City Administrator's Office

Providing Technical Support for Defective Computer and Its Peripherals

Office or Division:	Information Technology and Computer Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	National Agencies, Local Government Unit. Barangays, Tech4Ed Centers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The office with the defective device will notify us about the issue either by telephone or by visiting us in our station	Receives and documents the holder's information and equipment specifications.	None	3 minutes	Receiving Staff
	Examining and evaluating the device for assessment to identify any issues, determine the necessary repairs or maintenance, and ensure it meets operational standards.	None	5 minutes	Hardware Technician
	If the device is still usable, the technician will recommend repairing it by replacing parts. Otherwise, they will suggest requesting new equipment or a machine.	None	3 days	Assigned Repair Maintenance Staff
	Update the technical service report with all relevant details of the service performed, and then provide a copy to the end user for their records and reference.	None	3 minutes	Maintenance Repair Head
The client will now receive the advice or equipment by signing a receipt confirming that they have received it.	Returning of device or equipment.	None	1 minute	Maintenance Repair Head
	Total	**None**	**3 days & 12 minutes**	
End of Transaction				

Reservation of Multimedia Equipment: Projector & Screen

Office or Division:	Information Technology and Computer Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may Avail:	National Agencies, Local Government Unit. Barangays, Tech4Ed Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office seeking to borrow multimedia equipment must submit an approved request letter from the Mayor's Office to our station.		None	1 minute	Receiving Staff
	After reviewing the letter, the receiving staff will pass it on to the office's Immediate Supervisor for approval, ensuring the availability of the reservation date without conflicting with other bookings.	None	3 minutes	Immediate Supervisor
	When the chosen reservation date is confirmed to be available and doesn't conflict with other schedules, the staff will proceed with booking the reservation.	None	3 minutes	Hardware Technician
	After booking the reservation date, the staff from the borrowing office will be informed that their reservation is confirmed and reminded to pick up the equipment on the day of their reservation. The technical staff will assist the borrowing office with setting up the equipment on the day it is to be used.	None	1 minute	Hardware Technician

2. The borrowing office is expected to return the borrowed equipment. Ideally, the equipment should be returned the day after its use. If they plan to return it later, this should be specified in their request letter.	Receives the returned equipment and place it back in the storage area.	None	1 minute	Hardware Technician
	Total	None	9 minutes	
End of Transaction				

Request For Display of Audio-Visual Presentation on The Led Wall at The City Public Plaza

Office or Division:	Information Technology and Computer Services Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government or G2C-Government to Clients
Who may Avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office requesting the display of an audio-visual presentation on the LED wall at the City Public Plaza must submit a request letter to the City Mayor's Office. Upon approval, the endorsed letter should be forwarded to our office for information and further approval.	Receives the approved letter from the staff of the requesting office or department.	None	2 minutes	Receiving Staff
	After reviewing the letter, the receiving staff will pass it on to the office's Immediate Supervisor for confirmation.	None	3 minutes	Immediate Supervisor
	Once confirmed, the receiving staff will notify the requesting office that their request has been approved and ask them for a copy of their content to be played as well. The content may be shared through a flash drive or Google Drive link.	None	10 minutes	ITCSO Personnel
	After obtaining the content from the requesting office, an ITCSO personnel will carefully evaluate it to ensure it is suitable for public viewing. Once the review confirms its	None	20 minutes	ITCSO Personnel

	appropriateness, the ITCSO personnel will inform the technician assigned to the City Public Plaza and provide them with a copy of the content to display.			
	Once the technician at the City Public Plaza is informed and obtains a copy of the content, they will proceed to play it according to the specified time and schedule as requested.	None		ITCSO Personnel
	Total	**None**	**35 Minutes**	
End of Transaction				

Assistance on the Processing of the E-Government Services

Office or Division:	Information Technology and Computer Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government or G2C-Government to Clients			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid ID Barangay Clearance Authorization Letter (if applicable)		Interested Individuals		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Presents valid ID and Application / Appointment forms with complete and accurate details: • PSA (Birth, Death, Marriage & CENOMAR) • NBI • DFA • PRC • National Police Clearance • Sim Card Registration (no form)	1.1. Interviews the applicant and checks the information provided are correct and complete 1.2. Creates google account for client (if they have none) 1.3. Processes client's request or appointment online 1.4. Advises client to pay after the processing	• Birth, Marriage & Death Cert – 330.00 • CENOMAR 430.00 • NBI-130.00 • DFA/PRC – fees depend o what transaction to render • National Police Clearance-150.00 Sim Card Registration-no fee	2 minutes 2 minutes 20 minutes 15 minutes	Center Managers
2.Pays fee: • Bayad Centers • Bangko de Oro (BDO) • GCash Seven Eleven	2.1. Advises client to come back to the office after payment to have their appointment printed (for NBI, PRC, DFA and Nat'l. Police Clearance 2.2. Advises client to wait for a text message	-	5 minutes 1 – 3 weeks	Center Managers

	that the document is available after payment (for PSA)			
3.Claims documents	3.1. Releases the document (for PSA)	None	2 minutes	Center Managers
	Total	**None**	**3 weeks & 46 minutes**	
End of Transaction				

