

EXECUTIVE DIRECTION

VISION

The general welfare of the City and its constituents is promoted through efficient, effective and economical governance

MISSION

- To exercise the general supervision and control over all programs, projects, services, and activities of the City Government with the **“Tao ang Una!”** policy of governance;
- To enforce all laws and ordinances relative to the governance of the City; and,
- To maximize the generation of resources and revenues and apply the same to the implementation of development plans, programs, objectives and priorities to ensure the delivery of basic services and adequate facilities.

Internal Services

FRONTLINE SERVICE	LETTER OF REQUESTS (L.R.) APPROVAL
STEP 1	Submit letter of requests to Office of the Secretary to the Mayor
STEP 2	Receiving of document 1. Affixing of received stamp on both original and receiving copy. 2. Digital scanning of received request. 3. Entry of documents in logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	10 minutes - *Subject to bulk of papers to be released
REQUIRED DOCUMENT/S	Letter of requests
REQUIRED FEES	None
STEP 3	Review and evaluation of request (approval, revision or notation) and affixing of initials
SERVICE PROVIDER/S	- ROSEMARIE ANGELES - REMIELINDA NADURATA
TIME FRAME	1 to 2 working days
STEP 4	Approval and Affixing of initials and authorized signature/s
SERVICE PROVIDER/S	LILIBETH M. LUAKIAN – SECRETARY TO THE MAYOR
TIME FRAME	1 to 2 working days
STEP 5	Release of letter of requests to appropriate office 1. Digital scanning of duly signed document. 2. Logging of document in outgoing documents in logbook of officially transmitted/released documents. 3. Preparation and attachment of corresponding transmittal form
SERVICE PROVIDER/S	- RUBILYN M. MADERA - JOSHUA PUATO - MA. THERESA PALACIO
TIME FRAME	10 minutes - *Subject to bulk of papers to be released

FRONTLINE SERVICE	PURCHASE REQUESTS (P.R.) APPROVAL
STEP 1	Submit purchase-requests to Office of the Secretary to the Mayor
STEP 2	Receiving of document 1. Affixing of received stamp on both original and receiving copy. 2. Digital scanning of received request. 3. Entry of documents in logbook of officially received documents.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	10 minutes - *Subject to bulk of papers to be released
REQUIRED DOCUMENT/S	Purchase requests
STEP 3	Review and evaluation of request (Approval or Notation)
SERVICE PROVIDER/S	ROSEMARIE ANGELES
TIME FRAME	1 to 2 working days
STEP 4	Approve and Affix initials and authorized signature/s
SERVICE PROVIDER/S	LILIBETH M. LUAKIAN - SECRETARY TO THE MAYOR
TIME FRAME	1 to 2 working days
STEP 5	Release of letter of requests to appropriate office (City Budget) 1. Digital scanning of duly signed document. 2. Logging of document in outgoing documents in logbook of officially transmitted /released documents. 3. Preparation and attachment of corresponding transmittal form
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	10 minutes - *Subject to bulk of papers to be released

FRONTLINE SERVICE	PAYROLLS & VOUCHERS APPROVAL
STEP 1	Submit payrolls and/or vouchers to Office of the Secretary to the Mayor
STEP 2	Receiving of document 1. Affixing of received stamp on both original and receiving copy. 2. Digital scanning of received request. 3. Entry of documents in logbook of officially received documents.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	5 minutes - *Subject to bulk of papers to be released
REQUIRED DOCUMENT/S	Payroll or Voucher
STEP 3	Preliminary Review and evaluation of request (Approval or Notation)
SERVICE PROVIDER/S	- REMIELINDA NADURATA - JEFF LOMBENDENCIO
TIME FRAME	One (1) day
STEP 4	Secondary Review and Affix initials and authorized signature/s
SERVICE PROVIDER/S	- ATTY. CHRISTIAN DIAZ - LILIBETH LUAKIAN (SEC. TO THE MAYOR)
TIME FRAME	One (1) day
STEP 5	Approval and affixing of authorized signature
SERVICE PROVIDER/S	HON. OSCAR G. MALAPITAN, CITY MAYOR

FRONTLINE SERVICE	PAYROLLS & VOUCHERS APPROVAL (cont.)
STEP 6	Release of payrolls/vouchers to corresponding office/department 1. Digital scanning of duly signed document. 2. Logging of document in outgoing documents in logbook of officially transmitted/released documents. 3. Preparation and attachment of corresponding transmittal form
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	5 - 10 minutes

