



Region III - Olongapo City
POPCOM
Empowering Filipino Families

City Population Office

CITIZEN'S CHARTER
2023 (3rd Edition)



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I. Mandate:

The City Population and Development office (POPCOM) is a government agency created through Republic Act 6365 (Population Act of the Philippines) as amended by Presidential Decree No. 79 (Revised Population Act of the Philippines) . POPCOM is mandated to be the central policy-making, planning, coordinating and monitoring agency for the Philippine Population Management Program (PPMP). The PPMP has the following objectives:

- To enable couples and individuals to achieve their desired number, timing and spacing their children within the next context and demand of responsible parenthood and informed choice;
- To enable adolescents (age 10-219 years) to prevent early and repeated pregnancies; and
- To enable local government agency agencies to effectively integrate population variables and dynamics in developing people-centered development interventions.
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II. Vision:

Within the next 10 years, the PopCom office will have helped every family how best to manage themselves so that in the end, their welfare and that of their children are the best.

III. Mission:

The PopCom exists to help the local government manage its population in terms of having a healthy well planned family, well supported by educated and employed family members, thus eradicating poverty and total dependence on the government.

IV. Service Pledge:

POPCOM QUALITY POLICY

The City Population and Development (POPCOM) is the central policy-making, planning, coordinating and monitoring of the Philippine Population Management Program (PMMP).

Quality and excellence shall be or guiding principle and the heart of our commitment in POPCOM. To accomplish these goals, with our partners, we will:

Provide evidence-based information and technical services to our partners and clients.

Observe and maintain a high degree of transparency and ethical standards in public service.

Promote professionalism and proficiency among officials and staff in meeting the evolving needs of our clients and statutory requirements.

Continually improve our quality management system.

Optimize the use of public funds and resources.

Manage gender-responsive and culture-sensitive population program efficiently and effectively.

Is the responsibility of everyone to ensure that quality is never compromised.

Quality improvement is the goal of all POPCOM personnel.



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1. PROVISION OF FAMILY PLANNING SERVICES

Procedure in availing the Comprehensive Family Planning Services.

Office or Division:	City Population Office			
Classification:	Complex			
Types of Transaction:	Government to Citizen (G2C)			
Who May Avail:	Citizens, community			
Checklist of Requirements			Where to Secure	
*Duly accomplished Family Planning Form I * Duly accomplished registration logbook			FP Room- FP Service Provider (POPCOM)	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration 1. Proceed to designated area to undergo disinfection of hands and shoes/footwear	Preliminary Screening 1. Instruct to perform disinfection of hands/shoes/footwear 2. Register the client and conduct initial screening a. If client did not pass initial screening refer to Health facility to proper b. If client passed initial health screening continue with FP consultation procedure	None	2 minutes	Staff on duty
3. For new clients, provide information in the Family Planning Form I (FP Form I) a. For old clients, wait for retrieval of your medical file records b. Return to waiting area to be queued for FP consultation	3. Gather information of clients based from the required data in the FP Form I and/or retrieve patient's data. 4. Instruct patients to wait for their names to be called	None	3-5 minutes	Midwife

<p>Availment of Service 4. When the name is called, proceed to FP counseling room 5. Listen intently to FP information provided by the service provider and ask relevant questions about the services 6. Choose, decide and communicate choice of FP method to the service provider 7. Ask questions or clarifications on follow-up activities</p>	<p>FP Service Provisions 5. Conduct history taking, physical assessment and screening as well as detailed counseling for choice of appropriate family planning 6. Provide client with comprehensive information about the chosen FP method 7. Provide the chosen FP method service 8. Provided SBCC materials on FP and respond to further queries and clarifications 9. Provide follow-up instruction</p>	None	About 15 minutes	Midwife
<p>Provision of Feedback 8. Fill-out Client Feedback Form and submit/drop in designated feedback drop box</p>	<p>Gathering and Processing of Feedback 9. Encode accomplished feedback form in the database</p>	None	1 minute	Concerned or assigned staff
TOTAL			23 minutes	



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2. ISSUANCE OF CERTIFICATE OF COMPLIANCE (COC) AND CERTIFICATE OF MARRIAGE COUNSELING (CMC)

Pre- Marriage Orientation and counseling certificate must be secured by all couples seeking for marriage, as a requirement in applying for a marriage license.