Availment of Digital Literacy Courses of The Tech4ed Program

Office or Division:	Information Technology and Computer Services Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government or G2C-Government to Clients
Who may Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID Enrollment Form Parent's consent / waiver (if minor)	Interested Individuals

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the enrollment form with complete and accurate details	Interviews the applicant to verify all information provided and assess their level of learning	None	15 minutes	Center Managers
2.Submits requirements (valid ID, Enrollment Form & Chooses a class schedule)	Evaluates & checks if the requirements are complete & assigns to the schedule, he / she chooses	None	5 minutes	Center Managers
3.Attends the class schedule, Final Assessment and Joint Commencement Exercises	3.1. Conducts classes 3.2. Facilitates Final Assessment 3.3. Facilitated Joint Commencement Exercises	None	2 hours 1 hour 2 hours	Center Managers
	Total	None	5 hours & 20 minutes	
End of Transaction				

Document Tracking /Receiving of Incoming Documents

Office or Division:	Information Technology and Computer Services Office/VAMOS Helpdesk			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government & G2C – Government to Client			
Who may Avail:	All			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Obligation Request • Application for Leave • Letters • Daily Wage Payroll • Daily Time Record				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present any documents	Upon receiving the documents, enter them into the DocTrack System to generate a unique document tracking number	None	5 minutes	Vamos Helpdesk Staff
	Generate a routing slip, print it, and hand it over to the client	None	2 minutes	Vamos Helpdesk Staff
Received and forward the documents to the City Mayor's Office or other receiving offices		None	5 minutes	Client
	Total	**None**	**12 minutes**	
End of Transaction				

Sim Card Registration

Office or Division:	Information Technology and Computer Services Office/VAMOS Helpdesk
Classification:	Simple
Type of Transaction:	G2C-Government to Customers
Who may Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID • UMID • Passport • Tin ID • Driver's License • NBI Clearance • Voter's ID • Police Clearance • Postal ID	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring mobile phone with sim card and at least (1) valid I.D.	Register a number through the network's online portal by filling out the client's information	None	10 minutes	Vamos Helpdesk Staff
	Network will send OTP to cellphone number for verification	None	2 minutes	Client
	OTP number will then be inputted with the client's information for the transaction to be completed	None	2 minutes	Vamos Helpdesk Staff
	Print the confirmation receipt and provide it to the client	None	1 minutes	Vamos Helpdesk Staff
	Total	**None**	**15 minutes**	
End of Transaction				

Registration of Social Services System (SOCSERVE)
(for senior citizen, PWD'S and solo parent)

Office or Division:	Information Technology and Computer Services Office			
Classification:	Simple			
Type of Transaction:	G2C -Government to Client			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID • UMID • Passport • Tin ID • Driver's License • NBI Clearance • Voter's ID • Police Clearance • Postal ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the registration sites such as Tech4ED centers in your respective barangays, Tech4ED Helpdesk and Vamos Helpdesk and bring the necessary documents such as Valid IDs for verification purposes	Pre-registration: Assist in filling out the forms as well as verify the information and identity of the registrant	None	10 minutes	Tech4ED Center Managers & Helpdesk staff
	Encoding: Once verified, review the data and encode it into the system	None	10 minutes	Tech4ED Center Managers & Helpdesk staff
	Biometric Capture: During this phase we will capture your photo, signature and thumbprint.	None	10 minutes	Vamos & Tech4ED Helpdesk Staff
	Scanning of documents: The existing ID of the client and documents will be digitally scanned and will be provided with a claim stub to collect the new PVC ID	None	15 minutes	Vamos & Tech4ED Helpdesk Staff

	Validation of records: Screen and validate the record in the system to ensure the accuracy of the information.	None	10 minutes	OSCA for Senior Citizens/ PDAO for PWDs/ CSWD for Solo Parent
	Printing of PVC ID: If the information collected is already precise and validated, the PVC ID can now be prepared for printing	None	5 minutes	ITCSO Staff
Bring your claim slip and surrender your old IDs	PVC ID issuance: Release PVC ID to the registrant	None	5 minutes	Tech4ED Center Managers & Helpdesk staff
	Total	**None**	**1 hour and 5 minutes**	
End of Transaction				

