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 Logistics:	1.1 Coordinate at CGSO-UMSD through phone call/ messenger or EC Record-Requests for the availability of the requested item. If request for Venue, refer to the Calendar of	None	5 minutes	*Mary Grace Salvador /Maila Mari Salvador* Administrative Aide VI/ Administrative Assistant II (City Administrator's Office-ASD)

3-5days prior to the date of the activity, and For Venue: 15 days prior to the date of activity	Schedule of Heroes Hall.		5 minutes	*Amalia Catacutan* Administrative Officer IV (City Administrator's Office-ASD)
2. If available, accomplished Request Form.	2.1 Receive and review the information on the filled-out form and endorsed to the Approving Authority.	None	2 minutes	*Mary Grace Salvador /Maila Mari Salvador* Administrative Assistant II/ Administrative Officer IV (City Administrator's Office-ASD)
	2.2 Approve Request	None	5 minutes	*Atty. Kristannico Abad* (City Administrator's Office-ASD)
	2.3 Log in at the EC Record, encode the information of the			*Mary Grace Salvador /Maila Mari Salvador*

	request, scan and upload the same as attachment or send the same to CGSO UMSD thru messenger 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) *Amalia Catacutan* 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 the City Administrator's Office.	3. Check Client's Logbook if properly accomplished.	None	3 minutes	*Mary Grace Salvador /Maila Mari Salvador* 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 is 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	1.1 Acknowledge/ receive complaint and other concerns	None	5 minutes	*Mary Grace Salvador* Administrative Aide VI (City Administrator's Office-ASD)
	1.2 Refer complaint to concerned Head of Office	None	11 hours and 55 minutes	*Mary Grace Salvador* Administrative Officer IV City Administrator

located in front of City Administrator's Office	for appropriate action			(City Administrator's Office-ASD)
	1.3 Take final action upon submission of recommendation/ investigation report from concerned Head of Office	None	5 days	*Atty. Kristannico Abad* City Administrator (City Administrator's Office-ASD)
2. Receive Feedback	2. Inform, Client of action taken	None	1 day	*Mary Grace Salvador/ Maila Mari Salvador Amalia Catacutan* Administrative Aide VI/ Administrative Assistant II/ Administrative Officer IV (City Administrator's Office-ASD)
TOTAL:		None	7 days	