

## External Service

### 1. Assistance to Clients with Queries, Complaints and other Concerns

Assistance to all external and internal clients on matter relating to the City Government.

<b>Office or Division:</b>	<b>Office of the City Administrator / Office of Strategy Management</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)			
<b>Who may avail:</b>	Clients, entities and agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a copy of complaint @ the City Admin Office receiving area for record purposes.	1. Record and Received documents	None	5 Minutes	<i>Administrative Assistant IV</i>
2. Proceed to CA and have a brief interview/ discussion of the complaint and wait for referrals/ instructions	2. Consultation		30 Minutes  <i>*Under normal circumstances per transaction</i>	<i>City Administrator</i>
<b>TOTAL:</b>			<b>35 Minutes</b>	

## External Service

### 2. Approval of BAC and SPMS Documents, Checks and OSM Documents

The City Administrator's Office reviews then approves government documents before transmittal to the Office of the City Mayor.

<b>Office or Division:</b>	<b>Office of the City Administrator / Office of Strategy Management</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Offices, City Employees and Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• CHECK</li> <li>• CANVASS</li> <li>• CERTIFICATION</li> <li>• BIDS &amp; AWARDS</li> <li>• SALN/PDS(FILLED UP)</li> </ul>			<b>City Mayor's Office</b>  <b>General Services Office</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Documents				
1.1 Submit documents to the receiving section at the City Admin Office for review and record purposes.	1.1 Review, Record and Received documents	None	5 Minutes	<i>Administrative Aide IV</i>
1.2 Wait for signature/ approval of CA on the request;	1.2 For review and signature	None	10 Minutes <i>*Under normal circumstances per transaction</i>	<i>City Administrator</i>
1.3 Proceed to the CMO for the release/ Sign the logbook for the release.	1.3 Releasing	None	5 Minutes	<i>Administrative Aide III</i>

<p>2. SPMS Documents</p> <p>2.1 Submit SPMS documents to the receiving section at the City Administrator's Office for review.</p>	<p>2.1 Record and Received documents</p>			
<p>2.2 Wait for action/signature/ approval of CA on documents submitted; referrals to concerned departments as needed.</p>	<p>2.2 Review</p>	<p>None</p>	<p>1 Day</p>	<p><i>City Administrator</i></p>
<p>2.3 Submission of VAC documents for review and approval</p>	<p>2.3 Review and Record documents</p>	<p>None</p>	<p>5 minutes</p>	<p><b><u>OSM Office</u></b> <i>Administrative Assistant</i></p>
<p><b>TOTAL:</b></p>		<p>None</p>	<p><b>1 Day &amp; 25 minutes</b></p>	