Office or Division:	City Population Office			
Classification:	Simple			
Types of Transaction:	Government to Citizen (G2C)			
Who May Avail:	All would-be couple			
Checklist of Requirements			Where to Secure	
Registration Form (one original, RPFP Form 1 (one original) & Attendance Forms (one original)			POPCOM	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration 1.Proceed to designate area to undergo disinfection of hands and shoes/footwear	Preliminary Screening 1.Instruct to perform disinfection of hands/shoes/footwear	None	2 minutes	Staff on duty
2.Fill-up registration logbook	2.Register clients a.Inform the schedule date of seminar proper.	None	5 minutes (Monday – Friday 8:00am 5:00pm)	<i>Administrative Aide I Population Program Worker II</i> POPCOM
3.Fill – up attendance form & RPFP Form I Attend Pre – marriage orientation and counseling	3.Provide Pre Marriage orientation (PMO) to would-be couple 4.Provide Pre Marriage counseling (25 years old and below)	None	Every Monday 4 hours (morning session) Every Monday 4 hours (afternoon session)	<i>Administrative Aide I Population Program Worker II</i> POPCOM Every Monday 4 hours with the PMC Team (CHO, POPCOM & CSWDO)
4.Pay Pre Marriage counseling certificate	5.Receive payment and Issue official receipt at City Treasures Office	Php 100.00	5 minutes	PMC Counselor <i>Administrative Aide I Population Program Worker II</i> POPCOM
TOTAL		Php 100.00	8 hours and 10 minutes	



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3. FREE PAP SMEAR TEST

Pap smear test is the easiest way to monitor the changes in uterine cell. It is often combined with a test for human papillomavirus (HPV), which can cause cervical cancer in some instances. Changes in the cells of a woman's may indicate an infection.

Office or Division:	City Population Office			
Classification:	Highly Technical			
Types of Transaction:	Government to Citizen (G2C)			
Who May Avail:	All			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ➤ Registration Form (one original) ➤ Attendance Forms (one original) ➤ Client must not be pregnant at the time of procedure. ➤ Abstain from sexual intercourse for 5 days prior to the procedure. ➤ No menstruation at the time of the procedure. 		POPCOM		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration 1.Proceed to designate area to undergo disinfection of hands and shoes/footwear	Preliminary Screening 1.Instruct to perform disinfection of hands/shoes/footwear	None	2 minutes	Staff on duty
2.Fill up registration logbook	2. Register clients.	None	1 minute	<i>Administrative Aide I</i> <i>Population Program Worker II</i> POPCOM
	a.Interview and check client if complied with necessary requirements		5 minutes	<i>Administrative Aide I</i> <i>Population Program Worker II</i> POPCOM
	b.Examine the patient and take Pap smear sample		5 minutes	<i>Population Program Worker II</i> POPCOM
	c.Inform the release			<i>Population Program Worker II</i> POPCOM

	of the result		3 weeks	
Evaluation of the technical Assistance 3.Accomplished and submits the TA feedback form	Gathering and processing of Feedback Forms 4.Encode accomplished feedback form in the database	None	Within 1 hour upon receipt	Concerned or assigned staff
TOTAL		None	3 weeks and 1 and 12 minutes	



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4. REQUEST AND PROVISION OF TECHNICAL ASSISTANCE

Provides various technical assistance to the institutional and individual stakeholders in the provision of data information, materials, resource persons, mentoring and other similar technical support in the line with the various population and development strategies including responsible parenthood and family planning, adolescent health and development and population and development integration.