Registration of Vamos Accounts & Installation of Vamos Cares Mobile Application

Office or Division:	Information Technology and Computer Services Office
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who may Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID • UMID • Passport • Tin ID • Driver's License • NBI Clearance • Voter's ID • Police Clearance • Postal ID	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present any valid proof of identification	Validate the ID and verify the information	None	5 minutes	Vamos Helpdesk Staff
	Fill out registration forms	None	3 minutes	Vamos Helpdesk Staff
	Input the information to the Vamos system	None	5 minutes	Vamos Helpdesk Staff
	Produce the Vamos ID and hand it over to the client	None	2 minutes	Vamos Helpdesk Staff
	Total	None	15 Minutes	
End of Transaction				

Releasing of Resbakuna Cards/Vaccination Cards

Office or Division:	Information Technology and Computer Services Office
Classification:	Simple
Type of Transaction:	G2C -Government to Customers
Who may Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID • UMID • Passport • Tin ID • Driver's License • NBI Clearance • Voter's ID • Police Clearance • Postal ID White card or Temporary card Vaxcert	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Valid Identification and proof of vaccination such as: white card provided by the City Health Office or Vaxcert if vaccinated outside the San Carlos City	Verify the information and check if there is already an existing record in the system	None	5 minutes	Vamos Helpdesk Staff
	If no record is found, refer to the Data Center for checking of the vaccination envelopes or the VaxCertPH in basing for the encoding of assessment	None	10 minutes	Encoder at Data Center
Received vaccination card	When the record is already in the system, print the vaccination card and release it to the client	None	5 minutes	Vamos Helpdesk Staff
	Total	**None**	**20 Minutes**	
End of Transaction				

Incoming Check for Approval and Signature

Office or Division:	City Administrators Office/Administrative Section				
Classification:	Simple				
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens				
Who may Avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Incoming check/Certified true copy of documents and duly signed voucher			Originating office concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submits checks/documents	Stamping of date and time received	None	2 minutes	Any Receiving Staff	
	Approval and signature	None	3 minutes	City Administrator's	
	Total	None	5 minutes		
End of Transaction					

Government Events/Projects and News Coverage and Information Dissemination

The public may request for photos, copies of video clips, newsletters during weekdays. Any government instrumentalities may request for event coverage and social media and web postings in the LGU social media pages and website.

Office or Division:	City Information Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens
Who may Avail:	Concerned citizens, city government officials and employees, national government agencies, media, NGOs, Pos and socio-civic organizations, business sector, religious and cultural organization, national policymakers and legislators, overseas Filipino, academic and research institutions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		City Information Office		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter request	Stamping of date and time received	None	2 minutes	Any Receiving Staff
	Assigned request to personnel		2 minutes	Info Officer II Officer of the day
	Prepares and generate request document	None	1 hour	Personnel assigned
2.Receives and acknowledge generated request	Generate request of client and gives to client	None	2 minutes	Immediate staff
	Total	**None**	**1 hour and 6 minutes**	
End of Transaction				

Assisting Provincial/National Gov't Agencies, Non-Government Organizations in Displaying Printed Materials such as posters and Notices

Any government instrumentalities can provide assistance in posting/displaying printed materials for posting in 3 conspicuous places in the city.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Letter Request Form		City Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Call the Info Office	Assist the client of the request	None	3 minutes	
	Approves request	None	3 minutes	Admin. Off. V Immediate Staff/Officer of the Day
	Post information materials on bulletin boards in conspicuous places	None	30 minutes	Immediate Staff
	Inform client that the Notice/Posters were posted	None	2 minutes	Immediate Staff
	Total	None	36 minutes	
End of Transaction				

Securing Copies of Newsletters, Flyers, Brochures and other related Informational Materials

The public may request for newsletter, flyers, brochures during weekdays.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Letter Request Form		City Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Call Info Office for its request	Assist the client of the request	None	2 minutes	Immediate Staff/Officer of the Day
	Approves request and assigns personnel to process request	None	3 minutes	Administrative Officer V Immediate Staff/Officer of the Day
	Personnel in-charge prepares needed printed materials or softcopy	None	1 hour	Personnel assigned
	Gives the printed materials or softcopy to client	None	3 min	Personnel assigned
	Total	None	1 hour and 8 minutes	
End of Transaction				

