



# **City Administrator's Office**

## **External Services**

# 1. Facilitation/Approval of Various Requests (Tents, Chairs, Tables, Sound System, Filling Materials, Light & Heavy Equipment, Service Vehicle, Venues, Construction Materials and Sporting Goods)

The City Administrator’s Office ensures that all various requests are attended to and are properly facilitated and coordinated with the concerned offices on time, efficiently and effectively.

<b>Office or Division:</b>	City Administrator’s Office-Administrative Services Division (ASD)/ 2 <sup>nd</sup> Floor Main Building, City Hall, CSFP			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business Entity			
<b>Who may avail:</b>	All Fernandinos residing within the territorial property of the City of San Fernando, Pampanga			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form (1 copy original)			City Administrator’s Office – Administrative Services Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire on the availability of the item being request and wait for the feedback/ confirmation of request	1. Coordinate at CGSO-UMSD thru phone call/messenger or EC Record-Requests for the availability of the requested item	None	7 minutes/ request	Administrative Aide VI/ Administrative Assistant II
2. If available, accomplish appropriate Request Form and submit the same to the person in-charge for requests	2. Receive and review the information on the filled-out form and endorse to the Approving Authority	None	3 minutes/ request	Administrative Aide VI/ Administrative Assistant II
				Administrative Assistant II/ Administrative Officer IV/ City

<p>3. Accomplish Feedback Form (attached at the Request Form) and drop at the Feedback Box CAdminO located in front of City Administrator's Office</p>	<p>2.1 Approve Request</p> <p>2.2 Log in at the EC Record, encode the information and the action taken of the approved request</p>	<p>None</p>	<p>30 minutes/ request</p>	<p>Administrator</p> <p>Administrative Aide VI/ Administrative Assistant II</p>
<b>TOTAL:</b>		<p>None</p>	<p>40 minutes</p>	

## 2. Processing of Complaints/and other Issues Related to the Territorial Jurisdiction of the City of San Fernando, Pampanga (Operations Management Services)

The City Administrator's Office receives and logs various complaints. Coordination to concerned offices are properly facilitated and ensured so that due process is being observed. Resolutions are properly identified and handed over on time, just and fair.

<b>Office or Division:</b>		City Administrator's Office-Administrative Services Division (ASD)/ 2 <sup>nd</sup> Floor Main Building, City Hall, CSFP		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Fernandinos residing within the territorial property of the City of San Fernando, Pampanga		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written Communication/Letter of Complaint (1 original copy)		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of complaint and other concerns to Incoming and Outgoing Receiving Clerk at the front table	1. Acknowledge/ receive complaint and other concerns	None	5 minutes/ client	Administrative Aide VI
	2. Refer complaint to concerned Head of Office for appropriate action	None	1 day	Administrative Officer IV/ City Administrator
	3. Take final action upon submission of recommendation/ investigation report from concerned Head of Office	None	6 days	City Administrator
2. Receive Feedback	3. If necessary, inform client of action taken			Administrative Aide VI/ Administrative Assistant II/ Administrative Officer IV
<b>TOTAL:</b>		None	7 days & 5 minutes	