



CITY MAYOR'S OFFICE
URBAN POOR AFFAIRS OFFICE

Internal and External Services



1. Provision of Relocation Sites to informal settlers or displaced constituents due to development or those living in danger areas

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter received by the City Mayor's Office with attached referral slip of the City Mayor (2 copies)		City Mayor's Office		
Attendance Records		Urban Poor Affairs Office		
Monthly inventory list		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provision of Relocation Sites to informal settlers or displaced constituents due to development or those living in danger areas	1.1 Assist the applicants to write a letter to the City Mayor requesting for slot in the relocation/re-settlement sites.	None	15 to 20 minutes	SOO IV/ UPAO Coordinator Registration Officer IV
	1.2 Interview and assign batch number and require the applicants to make daily follow-up by personally reporting to our office and affix their signature in the attendance sheet.	None	15 minutes	Registration Officer IV Administrative Officer I
	1.3 Determine the qualified applicants to be awarded a slot in the relocation/	None	3 days	SOO IV/ UPAO Coordinator Registration Officer IV



	<p>resettlement sites upon completion of the required number of follow-ups and orientation of the terms and conditions of occupancy.</p> <p>1.4 Conduct monthly monitoring/ site inspection of the actual occupants in the relocation and resettlement sites.</p> <p>1.5 Confiscate the slot from the beneficiaries who were found out to have violated the terms and conditions of occupancy.</p>	<p>None</p> <p>None</p>	<p>3 days</p> <p>3 days</p>	<p>SOO IV/ UPAO Coordinator</p> <p>SOO IV/ UPAO Coordinator</p>
		Total	9 days & 35 mins.	

2 Acquisition, Appraisal and Disposition of the City owned/ acquired properties (land)

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appraisal Documents		City Appraisal Committee		
Print-out of the payment schedule		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acquisition, Appraisal and Disposition of the	2.1 Process documentary requirements of	None	45 days	SOO IV/ UPAO Coordinator



City owned/ acquired properties (land)	applicants on the City owned/ acquired properties. 2.2 Prepare the schedule of payments of the appraised value made by the Appraisal Committee for lots offered for sale through socialized housing on installment scheme and the corresponding penalties for past due.	None	7 days	SOO IV/ UPAO Coordinator Administrative Aide I
		Total	52 days	

3 Extending Technical Assistance

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Technical			
Type of Transaction:	Government to Client/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sketch Plan		Urban Poor Affairs Office		
Certification		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Extending Technical Assistance	3.1 Prepare subdivision plans and schemes upon the receipt of complete documents.	None	20 days	SOO IV/ UPAO Coordinator
	3.2 Assist in the formation of Homeowners Association.	None	20 days	SOO IV/ UPAO Coordinator
	3.3 Initiate dialogue/ negotiation with	None	3 days	SOO IV/ UPAO Coordinator



	<p>the landowners and informal settlers regarding the implementation of land banking.</p> <p>3.4 Validate the application for ALECO & LCWD service connection and check if the applicant is included in the list of beneficiaries of particular site.</p> <p>3.5 Prepare, issue and sign the requested certification of the qualified applicants for ALECO and LCWD service connection.</p> <p>3.6 Prepare, issue and countersign the certification of full payment for the City owned/ acquired properties (land) to be signed by the City Treasurer and City Mayor.</p> <p>3.7 Prepare, issue and sign other certifications for whatever purpose it may serve.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10-15 minutes</p> <p>10 minutes</p> <p>7 days</p> <p>10 minutes</p>	<p>SOO IV/ UPAO Coordinator</p> <p><i>Administrative Aide I</i></p> <p>SOO IV/ UPAO Coordinator</p> <p>SOO IV/ UPAO Coordinator</p> <p>SOO IV/ UPAO Coordinator</p>
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	3.8 Initiate the implementation of RA 7279 (UDHA)	None	45 days	SOO IV/ UPAO Coordinator
		Total	95 days & 35 mins	

4 Assistance to Clients

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Cards		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Assistance to Clients	Attend/ answer queries of clients/ applicants.	None	5 – 20 minutes	SOO IV/ UPAO Coordinator Registration Officer IV Administrative Aide I
		Total	20 mins.	

5 Receiving of Incoming Communications

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/ Communications		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receiving of Incoming Communications	5.1 Attend/ answer queries of clients/ applicants. 5.2 Endorse letter communications to concerned personnel and file upon thereof	None	5 minutes	Administrative Aide I



		Total	5 mins.	
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6 Releasing of Outgoing Communications

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/ Communications		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Releasing of Outgoing Communications	6.1 Record, release and file duly acted upon letter/ communications, requests and queries after approval of the UPAO Coordinator and other concerned signatories.	None	5 minutes	<i>Administrative Aide I</i>
		Total	5 mins.	

7 Meetings/ Coordination with National Agencies (NGA's)

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client/ Government to Business/ Government to Government			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Meetings/ Memorandum, Others		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



7. Meetings/ Coordination with National Agencies (NGA's)	7.1 Initiate meeting/ coordination with NHA for lands required for socialized housing.	None	7 days	SOO IV/ UPAO Coordinator
	7.2 Prepare/ distribute notice of meetings.		3 days	Registration Officer IV Administrative Aide I
	7.3 Submit minutes/ resolutions of the meeting undertaken.		7 days	SOO IV/ UPAO Coordinator Registration Officer IV
		Total	17 days	

8 Support on Financial Assistance

Office or Division:	URBAN POOR AFFAIRS OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Government/ Government to client			
Who may avail:	Underprivileged and homeless citizens and informal settlers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls/ Vouchers		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Support on Financial Assistance	8.1 Assist in the preparation of documentary requirements for relocation or financial assistance to evictees/displac ed by development.	None	2-3 days	SOO IV/ UPAO Coordinator Administrative Aide I
	8.2 Prepare, sign and submit	None	2-3 days	SOO IV/ UPAO Coordinator



	financial documents such as payroll, vouchers, and obligation requests with complete attachments.			<i>Administrative Aide I</i>
		Total	6 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through available feedback forms
How feedbacks are processed	Referred to Engr. Augusto B. Ante, SOO IV/UPAO Coordinator
How to file a complaint	Formal Letter indicating therein the subject of complaint
How complaints are processed	Referred to Engr. Augusto B. Ante, SOO IV/UPAO Coordinator
Contact Information of UPAO	

Office	Address	Contact Information
Urban Poor Affairs Office	City Hall Compound, Legazpi City	