FRONTLINE SERVICE	FOREIGN TRAVEL AUTHORITY FOR PERSONAL OR OFFICIAL PURPOSES
STEP 1	Submit letter of request and other pertinent requirements for travel
STEP 2	Receiving of document 1. Affixing of received stamp on both original and receiving copy. 2. Digital scanning of received request. 3. Entry of documents in logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	10 minutes - *Subject to bulk of papers to be released
REQUIRED DOCUMENT/S	<ul style="list-style-type: none"> • Requestletter • For Non-Official Travel Abroad: Xerox copy of the following (original to be presented upon submission for verification and validation only) <ul style="list-style-type: none"> ➤ Filled-out Application for Leave of Absence (C.S.C. Form 6) ➤ GSO Clearance ➤ Accounting Clearance ➤ Legal Clearance ➤ CTO Clearance ➤ MTC Clearance • For Official Travel Abroad: Xerox copy of the following (original to be presented upon submission for verification and validation only) <ul style="list-style-type: none"> ➤ Filled-out Application for Leave of Absence (C.S.C. Form 6) ➤ GSO Clearance ➤ Accounting Clearance ➤ Legal Clearance ➤ CTO Clearance ➤ MTC Clearance ➤ RTC Clearance ➤ DILG Caloocan Authority to Travel
STEP 3	Review, evaluation & preparation of document (Approval or Notation)
SERVICE PROVIDER/S	- OMAR V. MAURICIO - ACE ARCE
TIME FRAME	Two (2) to three (3) working days *Subject to bulk of papers and documents to be released
STEP 4	Affix initials and secondary verification
SERVICE PROVIDER/S	- ATTY. CHRISTIAN DIAZ - LILIBETH LUAKIAN (SEC. TO THE MAYOR)
TIME FRAME	Two (2) to three (3) working days *Subject to bulk of papers and documents to be released
STEP 5	Final approval and authorized signature
SERVICE PROVIDER/S	HON. OSCAR G. MALAPITAN, CITY MAYOR
TIME FRAME	Two (2) to three (3) working days *Subject to bulk of papers and documents to be released

FRONTLINE SERVICE	FOREIGN TRAVEL AUTHORITY FOR PERSONAL OR OFFICIAL PURPOSES (cont.)
STEP 6	Release of Authority to the HRMO 1. Digital scanning of duly signed and approved travel authority. 2. Logging of travel authority in outgoing documents in logbook of officially transmitted/released documents. 3. Preparation and attachment of corresponding transmittal form
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	10 minutes - *Subject to bulk of papers to be released

FRONTLINE SERVICE	EMPLOYMENT APPLICATION (WALK-IN)
STEP 1	Submit letter/correspondence/other pertinent personnel documents to the Office of the Sec. to the Mayor
STEP 2	Receiving of document 1. Affixing of received stamp on both original and receiving copy. 2. Digital scanning of received request. 3. Entry of documents in logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	10 minutes - *Subject to bulk of papers to be released
REQUIRED DOCUMENT/S	1. Request-letter 2. Other Supporting Documents ➤ Duly filled-out Personal Data Sheet (PDS;) or ➤ Resume; or other documents showing credentials, work and educational experience ➤ Endorsement letter from other officials or agencies (optional) ➤ Police or court clearance (optional)
STEP 3	Preliminary Review and evaluation
SERVICE PROVIDER/S	- CHRISTINE SANTOS - LILIBETH M. LUAKIAN (SECRETARY TO THE MAYOR)
TIME FRAME	One (1) day
STEP 4	Pre-hiring and screening approval
SERVICE PROVIDER/S	HON. OSCAR G. MALAPITAN, CITY MAYOR
TIME FRAME	3 – 4 days - *Subject to bulk of papers and documents to be released
STEP 5	Forwarding of credentials and documents to HRMO 1. Digital scanning of duly signed document. 2. Logging of document in outgoing documents in logbook of officially transmitted/released documents. 3. Preparation and attachment of corresponding transmittal form
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	10 minutes *Subject to bulk of papers and documents to be released

FRONTLINE SERVICE	OTHER INTERNAL CORRESPONDENCES, REQUESTS & MEMOS
STEP 1	Submit letter/correspondence to the Office of the Secretary to the Mayor
STEP 2	Receiving of document 1. Affixing of received stamp on both original and receiving copy. 2. Digital scanning of received request. 3. Entry of documents in logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	<ul style="list-style-type: none"> Letter/Correspondence Duly filled-out and approved Application for Leave of Absence and its corresponding attachments
STEP 3	Review, evaluation & preparation of document (Approval or Notation)
SERVICE PROVIDER/S	- CHRISTINE C. SANTOS - OMAR V. MAURICIO
STEP 4	Approve, Affix initials and authorized signature/s
SERVICE PROVIDER/S	- LILIBETH LUAKIAN (SEC. TO THE MAYOR) - HON. OSCAR G. MALAPITAN (CITY MAYOR)
STEP 5	Release of Documents 1. Digital scan of duly signed document. 2. Log of document in outgoing documents in logbook of officially transmitted/released documents. 3. Preparation and attachment of corresponding transmittal form
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	10 minutes *Subject to bulk of papers and documents to be released

