



OFFICE OF THE CITY ADMINISTRATOR

External Service



1. External Service

Assistance to Clients with Queries, Complaints and other Concerns

Office or Division:	OFFICE OF THE CITY ADMINISTRATOR /			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)			
Who may avail:	Clients, entities and agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of complaint at the City Admin. Office receiving area for record purposes.	1. Record and receive 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.	1. Consultation	None	30 Minutes – 1 Hour <i>*Under normal circumstances per transaction</i>	<i>City Administrator</i>
TOTAL:			1 hour & 5 mins.	



OFFICE OF THE CITY ADMINISTRATOR

Internal Service



2. Internal Service

Approval of BAC and SPMS Documents, Checks Documents

Office or Division:	OFFICE OF THE CITY			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Offices, City Employees and Officials			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Receive 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>
2. SPMS Documents 2.1 Submit SPMS documents to the receiving section at the City Administrator's Office for review	2.1 Record and Receive documents	None	5 Minutes	<i>Administrative Aide IV</i>
2.2 Wait for action/signature/approval of CA of documents submitted; referrals to concerned departments as needed.	2.2 Review	None	1 Day	<i>City Administrator</i>
TOTAL:		None	1 day and 25 mins.	



Office	Address	Contact Information
Office of the City Administrator	City Administrator's Office, 2 nd floor City Hall Compound, Legazpi City	