

# OFFICE OF THE CITY VICE MAYOR

## EXTERNAL SERVICES

**1. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE SP SESSION**

The following is issued to constituents, other businesses and other government entities who may request for certified true copy of ordinance, resolution, and minutes of the SP Session passed by the SP. Provided are the list of requirements and the course of action needed.

<b>OFFICE OR DIVISION</b>	Office of the City Vice Mayor			
<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</b>	All residents and non-residents of City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
<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 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	Alayne Dominic R. Papa; 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	Alayne Dominic R. Papa; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>15 minutes</b>	

## 2. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

On the instances that the citizens may require copies for legal purposes, the Vice Mayor, being the Chairman of the Ad-hoc Committee on Personal Affairs and Appointments, issues the certification of no pending administrative case.

<b>OFFICE OR DIVISION</b>	Office of the City Vice Mayor			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents and non-residents of City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
<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 accomplished request form	1.1 Process the request	None	2 minutes	Alayne Dominic R. Papa; 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	Alayne Dominic R. Papa; 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	Alayne Dominic R. Papa; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>15 minutes</b>	

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

On the instances that the citizens may require copies for legal purposes, the Vice Mayor, being the Chairman of the Ad-hoc Committee on Personal Affairs and Appointments, issues the certification of no pending administrative case via email.

<b>OFFICE OR DIVISION</b>	Office of the City Vice Mayor			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen; G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All residents and non-residents of City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
<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 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				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>15 minutes</b>	

#### 4. PEOPLE'S DAY CONSULTATION

Provides services to the visitors/constituents who wish to see the Vice Mayor to present their requests and/or grievances.

<b>OFFICE OR DIVISION</b>	Office of the City Vice Mayor			
<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 residents and non-residents of City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request/Concern		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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				
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	

# **OFFICE OF THE CITY VICE MAYOR**

## **INTERNAL SERVICES**

**1. ACCEPTANCE OF DOCUMENTS FOR INCLUSION IN THE SP SESSION**

Accepts and reviews documents from different committees/ offices/ departments for the inclusion in the SP agenda.

<b>OFFICE OR DIVISION</b>	Office of the City Vice Mayor			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	City Government Officials; All departments and offices in the City Government of Imus; Non-Government Organization; All residents and non-residents of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<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 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				
<b>TOTAL</b>		<b>None</b>	<b>24 minutes</b>	

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