



**OFFICE OF THE CITY MAYOR**  
External Services



## 1. Assistance to Client and Delivery of Basic Services

Assistance to all External and Internal clients on matter relating to the City Government

<b>Office or Division:</b>	OFFICE OF THE CITY MAYOR			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Internal and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Prescription		Hospital/ Private Clinic		
Certificate of Death		Office of the Civil Registrar		
Certificate of Indigency		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Assistance to clients seeking queries, advises complaint, medical/ financial/ burial/ educational assistance	1.1 Receive 1.2 Review 1.3 Endorse	None	10 mins  *Processing time for one client being serve at one time	<i>Admin Aide IV</i> <i>Admin Aide I</i> <i>Admin Officer V</i>  <i>Chief of Staff</i>  <i>Executive Assistant IV</i>
Receiving of Incoming communication for Local Chief Executive	1.1 Receive 1.2 Record 1.3 Forward to LCE 1.4 Endorse	None	15 mins  *May vary depending on the availability of documents approved by the LCE	<i>Admin Aide I</i>  <i>Chief of Staff</i>  <i>Admin Aide IV</i>  <i>Executive Assistant IV</i>
Releasing of Outgoing communication	1.1 Receive 1.2 Record 1.3 Release	None	10 mins  *Releasing of signed	<i>Admin Aide I</i>



			documents may vary depending on the approval of LCE	<i>Community Affairs Assistant II</i> <i>Admin Assistant I</i>
Appointment of meeting, wedding, courtesy call, and speaking engagement to LCE	1.1 Receive 1.2 Schedule	None	10 mins  *May vary depending on the flow of discussion per meeting	<i>Chief of Staff</i>  <i>Community Affairs Assistant II</i>  <i>Admin Aide IV</i>
Receiving and releasing of financial document	1.1 Receive 1.2 Review 1.3 Record 1.4 Forward to LCE/ EA 1.5 Release	None	20 mins  *Releasing of signed documents may vary depending on the approval of LCE	<i>Admin Aide IV</i>  <i>Admin Aide I</i>  <i>Admin Officer V</i>  <i>Executive Assistant IV</i>
Accommodation for the use of Legazpi City Centers ( Legazpi City Convention Center, Ibalong Centrum for Recreation, Ibalong Conference Room, Gregorian Basketball Court)	1.1 Receive request letter 1.2 Check availability 1.3 For LCE approval 1.4 Reserve	None	10 mins	<i>Admin Officer V</i>  <i>Executive Assistant IV</i>
	<b>Total</b>		<b>1 hr., &amp; 15 mins.</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box at
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	the Public Assistance Complaint Desk located at the City Hall lobby
How feedbacks are processed	The person in charge opens the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices.
How to file a complaint	Complaints may be filled in writing or in person to Mayor Carmen Geraldine B. Rosal
How complaints are processed	Upon evaluation and investigation, the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Office of the City Mayor	2 <sup>nd</sup> Floor City Hall Compound Legazpi City	<a href="mailto:carmengeraldinerosal@yahoo.com">carmengeraldinerosal@yahoo.com</a> 0953 306 7106

