

15. Development Permit for Subdivision Approval	39
16. Feedback and Complaints Mechanism	40-41
17. List of Divisions	41

## 1. RECEIPT AND ENDORSEMENT OF INCOMING COMMUNICATIONS / CORRESPONDENCE

Receiving/processing of incoming communications from various agencies addressed to the City Planning and Development Officer.

<b>Office or Division:</b>	Admin Division				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)				
<b>Who may avail:</b>	City Departments/Offices/Operating Units City Councilors NGO/PO/CSOs National government agencies Local government units				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip			None		
Attachment of supporting documents					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit document/s to Receiving Area	1. Receive, classify and encode various submitted document/s/ communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/ Control Number.  Review document classification	None	5 minutes	Assigned Staff Administrative Division	
	1.2 Submit to CPDD Department Head for review of document classification. 1.3 Review / Assign / Sign routing slip for handing over to concerned/assigned CPDD Sector		2 minutes  10 minutes	Assigned staff (Administrative Division)  CPDD Head	

2. Receive replies to requests, demands, appeal/s, etc.	<p>1.4 Depending on which sector assigned task is handed:</p> <p>1.4.1 Receive, record and check completeness of submitted documents</p> <p>1.4.2 Conduct Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions.</p> <p>1.4.3 Submit evaluation report and/or draft action documents to CPDD Head for review and conformance</p> <p>1.4.4 Review/ Approve/sign final revised action documents</p> <p>Release signed document/s to concerned city department/office/unit /entities concerned</p>		<p>1 min</p> <p>2-5 days*</p> <p>5 mins</p> <p>5 mins</p>	<p>Assigned staff (concerned Sector)</p> <p>Division Chief of concerned sector</p> <p>CPDD Head</p> <p>Assigned Staff/Records Officer Administrative Division</p>
Total			5 days* 28 minutes	

*Note: \* time may differ depending on the complexity of the request/proposal*