OFFICE OF THE SANGGUNIANG PANLUNGSOD

LEGISLATIVE A.

1) Receiving of documents

Service Information

Office or Division:	Office of the Sangguniang Panlungsod – Vice-Mayor's Office			
Classification:	Simple			
Type of Transaction:	GC2 – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Logbook of the office.	1. Give the logbook to the client.	None	10 minutes	*Assigned employee as Officer of the Day* Office of the Sangguniang Panlungsod
2. Submit document and obtain receiving copy with tracking number.	2. Receive / read / check completeness of documents and its attachments (if any).	None	10 minutes	*Local Legislative Staff Officer I* Office of the Vice-Mayor
	2.1 Receive the document by affixing date and time of receipt, document number and signature of receiving staff.	None	20 minutes	*Local Legislative Staff Officer I* Office of the Vice-Mayor
	1.3 Forward document to: a. Secretary to the Sanggunian for agenda	None	30 minutes	*Local Legislative Staff Officer I* Office of the Vice-Mayor
	b. Vice-Mayor for approval (if solicitation)	None	30 minutes	*Local Legislative Staff Officer I* Office of the Vice-Mayor

	Vice-Mayor for signature (if communica-tions from CMO; Resolutions, Ordinances, Appropriation Ordinances, etc.)	None	30 minutes	*Local Legislative Staff Officer I* Office of the Vice-Mayor
	Total:	**None**	**2 Hours and 10 Minutes**	

2. Releasing of documents / solicited items

Office or Division:	Office of the Sangguniang Panlungsod – Vice-Mayor's Office
Classification:	Simple
Type of Transaction:	GC2 – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of the letter request / solicitation letter.	1. If the request is for certification / references, provide the customer the document.	None	30 minutes	*Local Legislative Staff Officer I* Office of the Vice-Mayor
	2. If the request is for solicitation submit letter to the Vice-Mayor for approval.	None	20 minutes (client is required to leave their contact number for release of their solicited item)	*Local Legislative Staff Officer I* Office of the Vice-Mayor
	3. Release solicited item to client (if duly approved by the Vice-Mayor) with proof of receipt duly signed by the solicitor.	None	10 minutes	*Local Legislative Staff Officer I* Office of the Vice-Mayor
	Total:	**None**	**1 hour**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the office. Contact No. 742-6136 or Email at splegazpi2016@gmail.com
How feedbacks are processed	Every Friday, the Administrative Officer opens the drop box and complies and records all feedback submitted. Feedback requiring answers are forwarded to the Vice-Mayor. The answer of the Office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 742-6136
How to file a complaint	Answer the client complaint form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the office. Complaints can also be filed via email at splegazpi2016@gmail.com. Make sure to provide the following information: - Name of person being complained - Incident - evidence For inquiries and follow-ups, clients may contact the following telephone number: 742-6136
How complaints are processed	The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint.

	The Administrative Officer forward the complaint to the Vice-Mayor for investigation. The Vice-Mayor will make the necessary action and give feedback to the client.
Contact Information of SANGGUNIANG PANLUNGSON-LEGISLATIVE OFFICE	**HON. OSCAR ROBERT H. CRISTOBAL** CP Number: 0939-923-6997 **MA. LETICIA B. BELLO** City Secretary CP Number: 0917-770-3307 0999-988-9950 Email Address: splegazpi2016@gmail.com