

SANGGUNIANG PANLUNGSOD AND OFFICE OF THE CITY VICE MAYOR

EXTERNAL SERVICES



1. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE MEETING

OFFICE OR DIVISION	Sangguniang Panlungsod and Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1 Receive and forward the Request Form to the SP Secretary	None	2 minutes	Joyce L. dela Cruz; Shirley R. Velasco
	1.2 Approve and sign the Request Form	None	3 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Issue the Order of Payment	None	3 minutes	Joyce L. dela Cruz; Shirley R. Velasco
2. Pay the required fee.	2. Receive the payment and release Official Receipt (OR).	P50.00 per document plus P5.00 per photocopy of page	5 minutes	City Treasurer's Office Windows 11, 12 and 13
3. Present the O.R. and claim the requested documents.	3. Release the documents	None	2 minutes	Joyce L. dela Cruz; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	



2. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

OFFICE OR DIVISION	Sangguniang Panlungsod and Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	5 minutes	Shirley R. Velasco
	1.2 Approve the request	None	3 minutes	
	1.3 Issue the Order of Payment	None	3 minutes	
2. Pay the required fee	2. Receive the payment and release Official Receipt (OR)	P50.00 per document plus P5.00 per photocopy of page	2 minutes	Mary Jemeny V. Yulo SP Secretary
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	2 minutes	CTO Staff (Windows 11, 12 and 13)
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	12 minutes	



3. PEOPLE'S DAY CONSULTATION

OFFICE OR DIVISION	Sangguniang Panlungsod and Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Concern		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Visitor's Logbook	1. Issue the Visitor's Slip	None	3 minutes	Margelie C. Manlansing
2. Submit the Letter of Request/ Concern	2. Receive and forward the Letter of Request/ Concern to the concerned Official	None	10 minutes	Fe D. Manimbao; Soledad A. Dela Cruz
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	16 minutes	



**SANGGUNIANG PANLUNGSOD
AND OFFICE OF THE CITY VICE
MAYOR
INTERNAL SERVICES**



1. ACCEPTANCE OF DOCUMENTS FOR INCLUSION IN THE SESSION

OFFICE OR DIVISION	Sangguniang Panlungsod and Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	City Government Officials; All departments and offices in the City Government of Imus; Non-Government Organization; All residents and non-residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal letter from the Office of the City Mayor		Office of the City Mayor		
One (1) Original copy and twenty-one (21) photocopies of documents		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the transmittal letter	1.1 Accept and verify the document	None	5 minutes	Joyce L. dela Cruz
	1.2 Forward the request to the Committee Chair on Rules and Privileges	None	2 minutes	
	1.3 Review the document	None	10 minutes	Hon. Raymond S. Arguelles
	1.4 Forward the documents to the SP Secretary	None	2 minutes	Legislative Staff of Hon. Raymond S. Arguelles
	1.5 Prepare the Agenda for the SP Session	None	5 minutes	Mary Jemeny V. Yulo SP Secretary Raquel Dimdam; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL			27 minutes	

NOTE: The cut off time for the receiving of documents is every Thursday, 2:00 P.M.