Office or Division:	City Population Office			
Classification:	Highly Technical			
Types of Transaction:	G2C (Government to Citizen); G2G (Government to Government); G2B (Government to Business)			
Who May Avail:	Local Government Institutions and organizations , civil society organizations and private companies			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ➤ Duly signed letter of request ➤ Program of activities and other similar documents to clarify nature of technical assistance needed 		To be provided by the requesting clients		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sending of Request 1. Send letter of request for specific technical assistance	Receipt of Request 1. Receive and record letter from requesting client or institution	None	30 minute supon receipt	<i>Administrative Aide I</i> <i>Population Program Worker II</i> POPCOM
	2. Disseminate letter of request to CPO		15 minutes upon receipt	
Coordination of Request 2. Coordinate with PopCom for specific arrangements	Processing of Request and Provision of Technical Assistance 3. Endorse request to concerned staff	None	15 minutes upon receipt	City Population Officer
	4. Coordinate requesting client or institution	None	Before the date of activity	
	5. Provide needed technical assistance	None	Before the date of activity	
Evaluation of the technical Assistance 3. Accomplished and	Gathering and processing of Feedback Forms 6. Encode	None	Within 1 hour upon receipt	Concerned or assigned staff

submits the TA feedback form	accomplished feedback form in the database			
TOTAL			2 hours	



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5. PROVISION OF POPULATION DATA AND INFORMATION

Provides processed population data and information in the form of technical tables and matrices.

Office or Division:	City Population Office			
Classification:	Simple			
Types of Transaction:	G2C (Government to Citizen); G2G (Government to Government); G2B (Government to Business)			
Who May Avail:	Local Government Institutions and organizations , civil society organizations, researchers, students and public in generals			
Checklist of Requirements		Where to Secure		
* Duly signed letter/notice of request via mail or email or social media account		*To be provided by requesting clients		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sending of Request 1. Send letter of request for specific population data and information	Receipt of Request 1. Receive and record letter/ notice from requesting client or institution 2. Disseminate letter of request to CPO	None	30 minutes upon receipt	Administrative section
			15 minutes upon receipt	City Population Officer
Coordination of Request 2.Coordinate with PopCom for specific arrangement	Processing of Request and Provision of Population data and Information 3.Endorsed request to concerned section 4.Coordinate with requesting client or institution 5.Provide needed population data and information	None	15 minutes upon receipt	<i>Population Program Worker</i> // POPCOM
			Before the date of the activity	Concerned or assigned staff
			During the date of the activity	Concerned or assigned staff
Evaluation of the technical Assistance 3.Accomplished and submits the TA feedback form	Gathering and processing of Feedback Forms 6.Encode accomplished feedback form in the database	None	Within 1 hour upon receipt	Concerned or assigned staff
TOTAL		None	2 hours	



5. LOGISTICS MANAGEMENT

As FP Service Coordinator of LGU, POPCOM provides storage of FP commodities through Rural Health Unit (RHUs) and redistributes the FP commodities and other health partners.

Office or Division:	City Population Office			
Classification:	Technical			
Types of Transaction:	Government to Government (G2G)			
Who May Avail:	Rural Health Unit (RHU's)			
Checklist of Requirements		Where to Secure		
Request Forms (one original)		POPCOM		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration 1. Proceed to designate area to undergo disinfection of hands and shoes/footwear	Preliminary Screening 1. Instruct to perform disinfection of hands/shoes/footwear	None	2 minutes	Staff on duty
2. Send request supplies form.	2. Receive request supplies form. a. Checks availability of stocks requested. b. Inform client on the status of the request. c. If stock is available, pack the commodities upon their request.	None	1 minutes 5 minutes 3 minutes 5 minutes	<i>Administrative Aide I</i> <i>Population Program Worker II</i> POPCOM
3. Clients receive response from their request.	3. Inform the next pick up schedule.	None	3 minutes	<i>Administrative Aide I</i> <i>Population Program Worker II</i> POPCOM
Evaluation of the technical Assistance 4. Accomplished	Gathering and processing of Feedback Forms 4. Encode	None	Within 1 hour upon receipt	Concerned or assigned staff

and submits the TA feedback form	accomplished feedback form in the database			
TOTAL		None	17 minutes	



