



City Administrator's Office

External Services



1. Facilitation/Approval of Logistical Requests such as Tents, Chairs, Tables, Sound System, Filling Materials, Light & Heavy Equipment, Service Vehicle, and Venues.

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

Office or Division:	City Administrator's Office-Administrative Services Division (ASD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity			
Who may avail:	All Fernandinos residing within the territorial property of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 copy original)		City Administrator's Office – Administrative Support Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of the item /venue being requested and wait for the feedback/ confirmation of request Note: For the Logistics: 3-5days prior to the date of the activity, and; For the Venue: 15 days prior to the date of activity	1.1 Coordinate at CGSO-UMSD thru phone call/ messenger or EC Record-Requests for the availability of the requested item. If request for Venue, refer to the Calendar of Schedule of Heroes Hall.	None	5 minutes	Administrative Aide VI/ Administrative Assistant II (City Administrator's Office-ASD)
				5 minutes
	2.1 Receive and review the			Administrative Assistant II/ Administrative

2. If available, accomplished Request Form.	information on the filled-out form and endorsed to the Approving Authority.	None	2 minutes	Officer IV (City Administrator's Office-ASD)
	2.2 Approve Request	None	5 minutes	Administrative Assistant II/ Administrative Officer IV (City Administrator's Office-ASD) City Administrator
	2.3 Log in at the EC Record, encode the information of the request, scan and upload the same as attachment. For Venue: Pencil book the date of activity requested and file.	None	15 minutes	Administrative Aide VI/ Administrative Assistant II/ (City Administrator's Office-ASD) Administrative Officer IV (City Administrator's Office-ASD)
3. Log at the Client's Logbook, accomplish Feedback Form and drop at the Feedback Box CAdminO located in front of City Administrator's Office.	3.1 Check Client's Logbook if properly accomplished.	None	3 minutes	Administrative Aide VI/ Administrative Assistant II (City Administrator's Office-ASD)
TOTAL:		None	35 minutes	



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-Administrative Support Division 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.

Office or Division:	City Administrator's Office-Administrative Services Division (ASD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Fernandinos residing within the territorial property of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Communication/Letter of Complaint (1 original copy)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint and other concerns to Incoming and Outgoing Receiving Clerk, Log at the Client's Logbook, accomplish Feedback Form and drop at the Feedback Box CAdminO located in front of City Administrator's Office	1.1 Acknowledge/ receive complaint and other concerns	None	5 minutes	Administrative Aide VI/ (City Administrator's Office-ASD)
	1.2 Refer complaint to concerned Head of Office for appropriate action	None	11 hours and 55 minutes	Administrative Officer IV/ City Administrator (City Administrator's Office-ASD)
	1.3 Take final action upon submission of recommendation/ investigation report from concerned Head of Office	None	60 hours	City Administrator (City Administrator's Office-ASD)

2. Receive Feedback	2.1 Inform, Client of action taken	None	12 hours	Administrative Aide VI/ Administrative Assistant II/ Administrative Officer IV (City Administrator's Office-ASD)
TOTAL:		None	84 hours	