

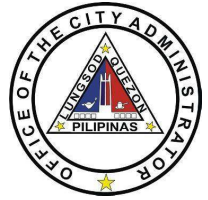


External Services

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

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

Office or Division:	Administrative Division			
Classification:	Simple, Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	City Departments/Offices/Operating Units City Councilors Private Entities National Government Agencies Other Local Government Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original copy – Letter, Memo, Endorsement/ Indorsement, Transmittal, Routing Slip			None	
2. One (1) set of supporting documents, if warranted				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving Area	1.1. Receives, classifies and encodes various submitted document/s/ communications (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 Division, for final review of document classification	None	5 Min.	<i>Assigned Staff</i> Administrative Division
	1.2. Reviews document classification. Routes document/s to concerned Assistant City Administrator, OCA		10 Min.	<i>Chief Administrative Officer/Acting Head</i> Administrative Division



	Division or assigned staff			
	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		5 Days	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
	1.4. Approves/ signs final revised action documents		1 Day*	City Administrator
	1.5. Releases signed document/s to concerned city department/ office /unit, concerned entity/ies, concerned NGAs/LGUs		5 Min.	Assigned Staff/Records Officer Administrative Division
	TOTAL:	None	6 Days and 20 Min.	

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