

OFFICE OF THE CITY VICE MAYOR

EXTERNAL SERVICES



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

OFFICE OR DIVISION	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 Vice Mayor	None	2 minutes	Alan Dexter C. Jamir
	1.2 Approve and sign the Request Form	None	3 minutes	SP Secretary Mary Jemeny V. Yulo Vice Mayor Homer T. Saquilayan
	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	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	2 minutes	Joyce L. dela Cruz; Shirley R. Velasco
	1.2 Approve the request	None	3 minutes	Vice Mayor Homer T. Saquilayan
	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	2 minutes	City Treasurer's Office Staff (Windows 11, 12 and 13)
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	5 minutes	Joyce L. dela Cruz; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	



3. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE VIA EMAIL

OFFICE OR DIVISION	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	Vice Mayor Homer T. Saquilayan
	1.3 Issue the Order of Payment	None	3 minutes	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	2 minutes	City Treasurer's Office Staff (Windows 11, 12 and 13)
3. Present the O.R. and claim the requested document(s)	3. Release the document(s)	None	2 minutes	Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	



4. PEOPLE'S DAY CONSULTATION

OFFICE OR DIVISION	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	Mirasol L. Capule; Roselle S. Ramos; Kimberly A. Topacio
2. Submit the Letter of Request/ Concern	2. Receive and forward the Letter of Request/ Concern to the concerned Official	None	10 minutes	Elizabeth E. Paredes; Josephine S. Ariola
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	13 minutes	



OFFICE OF THE CITY VICE MAYOR

INTERNAL SERVICES



1. ACCEPTANCE OF DOCUMENTS FOR INCLUSION IN THE SP SESSION

OFFICE OR DIVISION	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	Alan Dexter C. Jamir
	1.2 Forward the request to the Vice Mayor	None	2 minutes	Alan Dexter C. Jamir
	1.3 Review the document	None	10 minutes	Alan Dexter C. Jamir Vice Mayor Homer T. Saquilayan
	1.4 Forward the documents to the SP Secretary	None	2 minutes	Alan Dexter C. Jamir
	1.5 Prepare the Agenda for the SP Session	None	5 minutes	SP Secretary Mary Jemeny V. Yulo Alan Dexter C. Jamir Raquel Dimdam; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	24 minutes	

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

