

SANGGUNIANG PANLUNGSOD OFFICE EXTERNAL SERVICES

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

A certified true copy is a duplicate of an original document that is certified as a true copy by the Sangguniang Panlungsod having custody of the original documents (ordinances, resolutions, minutes of the session and/or meeting)

OFFICE OR DIVISION	Sangguniang Panlungsod			
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 Sangguniang Panlungsod Office- Records Management Unit		
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	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	3 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	5 minutes	Vice Mayor Homer T. Saquilayan
	1.4 Issue the Order of Payment	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
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		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested documents.	3. Release the documents	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

2. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE MEETING VIA EMAIL

A certified true copy is a duplicate of an original document that is certified as a true copy via email by the Sangguniang Panlungsod having custody of the original documents (ordinances, resolutions, minutes of the session and/or 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 Sangguniang Panlungsod Office- Records Management Unit		
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	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	3 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	5 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
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		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested documents.	3. Release the documents via email	None	2 minutes	Glenn Patrick D. Urgino; Christian R. Sapida
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

3. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

The Certificate of No Pending Administrative Case is issued to requestors (barangay officials) to certify that they have pending/ no pending administrative case based on the record of the Sangguniang Panlungsod.

OFFICE OR DIVISION	Sangguniang Panlungsod			
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 Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	2 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	3 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
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		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	12 minutes	

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

The Certificate of No Pending Administrative Case is issued to requestors via email (barangay officials) to certify that they have pending/ no pending administrative case based on the record of the Sangguniang Panlungsod.

OFFICE OR DIVISION	Sangguniang Panlungsod			
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 Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	2 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	3 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
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		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	2 minutes	Glenn Patrick D. Urgino; Christian R. Sapida
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	12 minutes	

5. ACCOMODATING INVITEES TO SCHEDULED COMMITTEE MEETINGS/HEARING/PUBLIC HEARING

Committee Meeting/Hearing/Public Hearings are being conducted by Sangguniang Panlungsod Members wherein these particular individuals namely Barangay Officials/Workers, representatives from different Government agencies, representatives from different concerned offices in the City Government of Imus and private sectors are invited.

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter/Notice of Meeting		Information Desk of the Sangguniang Panlungsod Office- Sangguniang Panlungsod Session Hall area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Information Desk of Sangguniang Panlungsod Office	1. Welcome and receive the client	None	1 minute	Elena A. Matro; Cathalina A. Olaes; Aldrin A. Tapawan; Eduard B. Castro; Agapito S. Dasalla Jr.
2. Present the Invitation Letter/Notice of Meeting	2. Received the required documents/invitation letter	None	1 minute	Aldrin A. Tapawan; Elena A. Matro; Cathalina A. Olaes
3. Temperature Screening	3. Provide the temperature scanner upon entering	None	1 minute	Elena A. Matro; Cathalina A. Olaes
4. Must fill-out the Visitors Log Book and Health Declaration Form	4. Provide the Health Declaration Form	None	3 minutes	Aldrin A. Tapawan; Elena A. Matro; Cathalina A. Olaes
5. Must fill-out the Customer Satisfaction Rating Form	5. Provide the Customer Satisfaction Rating Form	None	2 minutes	Elena A. Matro; Cathalina A. Olaes
6. Proceed to the Committee Meeting/Hearing/Public Hearing	6. Give instructions to Client as to where is the meeting area	None	1 minute	Elena A. Matro; Cathalina A. Olaes
		Fill-out the Client Satisfaction Rating Form		
TOTAL		Based on assessment	9 minutes	

SANGGUNIANG PANLUNGSOD OFFICE INTERNAL SERVICES

CITIZEN'S CHARTER



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1. ACCEPTANCE OF DOCUMENTS FOR INCLUSION IN THE SESSION

Communication letters from or forwarded by the Office of the Mayor that needs legislative action, are approved by the City Vice Mayor for inclusion in the Calendar of Business of the Regular or Special Session to support policies and programs of the City Government.

OFFICE OR DIVISION	Sangguniang Panlungsod			
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the transmittal letter	1.1 Receive, review and evaluate the document	None	5 minutes	Vice Mayor Homer T. Saquilayan; Alan Dexter C. Jamir
	1.2 Receive the reviewed document from the City Vice Mayor	None	2 minutes	Raquel F. Dimdam; Marilou E. Brin
	1.3 Prepare the Agenda, Proceedings, Committee Reports, and Draft Ordinances/Resolutions for the SP Session	None	30 minutes	Raquel Dimdam; Marilou E. Brin; Shirley R. Velasco; Bianca Marielle E. Sarno
	1.4. Printing the Final Agenda, Proceedings, Committee Reports, and Ordinances/Resolutions for the SP Session	None	30 minutes	Shirley R. Velasco; Bianca Marielle E. Sarno; Abigail Cecilia C. Alberto
Fill-out Client Satisfaction Rating Form				
TOTAL		None	67 minutes	