External Services

FRONTLINE SERVICE	ANTI-RABIES VACCINATION & MEDICAL/DENTAL MISSIONS
STEP 1	Submit note of availability of anti-rabies vaccine from the City Health Department
STEP 2	Processing of Endorsement Form 1. Verification of note from City Health Department. 2. Filling-out of endorsement slip for submission to the Office of the City Administrator. 3. Verification of name & other details provided in the endorsement slip by client. 4. Submission of duly filled-out endorsement slip to the Office of the City Administrator
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	15 minutes *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	1. Other documents showing medical need to administer anti-rabies vaccine 2. Certificate of Indigency 3. Valid ID showing residence in Caloocan
REQUIRED FEES	None

FRONTLINE SERVICE	SOLICITATION AND OTHER FINANCIAL ASSISTANCE
STEP 1	Submit letter of request to Office of the Secretary to the Mayor
STEP 2	Receive document 1. Affix of received stamp on both original and receiving copy. 2. Digital scan of received request. 3. Entry of documents in logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	15 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	Letter of request (preferably with a corresponding receiving copy)
REQUIRED FEES	None
STEP 3	Review and evaluation of request for medical assistance (Approval or Notation)
SERVICE PROVIDER/S	LILIBETH LUAKIAN (SEC. TO THE MAYOR)
TIME FRAME	2 – 3 days - *Subject to bulk of papers and documents to be released
STEP 4	Release of financial assistance
SERVICE PROVIDER/S	- LAURA VITAL - CHRISTINE SANTOS
TIME FRAME	15 minutes

FRONTLINE SERVICE	ENDORSEMENT/REFERRAL LETTER TO P.C.S.O. FOR MEDICAL/FINANCIAL ASSISTANCE
STEP 1	Submit letter of request to Office of the Secretary to the Mayor
STEP 2	Receiving of document
SERVICE PROVIDER/S	- DANA DANUCO - PETER TAN
TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	<ul style="list-style-type: none"> • Letter of request (preferably with a corresponding receiving copy) • Medical Abstract or other documents to prove existing medical condition • Medicine Prescription/s (if any) • Barangay Indigency or CSWD Case Study • At least one (1) valid I.D.
STEP 3	Review, evaluate and prepare the request (Approval or Notation)
SERVICE PROVIDER/S	PETER TAN
STEP 4	Affix initials and authorized signature/s
SERVICE PROVIDER/S	PETER TAN
STEP 5	Release of endorsement/referral letter
SERVICE PROVIDER/S	PETER TAN
TIME FRAME	15 - 30 minutes

FRONTLINE SERVICE	PHONED-IN QUERIES
STEP 1	Identification of caller and provision of relevant caller information for referral to proper office/department.
SERVICE PROVIDER/S	For M.O. - JANE MIRASOL ELUNA - DANA DANUCO - CRISTEL DE GANA For O.Sec. - GRACE MEDIANA - OMAR KAREEM V. MAURICIO - CHRISTINE SANTOS - REMIELINDA NADURATA
TIME FRAME	5 - 10 minutes

REQUIRED FEES	None
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FRONTLINE SERVICE	ENDORSEMENT LETTER TO PHILHEALTH OR ISSUANCE OF MEMBER'S DATA RECORD
STEP 1	Submit letter of request to Office of the City Mayor
STEP 2	Receiving of document
SERVICE PROVIDER/S	LULU CLEOFE
REQUIRED DOCUMENT/S	<ul style="list-style-type: none"> • Letter of request (preferably with a corresponding receiving copy) • Medical Abstract or other documents to prove existing medical condition • Medicine Prescription/s (if any) • Barangay Indigency or CSWD Case Study • At least one (1) valid I.D. • Previous PhilHealth Number (if applicable)
STEP 3	Review, evaluate and prepare the request
SERVICE PROVIDER/S	LULU CLEOFE
STEP 4	Affix initials and authorized signature/s
SERVICE PROVIDER/S	PETER TAN
STEP 5	Release of endorsement/referral letter
SERVICE PROVIDER/S	LULU CLEOFE
TIME FRAME	15 - 30 minutes

