

# OFFICE OF THE CITY ADMINISTRATOR

## EXTERNAL SERVICES



## 1. ISSUANCE OF GOVERNMENT PERMITS FOR ACTIVITIES AND RENTAL OF FACILITIES

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Office of the City Administrator		
Request Letter addressed to the City Mayor or City Administrator		Client		
Government-issued ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Assess the requirements and check for the availability of the facility.  1.2 Issue order of payment.	None  None	3 minutes	Cecil Reyes
2. Pay prescribed fee at City Treasurer's Office.	2. Receive payment and issue Official Receipt (OR).	<ul style="list-style-type: none"> <li>• Activities                             <ul style="list-style-type: none"> <li>a. Promotional Sales, Rallies/Demonstrations, and Shooting/Film Making – Php 100.00/hour</li> <li>b. Dances/ balls, pageants, concerts and other related activities (outside Imus Sports Complex) – Php 200.00/hour</li> <li>c. Motorcade – Php 20.00/vehicle</li> </ul> </li> <li>• Facilities                             <ul style="list-style-type: none"> <li>a. Bulwagan, City Hall Lobby, and Outdoor</li> </ul> </li> </ul>	5 minutes	City Treasurer's Office's assigned Window/s (10 – 13)

		premises (Parks, Plaza, Roads and Streets) – Php 100.00/hour b. Imus Sports Complex (per hour rates) i. With Lights and Exhaust Fan – Php 1800.00 ii. With Aircon – Php 6000.00 iii. With VIP Rooms – Php 8000.00		
3. Present Official Receipt (OR).	3.1 Input information on the Templated Form	None	3 minutes	Cecil I. Reyes
	3.2 Signature of the City Administrator	None	2 minutes	Nahney G. Alce City Administrator
4. Claim permit.	4. Release permit.	None	2 minutes	Cecil I. Reyes
<b>TOTAL</b>		<b>Based on assessment</b>	<b>15 minutes</b>	

NOTE: Signing of the permit depends on the availability of the City Administrator.



## 2. COMPLAINTS MANAGEMENT

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Letter		Complainant, Contact Center ng Bayan, Presidential Complaint Center, Anti-Red Tape Authority, other offices and agencies.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Receive and assess the complaint letter.	None	5 minutes	Jac Jac A. Campat Lea Solidum
	1.2 Prepare memorandum for signature.	None	5 minutes	
	1.3 Signature of the City Administrator.	None	2 minutes	Nahney G. Alce City Administrator
	1.4 Issue memorandum to concerned department, agency or institution.	None	5 minutes	Jac Jac A. Campat Lea Solidum
	1.5 Wait for the response or resolution.	None	2 days	
2. Receive the copy of the response through the e-mail of the complainant or different government complaint centers.	2. Copy furnish the response of the concerned department, agency or institution.	None	5 minutes	Jac Jac A. Campat Lea Solidum
<b>TOTAL</b>		<b>Based on assessment</b>	<b>2 days, 22 minutes</b>	

NOTE: Turn Around Time may vary due to the response of the concerned department.

# OFFICE OF THE CITY ADMINISTRATOR

## INTERNAL SERVICES



## 1. ISSUANCE OF TRAVEL ORDER FOR OFFICIAL BUSINESS

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All employees of the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order Form		Office of the City Administrator		
Letter of Invitation		Event Organizing Committee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements.	1.1 Assess the requirements.	None	2 minutes	Cecil I. Reyes
	1.2 Prepare Travel Order.	None	4 minutes	
	1.3 Approve and sign the Travel Order.	None	5 minutes	Nahney G. Alce City Administrator
2. Claim Travel Order.	2. Release Travel Order	None	2 minutes	Cecil I. Reyes
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

NOTE: Signing of the Travel Order depends on the availability of the City Administrator.

## 2. ISSUANCE OF TRAVEL ORDER FOR TRAINING AND SEMINAR

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All employees of the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order Form		Office of the City Administrator		
Letter of Invitation		Event Organizing Committee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements.	1.1 Assess the requirements and prepare for Memorandum of Training.	None	5 minutes	Angel Sañez (HRMU)
	1.2 Transfer memorandum to Office of the City Administrator for approval and signature.	None	5 minutes	
	1.3 Approve and sign the Memorandum of Training.	None	5 minutes	Nahney G. Alce City Administrator
	1.4 Input information on the templated form.	None	3 minutes	Cecil I. Reyes
	1.5 Sign the Travel Order.	None	2 minutes	Nahney G. Alce City Administrator
2. Claim Travel Order.	2. Release Travel Order.	None	2 minutes	Cecil I. Reyes
<b>TOTAL</b>		<b>None</b>	<b>22 minutes</b>	

NOTE: Signing of the Travel Order depends on the availability of the City Administrator.

### 3. ISSUANCE OF BIOMETRIC EXEMPTION

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All the department and unit heads of the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to City Mayor/City Administrator indicating the name of the employees to be given a biometric exemption.		Respective department/offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirement.	1.1 Assess the requirement.	None	2 minutes	Cecil I. Reyes
	1.2 Prepare biometric exemption memorandum.	None	4 minutes	
	1.3 Approve and sign the Memorandum of Biometric Exemption.	None	5 minutes	
2. Claim Biometric Exemption.	2. Release Memorandum.	None	2 minutes	Cecil I. Reyes
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	

NOTE: Signing of the biometric exemption depends on the availability of the City Administrator.



#### 4. ISSUANCE OF MEMORANDUM, EXECUTIVE ORDER, NOTICE OF MEETING AND GUIDELINES

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All departments/offices in the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to City Mayor/City Administrator indicating the purpose/s for the issuance of the subject matter.		Respective department/offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirement.	1.1 Assess the requirement.	None	2 minutes	Arturo B. Pangilinan Lea Solidum Jac Jac A. Campat
	1.2 Prepare Memorandum, Executive Order, Notice of Meeting, Guidelines.	None	2 days	
	1.3 Review, approve and sign the Memorandum, Executive Order, Notice of Meeting, Guidelines.	None	1 day	
2. Receive Memorandum, Executive Order, Notice of Meeting, Guidelines.	2. Issue and disseminate Memorandum, Executive Order, Notice of Meeting, Guidelines.	None	1 day	Nelson Dua
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	

NOTE; Turn Around Time may vary due to the level of Memorandum, Executive Order, Notice of Meeting, Guidelines.

## 5. DOCUMENTS FOR SIGNATURE OF THE CITY ADMINISTRATOR

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All departments/offices in the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document for Signature		Respective departments/offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the document.	1.1 Assess and record the submitted document.	None	5 minutes	Juvie dela Cruz Francheska Alquinto
	1.2 Present the document to the City Administrator for signature.	None	5 minutes	
	1.3 Approve and sign the Travel Order.	None	30 minutes	Nahney G. Alce City Administrator
2. Receive the document.	2. Release the document.	None	3 minutes	Juvie dela Cruz Francheska Alquinto
<b>TOTAL</b>		<b>None</b>	<b>43 minutes</b>	

NOTE: Signing of the document may vary due to number of documents to be signed and the availability of the City Administrator.

