

# **OFFICE OF THE CITY ADMINISTRATOR**

**EXTERNAL SERVICES**



## 1. SCHEDULING OF APPOINTMENT TO THE CITY ADIMINISTRATOR

<b>OFFICE OR DIVISION</b>	Office of the City Administrator			
<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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter addressed to the City Mayor or City Administrator		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 request letter and wait for the scheduled meeting.	1.1 Assess the request letter.	None	45 minutes	Admin Staff assigned in the window
	1.2 Inform the City Administrator regarding the request	None	1 day (stop time)	Anne Mialie Evaristo; Dana Jazmin Garcia
	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				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>2 days</b>	

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



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

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

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<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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Office of the City Administrator		
Request Letter addressed to the City Mayor or City Administrator		Client		
Government-issued ID		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 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).	<ul style="list-style-type: none"> <li>• Activities                             <ul style="list-style-type: none"> <li>a. Promotional Sales, Rallies/Demonstrations, and Shooting/Film Making – Php 100.00/hour</li> <li>b. Dances/ balls, pageants, concerts and other related activities (outside Imus Sports Complex) – Php 200.00/hour</li> </ul> </li> </ul>	5 minutes	City Treasurer's Office's assigned Window/s (10 – 13)



		c. Motorcade – Php 20.00/vehicle  • Facilities a. Bulwagan, City Hall Lobby, and Outdoor premises (Parks, Plaza, Roads and Streets) – Php 100.00/hour b. Imus Sports Complex (per hour rates) i. With Lights and Exhaust Fan – Php 1800.00 ii. With Aircon – Php 6000.00 iii. With VIP Rooms – Php 8000.00		
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)	Jeffrey M. Purisima City Administrator
4. Claim permit.	4. Release permit.	None	2 minutes	Cecil I. Reyes
<b>TOTAL</b>		<b>Based on assessment</b>	<b>15 minutes</b>	

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



## 2. COMPLAINTS MANAGEMENT

The City Internal 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.

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<b>WHO MAY AVAIL THE SERVICE</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Letter		Complainant, Contact Center ng Bayan, Presidential Complaint Center, Anti-Red Tape Authority, other offices and agencies.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Receive and assess the complaint letter.	None	5 minutes	Jac Jac Campat
	1.2 Prepare memorandum for signature.	None	5 minutes	
	1.3 Signature of the City Administrator.	None	2 minutes	Jeffrey M. Purisima City Administrator
	1.4 Issue memorandum to concerned department, agency, or institution.	None	5 minutes (stop time)	Jac Jac Campat
	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	2. Copy furnish the response of the concerned department, agency or institution.	None	5 minutes	Jac Jac Campat



different government complaint centers.				
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	

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



# **OFFICE OF THE CITY ADMINISTRATOR**

**INTERNAL SERVICES**



## 1. ISSUANCE OF TRAVEL ORDER FOR OFFICIAL BUSINESS

<b>OFFICE OR DIVISION</b>	City Internal Administrator's Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All employees of the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order Form		Office of the City Administrator		
Letter of Invitation		Event Organizing Committee		
<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 requirements.	1.1 Assess the requirements.	None	2 minutes	Cecil I. Reyes  Jeffrey M. Purisima City Administrator
	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
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

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





## 2. ISSUANCE OF TRAVEL ORDER FOR TRAINING AND SEMINAR

<b>OFFICE OR DIVISION</b>	City Internal Administrator's Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All employees of the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order Form		Office of the City Administrator		
Letter of Invitation		Event Organizing Committee		
<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 requirements.	1.1 Assess the requirements and prepare for Memorandum of Training.	None	5 minutes	Van Carlyne Rocha (HRMU)
	1.2 Transfer memorandum to Office of the City Administrator for approval and signature.	None	5 minutes	
	1.3 Approve and sign the Memorandum of Training.	None	5 minutes	Jeffrey M. Purisima 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	Jeffrey M. Purisima City Administrator
2. Claim Travel Order.	2. Release Travel Order.	None	2 minutes	Cecil I. Reyes
<b>TOTAL</b>		<b>None</b>	<b>22 minutes</b>	

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



### 3. ISSUANCE OF BIOMETRIC EXEMPTION

<b>OFFICE OR DIVISION</b>	City Internal Administrator's Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All the department and unit heads of the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to City Mayor/City Administrator indicating the name of the employees to be given a biometric exemption.		Respective department/offices		
<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 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
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	

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

<b>OFFICE OR DIVISION</b>	City Internal Administrator's Office			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All departments/offices in the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to City Mayor/City Administrator indicating the purpose/s for the issuance of the subject matter.		Respective department/offices		
<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 requirement.	1.1 Assess the requirement.	None	2 minutes	Lea Solidum; Jac Jac A. Campat
	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	Jeffrey M. Purisima 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
<b>TOTAL</b>		<b>None</b>	<b>2 days</b>	

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



## 5. DOCUMENTS FOR SIGNATURE OF THE CITY ADMINISTRATOR

<b>OFFICE OR DIVISION</b>	City Internal Administrator's Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	All departments/offices in the city government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document for Signature		Respective departments/offices		
<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 document.	1.1 Assess and record the submitted document.	None	5 minutes	Juvy dela Cruz; Francheska Alquinto
	1.2 Present the document to the City Administrator for signature.	None	5 minutes	
	1.3 Approve and sign the document.	None	30 minutes	Jeffrey M. Purisima City Administrator
2. Receive the document.	2. Release the document.	None	3 minutes	Juvy dela Cruz; Francheska Alquinto
<b>TOTAL</b>		<b>None</b>	<b>43 minutes</b>	

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

