



City Administrator's Office



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

About the service

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

About the service

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.Submits filled-up letter request form	Accepts letter and received with time and date	None	3 minutes	Any Receiving Staff
	Approves request	None	3 minutes	Info Officer II Officer of the day
2.Inform client that the Notice/Posters were posted	Post information materials on bulletin boards in conspicuous places	None	30 minutes	Immediate staff
	Total	None	36 minutes	
End of Transaction				



Securing copies of newsletters, flyers, brochures and other related informational materials

About the service

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.Submits filled-up letter request form	Accepts letter and received with time and date	None	2 minutes	Any Receiving Staff
	Approves request	None	3 minutes	Info Officer II Officer of the day
	Personnel in-charge prepares needed printed materials or softcopy	None	1 hour	Personnel Assigned
2.Received/acknowledge printed materials/softcopy to client	Gives the printed materials or softcopy	None	3 minutes	Immediate staff
	Total	None	1 hour and 8 minutes	
End of Transaction				



Provision of copy of video footages/photos

About the service

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.Submits filled-up letter request form	Accepts letter and received with time and date	None	2 minutes	Any Receiving Staff
	Approves request and assigns personnel to process request	None	5 minutes	Info Officer II Officer of the day
2.Receives request through softcopy or acknowledged thru email	Personnel in-charge prepares softcopy and email it to the client	None	2 hours	Personnel assigned
	Total	None	2 hours and 7 minutes	
End of Transaction				



Production/Dissemination of press releases

About the service

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.Submits filled-up letter request form	Assigns personnel to cover the programs/projects/activities (PPAs) of office concerned	None	2 minutes	Info Officer II 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
	Submits news/feature news to the Information Officer for review	None	15 minutes	Info Officer II Officer of the day
	Distribute/posts news/features/photos to various media outlets through email/FB page	None	2 minutes	Assigned Personnel
2.Receives PR copy	Notify client for PR being distributed	None	2 minutes	Immediate Staff
	Total	None	5 hours and 21 minutes	
End of Transaction				



Production of infographics

About the service

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.Submits filled-up letter request form	Assigns personnel to cover the programs/projects/activities (PPAs) of office concerned	None	2 minutes	Info Officer II 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	Info Officer II Officer of the day
2.Receives infographics through soft and hard copies	Submits infographics to be posted at LGU info page/agency concerned		2-3 minutes	Assigned personnel
	Total	None	4 hours and 20 minutes	
End of Transaction				



Provision of technical assistance (Hardware servicing and software maintenance)

Office or Division:		City Information and Computer Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/ phone call/ Lodge complaints		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter/phone call/ visits ITCSO for complaints	Stamping of date and time received/call logs. Reviews/checks the problem and analyze possible cause.	None	5 minutes	Any Receiving Staff
	For phone calls. Conducts basic troubleshooting in a simple step to solving the issues	None	5 minutes	Technical Support Staff
	If problem still persists, advises the client to bring the equipment to the ITCSO for repair and maintenance Checks availability of technicians for deployment for on-site repairs	None	5 minutes	Personnel to be deployed for on-site repair/maintenance
	Total	None	15 minutes	
End of Transaction				



**Provision of technical assistance (Hardware servicing and software maintenance)
Defective computers and its peripherals/components**

Office or Division:	City Information and Computer Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter/ phone call/ Lodge complaints			Originating Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter/phone call/ visits ITC SO for complaints	Receives and records the MR holder information and equipment specs	None	3 minutes	Receiving staff
	Inspect/checks the machine for assessment	None	5 minutes	Hardware Technician
	If equipment is still serviceable, technician recommends for repairs replacement of parts. Otherwise, request for new equipment /machine is recommended	None	3 days	Repairs maintenance staff assigned
	Update technical service report and furnishes copy to the end user	None	1 minute	Maintenance Repair head
	Return equipment's/ machine to the end user		1 minute	
	Total	None	3 days and 10 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	FEE 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				