

## IMPROVEMENT ON CITIZENS CHARTER FOR CY 2017

FRONTLINE SERVICES	PROCESS IMPROVEMENT	ACTION TAKEN	RESULTS/BENEFITS
Payment of Administrative Fines	Efficient system of payment	MOA with SM payment Centers, Bayad Centers nationwide in addition to METRO BANK Branches Nationwide	Violators – motorists can pay their fines to the SM payment Centers , Bayad Centers or Metro Bank near their areas. Hence, a relief/comfort to payees
Traffic Ticket Management Division	Reduce the queuing time by 10 minutes in payment of clearance and fines	The assessment of fines and payment of clearance has been processed in one transaction only	Reduced the queuing time of processing
Towing and Impounding Division	Checking of supporting documents of the impounded vehicle from 10 minutes to 5 minutes	Posting of list of required documents for every transaction for information and reference	Prompt release of the vehicle
Accreditation of garbage collection trucks	Lessen the processing time of accreditation	LGUs Service Providers will no longer course their letter to MMDA but instead it can be directly submitted to LGU	The Processing time was reduced
Assistance to Researchers of Solid Waste Management matters	Immediate accommodation to walk-in researchers	Scheduling is no longer required	Researchers do not need to return as their concerns have been immediately addressed, requesting party receives prompt action
Issuance of certificate of compliance for Community Service for Violators of Anti-littering law	Violators don't need to return for Community Service and for securing of certificate of compliance	Walk-in violators are given community service assignment at onCe: no need to schedule the community service; certificate of compliance is provided once community service is rendered	Lessen the burden of walk-in anti littering violators because they don't need to return as they are immediately accommodated. Certificate of compliance is provided ten minutes after the community service.
201 File	Reduce the processing time from 1 hour to 30 minutes of issuance of Service Record, Certification of employment and other personnel related data	Implementation of computerization program	Easy access to the data of personnel

Retirement Claims	Reduce the number of waiting days of claims from 3 months to 1 month after retirement date	Endorse thru Agency Remittance Advise (ARA) the Service Record & LWOP to the GSIS of the retiree 3 months before the date of his/her retirement	Early release of retirement claim
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