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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form. Drop the feedback form in a designated drop box. Drop boxes are usually located at the IN FRONT TABLE of POPCOM office.</p> <p>Contact info: (047) 611 4819 Local 144 Email: popcomolongapocity@yahoo.com</p>
How feedbacks are processed	<p>Every Monday, a designated officer from the POPCOM staff shall open the drop box, compile all submitted feedback forms, and record all feedback's in a logbook particularly utilized for the purpose.</p> <p>A feedback that warrants a reply shall be addressed forward to the concerned POPCOM staff. The concerned POPCOM staff shall submit its reply to the feedback within three (3) working days from notice.</p> <p>The original copy of the reply shall be kept by the POPCOM Management, as the case may be, with a certified true copy thereof furnished to the party giving the feedback.</p> <p>For inquiries and follow-ups, clients may contact telephone number 611 4819 local 144</p>
How to file a complaint	<p>No complaint against an official or employee of the POPCOM shall be given due course unless the same is in writing, subscribed and sworn to by the complainant.</p> <p>The complaint shall be written in a clear, simple and concise language and in a systematic manner and as to apprise the person complained of the nature and cause of the accusation and to enable the person complained of to intelligently prepare a defense or answer/comment. Should there be more than one person complained of, the complainant required to submit additional copies corresponding to the number of persons complained of.</p>

	<p>The complaint shall contain the following:</p> <ul style="list-style-type: none"> a. Full name and address of the complainant; b. Full name and address of the person complained of as well as his/her position and office; c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed; d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and e. Certification or statement of non-forum shopping. <p>The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p> <p>No anonymous complaint shall be entertained unless the act complained of is of public knowledge or the allegation can be verified or supported by documentary or direct evidence.</p> <p>An administrative complaint against an employee or official of the POPCOM may be filed anytime with the Civil Service Commission (CSC).</p> <p>In sexual harassment cases, the complaint shall be filed with the POPCOM Committee on Decorum and Investigation (CODI).</p>
<p>How complaints are processed</p>	<p>Upon receipt of a complaint which is sufficient in form and substance, the disciplining authority, the POPCOM Officer In Charge or the City Health officer , as the case maybe, shall conduct a preliminary investigation to determine the existence of a prima facie case. The disciplining</p>

authority may create an investigating committee or designate an investigator for such purpose. In sexual harassment cases, CODI shall perform the following functions;

- a. Received complaints of sexual harassment;
- b. Investigate sexual harassment complaints including preliminary investigation in accordance with the prescribed procedure;
- c. Submit a report of its findings with the corresponding recommendation to the disciplining authority for decision; and
- d. Lead in the conduct of discussions about sexual harassment within the agency or instruction to increase understanding and prevent incidents of sexual harassment;

Preliminary Investigation may be conducted in any of the following manner:

- a. requiring the submission of counter affidavit or comment and/or other documents from the person complained within five (5) working days from receipts of the complaint which is sufficient in form and substance;
- b. ex-parte evaluation of the records; or
- c. clarification meeting with parties to discuss the merits of the case.

The failure to submit a comment/counter-affidavit/explanation shall be considered a waiver thereof and the preliminary investigation may be completed even without the counter affidavit/comment/explanation.

The right to counsel may be exercised even during the preliminary investigation.

A preliminary investigation shall commence within a non-extendible period of five (5) working days upon receipt of the complaint by the disciplining authority and shall be terminated within twenty (20) working days thereafter. However, the disciplining authority may extend such periods in meritorious cases.

Within five (5) working days from the termination of the preliminary investigation, the investigating officer/body shall submit the Investigation Report with recommendation and the complete records of the case to the disciplining authority.

The Investigation Report shall be treated with confidentiality.

If a prima facie case is established after Preliminary Investigation, the disciplining authority may issue a notice of charge.

In the absence of a prima facie case, the case shall be dismissed.

For inquiries and follow-ups, clients may contact telephone number 047 6114819 local 144

Office of the Executive Director:

Email: popcomolongapocity@yahoo.com



Office	Address	Contact Number
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