



Administrative Division External Services



A. RECEIVING/RELEASING OF VARIOUS COMMUNICATIONS, COMPLAINTS, REQUESTS, BILLINGS, ETC.

Receiving and releasing of incoming and outgoing communications from the General Public.

Office/Division	Records Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2B, G2C, G2G			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of concerned with attachment from the general public 2. Letter response to the end-user			1. Government agency concerned	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Submit Letter request or communication to Records Section 2. Obtain receiving copy	1. Receive and stamp the documents by the Records Section, Administrative Division 1.1. Provide the client a receiving copy for reference 1.2. Encode communications for attachment of Routine Slip 1.3. Check and review the Communications.	None	1 day	<i>OIC, Records Section Engineering Department</i>
	2. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip	None		<i>City Government Department Head III Engineering Department</i>
	3. Forward communication to the Chief Administrative Officer for specific instruction.	None	1 day	<i>Chief Administrative Officer Engineering Department</i>
	4. Forward communications to the Head of the Records Section, Administrative Division 4.1. Encode communication At the Records e-file 4.2. Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the City Engineer.	None		<i>OIC, Records Section Engineering Department</i>
TOTAL		None	2 days	



B. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

Office/Division	Records Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2B, G2C, G2G			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of concerned with attachment from the general public			Records Section	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communications from the end-user, complaints request	1. Receive request and forward to the City Engineer	None	1 day	<i>OIC, Records Section Engineering Department</i>
	2. Route to the Chief Administrative Officer for specific instruction.	None		<i>Ma. Michelle A. Bogarin Chief Administrative Officer Engineering Department</i>
	3. Forward to the Head of the Records Section for instruction	None		<i>OIC, Records Section Engineering Department</i>
	4. Check the Storage/Archive Room 4.1. Stamp with Certified Photocopy to be signed by the Head of the Records Section 4.2. Issue Order of Payment	None	1 day	<i>OIC, Records Section Engineering Department</i>
2. Certified true copy of previous documents needed.	5. Order of Payment to be paid at the City Treasurer's Office 5.1. Filing of the photocopy of the receipt from the City Treasurer's Office	₱ 50.00		<i>City Treasurer City Treasurer's Office</i> <i>OIC, Records Section Engineering Department</i>
TOTAL		₱ 50.00	2 days	