Provision of Copy of Video Footages/Photos

The office provides copy of video footages and photos for the public.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-up Letter Request Form		City Information Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit/Call the Info Office	Assist the client of the request	None	2 minutes	Immediate Staff/Officer of the Day
	Approves request and assigns personnel to process request	None	5 minutes	Administrative Officer V Immediate Staff/Officer of the Day
	Personnel in-charge prepares softcopy and email it to the client	None	2 hours	Immediate Staff
	Total	**None**	**2 hours and 7 minutes**	
End of Transaction				

Production/Dissemination of Press Releases

The office provides the production and disseminate press release to various government and private media outlets.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	Government agencies/certain private entity			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Filled-up Letter Request Form		City Information Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit/Call the Info Office	Assigns personnel to cover the programs/ projects/activities (PPAs) of office concerned	None	2 minutes	Administrative Officer V Immediate Staff/Officer of the Day
	Personnel assigned gather information/ facts/figures/ of the PPAs	None	4 hours	Assigned personnel
	Write news/feature articles for Press Release	None	1 hour	Assigned personnel
	Submit news/feature news to the Information Officer for review	None	15 minutes	Administrative Officer V Immediate Staff/Officer of the Day
	Distribute /posts news/features/photos to various media outlets through email/FB page	None	2 minutes	Assigned personnel
	Notify client for PR being distributed	None	2 minutes	Immediate Staff
	Total	**None**	**5 hours and 21 minutes**	
End of Transaction				

Production of Infographics

The office provides infographics to various government offices for posting in social media pages and website

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	Local offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Letter Request Form		City Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Call Info Office	Assigns personnel to take charge of the request office concerned	None	2 minutes	Administrative Officer V Immediate Staff/Officer of the Day
	Personnel assigned gather information/ facts/figures/ of the request for Infographics	None	4 hours	Assigned personnel
	Review/Edit infographics by Information Officer	None	15 minutes	Administrative Officer V Immediate Staff/Officer of the Day
2 Receives infographics through soft and hard copies	Submitted Infographics to be posted at LGU Info Page/Agency concerned		2-3 minutes	Assigned personnel
	Total	None	4 hours and minutes	
End of Transaction				

Reservation of Multimedia Equipment (NGAs, Local offices are free to use the multimedia equipment)

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter dully approved by the LCE		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter (at least 3 days before the event) to ITCSO for reviews/checks availability for equipment on the schedules date	Records and reserves the equipment on the scheduled date once available	None	5 minutes	Immediate Staff
	Endorses letter to the City Mayor for signature approval	None	10 minutes	ITCSO Head
	Forwards/furnishes copy of approved letter to the ITCSO equipment/ machine is recommended	None	5 minutes	Immediate Staff
	Total	None	20 minutes	
End of Transaction				

Payrolls and Remittances of City Administrator's Office

Office or Division:	City Administrators Office/Administrative Section				
Classification:	Simple				
Type of Transaction:	G2G-Government to Government				
Who may Avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Biometrics, remittances, application of leave (if needed)			Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submits biometrics, payrolls with complete signatures	Stamping of date and time received	None	2 minutes	Any Receiving Staff	
	Approval and signature	None	3 minutes	City Administrator	
	Total	None	5 minutes		
End of Transaction					

Payrolls, Voucher, PR for Final Signature

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Client			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls, Vouchers, PR for final signature		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits biometrics, payrolls with complete signatures	Stamping of date and time received	None	2 minutes	Any Receiving Staff
	Approval and signature	None	3 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				

Application for Leave of the City Administrator Office Staff (Information Office and ITCSO)

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for leave form		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits application for leave	Stamping of date and time received	None	1 minutes	Receiving staff
	Checks entries and deductions	None	2 minutes	(Info office) (ITCSO)
	Approval and Signature	None	2 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				

Biometric/DTR's and Accomplishment Reports of Job Order Workers (City Administrator Office)

Office or Division:	City Administrators Office/Administrative Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may Avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biometric: DTRs and Accomplishment Reports with signatures		Originating Office		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Biometric: DTRs and Accomplishment Reports with signatures	Stamping of date and time received	None	1 minutes	Receiving staff
	Checks entries and deductions	None	2 minutes	(Info office) (ITCSO)
	Approval and Signature	None	2 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				

Letter/Purchase Request of the City Administrator Office

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, PRs of the City Administrator office		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter and PRs	Stamping of date and time received	None	1 minutes	Receiving staff
	Records/Controls PRs	None	2 minutes	(Info office) (ITCSO)
	Approval and Signature	None	2 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				