



## EXTERNAL SERVICES

### 1. Processing of Incoming Correspondence Covering Various Requests, Complaints and Proposals

Act on various requests, complaints and proposals received by the Office.

<b>OFFICE OR DIVISION:</b>	Administrative Division			
<b>CLASSIFICATION:</b>	Simple, Complex			
<b>TYPE OF TRANSACTION:</b>	G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government)			
<b>WHO MAY AVAIL:</b>	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Other local government units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing Slip</li> <li>One (1) set of supporting documents, if warranted</li> </ul>			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document/s to Receiving Area.	1.1. Receives, classifies and encodes various submitted document/s/com munications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/Control Number. Gives to Acting Head/Chief Administrative Officer, Administrative	None	5 minutes	<i>Assigned Staff</i> Administrative Division



	Division, for final review of document classification.			
	1.2. Reviews document classification. Routes document/s to concerned Assistant City Administrator, OCA Division or assigned staff.	None	10 minutes	<i>Chief Administrative Officer/Acting Head Administrative Division</i>
	1.3. Conducts 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. Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or to the City Administrator for final consideration/ approval/ signature.	None	5 days	<i>Assistant City Administrator for Fiscal Affairs and/or Assistant City Administrator for General Affairs and/or Assistant City Administrator for Operations and/or Heads of OCA Division – Administrative Division; Fiscal Management Division; Management and Organization Division; Operations, Coordination and Monitoring Division; Technical Division And/or Assigned Staff</i>
	1.4. Approves/signs final revised action documents.	None	1 day*	<i>City Administrator</i>
	1.5. Releases signed document/s to concerned city department/office/ unit, concerned entity/ies,	None	5 minutes	<i>Assigned Staff/Records Officer Administrative Division</i>



	concerned NGAs/LGUs.			
<b>TOTAL</b>		<b>NONE</b>	<b>6 DAYS *</b> <b>20 MINUTES</b>	

Note: \* Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the City Mayor.