

CITY ADMINISTRATOR'S OFFICE

EXTERNAL SERVICES

1. SCHEDULING OF APPOINTMENT TO THE CITY ADMINISTRATOR

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City Mayor or City Administrator		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and wait for the scheduled meeting.	1.1 Assess the request letter.	None	45 minutes	Admin Staff assigned in the window Ma. Blesilda Bautista, Ma. Carmela Jimenez
	1.2 Inform the City Administrator regarding the request	None	1 day (stop time)	
	1.3 Finalize the schedule			
	1.4 Inform the client			
2. Attend the scheduled meeting.	2. Assist the client.	None	5 minutes	
Fill-put Client Satisfaction Rating Form				
TOTAL		Based on assessment	2 days	

*Schedule of meeting depends on the availability of the City Administrator.

2. ISSUANCE OF GOVERNMENT PERMITS FOR ACTIVITIES AND RENTAL OF FACILITIES

The City Administrator's Office issue permits for the clients who wants to rent government facilities like the Imus Sports Complex, Bulwagan, Imus Plaza and Imus City Grandstand.

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		City Administrator's Office		
Request Letter addressed to the City Mayor or City Administrator		Client		
Government-issued ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Assess the requirements and check for the availability of the facility.	None	3 minutes	Cecil Reyes
	1.2 Issue order of payment.	None		
2. Pay prescribed fee at City Treasurer's Office.	2. Receive payment and issue Official Receipt (OR).	Based on Purpose	5 minutes	City Treasurer's Office's assigned Window/s (10 – 13)
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 (stop time)	Hertito V. Monzon City Administrator
4. Claim permit.	4. Release permit.	None	2 minutes	Cecil I. Reyes
TOTAL		Based on assessment	15 minutes	

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

Fees for the City Sports Complex

Rental	Rate/Hour
With Aircon	P 10,000.00
Without Aircon	P 2,000.00
Ambulant Vendors (in designated area)	P 250/day

Penalties: Any person who violates the regulations of the City Sports Complex shall be penalized by a fine not less than P1,000.00 but not more than P2,500.00, or an imprisonment for not more than six (6) months or both at the discretion of the court.

Fees for the City Grandstand

Source	Rate			
	Hour	Commercial/Private Companies	Other LGU/Government Institutions	Succeeding Hours
Sportsfest	6	P 20,000.00	P 10,000.00	P 1,000.00
Fun Run	Min 3	P 10,000.00	P 10,000.00	
Practice/Training	Per Hour	P 1,000.00	P 500.00	
Football Tournament	6	P 20,000.00	P 10, 000.00	P 1,000.00
Football Practice	P200/head			
Lighting (per bulb)	P 200/bulb/hour			

Source	Hour	Rate				Succeeding Hours
		Private Schools		Public Schools		
		Within Imus	Outside Imus	Within Imus	Outside Imus	
Sportsfest	6	Free	P 8,000.00	Free	P 8,000.00	P 1,000.00
Fun Run	Min 3	P 5,000.00	P 10, 000.00	P 5,000.00	P 10, 000.00	
Practice/Training	Per Hour	Free	P 50.00/head	Free	P 50.00/head	
Football Tournament	6	Free	P 15, 000.00	Free	P 15, 000.00	P 1,000.00
Football Practice	P 200/head	Free		Free		

Source	Hour	Rate	
		Residents	Non-residents

Fun Run	Min 3	P 5,000.00	P 10,000.00
Practice/Training	Per Hour	Free	P 50/head
Football Tournament	6	P 10, 000.00	P 15, 000.00
Football Practice	P 200/head	Free	
Walk-in		Free with Government Issued ID or apply for Grand Stand Privileged ID	P 25/head

Penalties: Any person who violates the regulations of the City Sports Complex shall be penalized by a fine not less than P 500.00 but not more than P2,000.00, or an imprisonment for not more than six (6) months or both at the discretion of the court.

Source	Rate
Ambulant Vendors (in designated area)	P 250/day

Fees for Conduct of Group Activities

Activities	Rate
Conference, meetings, rallies, and demonstration in outdoor, in parks, plazas, road/streets	P 100/hour
Dances	P 200/hour
Coronation and Ball	P 200/hour
Promotional Sales	P 100/hour
Motorcade	P 20/vehicle
Other	P 100/hour

Exemption: Programs or activities conducted by educational, charitable, religious, and governmental institutions free to the public shall be exempted from the payment of the fee herein imposed, provided, that the corresponding Mayor’s Permit shall be secured accordingly. Programs or activities requiring admission fees for attendance shall be subject to the fees herein imposed even if they are conducted by exempt entities.



