Office or Division	Mayor's Office - Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government			
Who may avail:	All Residents and Non-residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge & submit communication/s.	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form. 2. Checks and receives the communication / documents for review and evaluation.	N/A	10 minutes	MMO Staff
	3. Acknowledges receipts, and forwards communication / document to proper official / employee	N/A	5 minutes	MMO Staff EA II EA I PS II PS I Information Asst
2. Receives the receiving copy and other pertinent documents from the one in-charge	4. Gives the receiving copy to the client	N/A	1minutes	MMO Staff
TOTAL			16 minutes	



5. Receiving Visitor/s/Guests' request for an appointment with the Local Chief Executive

The Visitor's/Guest's Request for an appointment with the local chief executive shall be given to the person in charge of it ahead of time to fully accommodate the said request and be included in the schedule of the local chief executive.

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Who may avail:	All Residents and Non-residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge & submit communication/s.	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form.	N/A	2 minutes	MMO Staff
	2. Informs the client/s as to the approval / availability / schedule given by the Mayor	N/A	20 minutes	EA II EA I PS II PS I Information Asst
2. Waits for action in the waiting area	3. Guides and assist the guests in going to the Local Chief Executive's Office; introduces the guests to the Mayor	N/A	5 minutes	EA II EA I PS II PS I Information Asst
TOTAL			27 minutes	



6. Request to solemnize Civil Marriage

As defined in the Family Code, marriage is a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences, and incidents are governed by law and not subject to stipulation. The request to solemnize civil marriage shall be scrutinized accordingly to fully determined whether the contracting parties had undergone and accomplished all the requisites needed in order to be solemnized by the local chief executive for the said marriage in duly protected by the laws of the land.

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Who may avail:	All Residents and Non-residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request to solemnize wedding (<i>subscribed by notary public if the venue outside the MMO</i>)			Notary Public	
2. Certificate of Marriage			Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge & submit communication/s.	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form.	N/A	2 minutes	MMO Staff
	2. Conduct initial interview. 3. Checks and receives the documents for review and evaluation. 4. Informs the client/s as to the approval / availability / schedule given by the Mayor.	N/A	20 minutes	EA II EA I PS II PS I Bookbinder II
2. Waits for action in the waiting area	5. Accompanies the clients to the Office of the Mayor for their Marriage	N/A	30 minutes to 1 hour	EA II EA I PS II PS I Bookbinder II
	6. Checks all signatures of Sponsors and the Municipal Mayor (<i>Already signed Marriage Contract will be forwarded to Department / Offices concerned</i>)	N/A	5 minutes	Bookbinder II Admin. Aide I
TOTAL			2 hours	



7. Request Medical Assistance

Medical Assistance – the assistance to help shoulder hospitalization expenses, cost of medicines, other medical treatment or procedures such as medical implants through surgical procedure, laboratory procedures including but not limited to computerized tomography (CT) scan, electrocardiogram (ECG), echocardiogram (2D Echo) magnetic resonance imaging (MRI) and assistive device. Other medical expenses such as professional fees may be covered.

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Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any valid identification card of the client			Government Offices	
2. Certificate of Indigency			Barangay Local Government	
3. Medical Records (issued w/in 3 months)			Licensed Health Facilities	
4. Hospital Bill				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form.	N/A	2 minutes	AICS In-Charge (MSWDO)
2. Submit the required document/s	2. Checks and receives the documents for review and evaluation 3. Conduct interview.	N/A	40 minutes	
3. Proceed to the Treasurer's Office to claim approved financial assistance to the one in-charge.	4. Releases the approved financial assistance to the client	N/A	8 minutes	Disbursing Officer
TOTAL			47 minutes	



8. Request Educational Assistance

Educational Assistance – a form of assistance given to eligible students to help defray school expenses and/or cost of sending students/children to school such as school fees, supplies, projects, allowance and other related expenses which will be provided once in a school/academic year for students, with priority shall be given to working students in public high school, vocational/technological schools, state colleges and universities. A maximum of one (1) child per family shall be entitled to this assistance.