3. COMPLAINTS MANAGEMENT

The City Administrator's Office is the repository department of the complaints received through different channels link Contact Center ng Bayan, 8888, Presidential Complaint Center and the likes.

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter		Complainant, Contact Center ng Bayan, Presidential Complaint Center, Anti-Red Tape Authority, other offices and agencies.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and assess the complaint letter.	None	5 minutes	Jac Jac Campat Lea Solidum
	1.2 Prepare memorandum for signature.	None	5 minutes	
	1.3 Signature of the City Administrator.	None	2 minutes	Hertito V. Monzon City Administrator
	1.4 Issue memorandum to concerned department, agency, or institution.	None	5 minutes (stop time)	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 Campat Lea Solidum
TOTAL		None	3 days	

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

4. ASSISTANCE TO ACADEMIC RESEARCH, THESIS AND STUDIES

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Review the study for approval	None	10 minutes	Jac Jac Campat
	1.2 Verify availability of data/information to concerned department	None	5 minutes	Jac Jac Campat
2. Wait for the requested data/information via email.	2. Send the requested data/information through official email.	None	1 day	Jac Jac Campat
TOTAL		None	1 day, 15 minutes	

NOTE: Turnaround time depends on the availability of data/information.

5. CCTV ASSISTANCE

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CCTV Request Form		City Administrator's Office		
Police/Court Order (if to be used as legal evidence)		Philippine National Police, Regional Trial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out CCTV Request Form	1.1 Accommodate client and interview for pertinent information	None	10 minutes	Jac Jac Campat
	1.2 Approve CCTV Assistance request	None	2 minutes	Hertito V. Monzon City Administrator
2. View CCTV in CSU	2. Assist client (if possible)	None	5 minutes	Jac Jac Campat
TOTAL		None	17 minutes	

CITY ADMINISTRATOR'S OFFICE

INTERNAL SERVICES

CITIZEN'S CHARTER



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1. ISSUANCE OF TRAVEL ORDER FOR OFFICIAL BUSINESS

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All employees of the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Form		City Administrator's Office		
Letter of Invitation		Event Organizing Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	
2. Claim Travel Order.	2. Release Travel Order	None	2 minutes	Cecil I. Reyes
TOTAL		None	20 minutes	

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

2. ISSUANCE OF TRAVEL ORDER FOR TRAINING AND SEMINAR

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All employees of the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Form		City Administrator's Office		
Letter of Invitation		Event Organizing Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the requirements and prepare for Memorandum of Training.	None	5 minutes	Van Carlyne Rocha (HRMU)
	1.2 Transfer memorandum to City Administrator's Office for approval and signature.	None	5 minutes	
	1.3 Approve and sign the Memorandum of Training.	None	5 minutes	Hertito V. Monzon 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	Hertito V. Monzon City Administrator
2. Claim Travel Order.	2. Release Travel Order.	None	2 minutes	Cecil I. Reyes
TOTAL		None	22 minutes	

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

3. ISSUANCE OF BIOMETRIC EXEMPTION

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All the department and unit heads of the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to City Mayor/City Administrator indicating the name of the employees to be given a biometric exemption.		Respective department/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	13 minutes	

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

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to City Mayor/City Administrator indicating the purpose/s for the issuance of the subject matter.		Respective department/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement.	1.1 Assess the requirement.	None	2 minutes	Lea Solidum; Ma. Carmela Jimenez
	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	Hertito V. Monzon City Administrator
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
TOTAL		None	2 days	

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

5. REQUEST FOR CERTIFIED TRUE COPY OF OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)

OFFICE OR DIVISION	Office of the City Administrator			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the PMT Chairperson/ City Administrator		Respective departments/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document.	1.1 Assess and record the submitted document.	None	5 minutes	Rodavil A. Jacama
	1.2 Approve and sign the document.	None	15 minutes	
2. Receive the document.	2. Release the document.	None	2 minutes	Rodavil A. Jacama
TOTAL		None	22 minutes	

NOTE: Request for a Certified True Copy of the OPCR depends on the availability of the document and final rating.

6. DOCUMENTS FOR SIGNATURE OF THE CITY ADMINISTRATOR

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

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