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Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any valid identification card of the client			Government Offices	
2. Certificate of Indigency			Barangay Local Government	
3. Validated School ID			Licensed School Facilities	
4. Report Card/ Certificate of Grade				
5. Certificate of Enrolment/Registration				
6. Statement of Account (College Students)				
7. Certificate of Registration (for Graduates)			Review Center	
8. Notice of Admission (for Graduates)			Professional Regulation Commission	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form.	N/A	2 minutes	AICS In-Charge (MSWDO)
2. Submit the required document/s	2. Checks and receives the documents for review and evaluation 3. Conduct interview.	N/A	30 minutes	
3. Proceed to the Treasurer's Office to claim approved educational assistance to the one in-charge.	4. Releases the approved educational assistance to the client	N/A	8 minutes	Disbursing Officer
TOTAL			40 minutes	



9. Request Burial Assistance

Burial Assistance – the assistance to defray funeral and related expenses, including but not limited to expenses in bringing the remains to the residence of the deceased and/or burial site in accordance with existing customary practices of the family especially among Indigenous Peoples and Moros. Due to a Disaster/calamity/critical events or similar circumstances where there are casualties in the family, the surviving family shall be given an outright cash in the amount of ₱10,000.00 for each casualty, without need of a case study report.

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Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any valid identification card of the client			Government Offices	
2. Certificate of Indigency			Barangay Local Government	
3. Photo copy of Death Certificate			Municipal Civil Registrar/PSA	
4. Funeral Contract			Funeral Parlor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form.	N/A	2 minutes	AICS In-Charge (MSWDO)
2. Submit the required document/s	2. Checks and receives the documents for review and evaluation 3. Conduct interview.	N/A	40 minutes	
3. Proceed to the Treasurer's Office to claim approved burial assistance to the one in-charge.	4. Releases the approved burial assistance to the client.	N/A	8 minutes	Disbursing Officer
TOTAL			47 minutes	



10. Request Food Assistance

Food Assistance – the provision of assistance to client/s in need would be provided up to a maximum of ten (10) days for an amount of at least ₱80.00 per meal per individual. It includes hot meals, food/meal allowance, or cash ₱100.00 equivalent to the cost of the required hot meals food packs.

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Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any valid identification card of the client			Government Offices	
2. Certificate of Indigency			Barangay Local Government	
For residents/clients in CRCF's <ul style="list-style-type: none"> • Project proposal; and • Food distribution list 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form.	N/A	2 minutes	AICS In-Charge (MSWDO)
2. Submit the required document/s	2. Checks and receives the documents for review and evaluation 3. Conduct interview.	N/A	30 minutes	
3. Proceed to the MSWDO to claim approved food assistance to the one in-charge.	4. Releases the approved food assistance to the client.	N/A	8 minutes	In-Charge
TOTAL			40 minutes	



11. Transportation Assistance

Transportation Assistance – an assistance for the purchase or payment of transport (air/sea/land) tickets and/or expenses to enable the client/s to return to his/her/their home provinces permanently or seek further medical interventions in another place, or to attend to emergency concerns such as death, care, or other emergency or critical situations of family members, relatives, or other individuals in need. This includes those that require immediate presence, such as but not limited, attendance to a court hearing, rescue of abused relative, etc.

Procured ticket shall be issued to the clients unless in instances when giving outright cash is more convenient as discussed in the section on Provision of Assistance under the implementing guidelines.

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Who may avail:	All Residents of El Nido, Palawan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any valid identification card of the client			Government Offices	
2. Certificate of Indigency			Barangay Local Government	
3. Van/Bus ticket			Van/Bus terminal	
4. Police Blotter/Certification (for victims of pick pockets, illegal recruitment, etc.)			Philippine National Police (PNP)	
5. Other supporting document/s such as, but not limited to:				
5.1. Justification of social worker			MSWD Office	
5.2. Medical Certificate			Licensed Health Facilities	
5.3. Death Certificate			Municipal Civil Registrar	
5.4. Court order/subpoena			Judiciary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the one in-charge	1. Lets the client to fill-up his / her name and other entries in the logbook/Client Information Form.	N/A	2 minutes	AICS In-Charge (MSWDO)
2. Submit the required document/s	2. Checks and receives the documents for review and evaluation 3. Conduct interview.	N/A	40 minutes	
3. Proceed to the Treasurer's Office to claim approved burial assistance to the one in-charge.	4. Releases the approved food assistance to the client.	N/A	8 minutes	In-Charge
TOTAL			47 minutes	