FRONTLINE SERVICE	RECOMMENDATION LETTER FOR EMPLOYMENT TO SCHOOLS, CITY PUBLIC HOSPITALS AND OTHER PUBLIC/PRIVATE ESTABLISHMENTS
STEP 1	Submit letter of request to Office of the Secretary to the Mayor
STEP 2	<ol style="list-style-type: none"> 1. Receive of document 2. Affix of received stamp on both original and receiving copy. 3. Digital scan of received request. 4. Entry of document in the logbook of officially received document 5. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	<ul style="list-style-type: none"> • Letter of request (preferably with a corresponding receiving copy) • Optional: Resume/Curriculum Vitae • Valid ID as proof of residency in Caloocan
REQUIRED FEES	None
STEP 3	Review, evaluation and preparation of request (Approval or Notation)
SERVICE PROVIDER/S	OMAR KAREEM V. MAURICIO
STEP 4	Affix initials and authorized signature/s
SERVICE PROVIDER/S	LILIBETH LUAKIAN (SEC. TO THE MAYOR)
STEP 5	Release of endorsement/ referral letter
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	5 - 10 minutes - *Subject to bulk of papers and documents to be released

FRONTLINE SERVICE	PRINTED MESSAGE AND/OR SPEECH FROM HON. MAYOR OSCAR G. MALAPITAN
STEP 1	Submit letter of request to Office of the Secretary to the Mayor
STEP 2	Receive of document 1. Affix of received stamp on both original and receiving copy. 2. Digital scan of received request. 3. Entry of document in the logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	Letter of request (preferably with a corresponding receiving copy)
REQUIRED FEES	None
STEP 3	Initial review and evaluation of request, and preparation of message or speech
SERVICE PROVIDER/S	OMAR KAREEM V. MAURICIO
STEP 4	Final review and approval of message/speech
SERVICE PROVIDER/S	LILIBETH M. LUAKIAN (SEC. TO THE MAYOR)
STEP 5	Release of the City Mayor's message 1. Digital scan of duly signed and approved endorsement letter. 2. Entry of document in the logbook of officially transmitted/ released documents. Release of message within the working week.
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	10 minutes

FRONTLINE SERVICE	INVITATION FOR THE CITY TO SEND REPRESENTATIVES TO SEMINARS, SUMMITS, CONFERENCES, MEETINGS, ETC.
STEP 1	Submit letter of invitation to Office of the Secretary to the Mayor
STEP 2	Receive document 1. Affix of received stamp on both original and receiving copy. 2. Digital scan of received request. 3. Entry of document in the logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	Letter of request (preferably with a corresponding receiving copy)
STEP 3	Initial Review and evaluation of request & preparation of endorsement letter to corresponding departments or offices
SERVICE PROVIDER/S	- CHRISTINE C. SANTOS - OMAR KAREEM V. MAURICIO
STEP 4	Final approval and affixing of authorized signature
SERVICE PROVIDER/S	LILIBETH M. LUAKIAN (SEC. TO THE MAYOR)
STEP 4	1. Endorsement to appropriate and corresponding office/department 2. Digital scan of duly signed and approved endorsement letter. 3. Entry of documents in the logbook of officially transmitted/ released documents. 4. Preparation and attachment of corresponding transmittal form.
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA

TIME FRAME	10 minutes - *Subject to bulk of papers and documents to be released
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FRONTLINE SERVICE	REQUEST FOR SCHEDULED MEETING OR ATTENDANCE OF THE CITY MAYOR
STEP 1	Submit letter of request to Office of the Secretary to the Mayor
STEP 2	Receive of document 1. Affixing of received stamp on both original and receiving copy. 2. Digital scanning of received request. 3. Entry of document in the logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO
TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	Letter of request (preferably with a corresponding receiving copy)
STEP 3	Review, evaluation and coordination of request (Approval or Notation)
SERVICE PROVIDER/S	- JEFF LOMBENDENCIO - LILIBETH M. LUAKIAN (SEC. TO THE MAYOR)
TIME FRAME	30 minutes - *Subject to bulk of papers and documents to be released
STEP 4	Inform client on availability of Mayor's schedule
SERVICE PROVIDER/S	JEFF LOMBENDENCIO
TIME FRAME	30 minutes to 1 hour - *Subject to bulk of papers and documents to be released

FRONTLINE SERVICE	GRANTING OF AUDIENCE WITH THE CITY MAYOR
STEP 1	Filling-out of visitor's appointment form stating visitor's name and reason for seeking of audience
SERVICE PROVIDER/S	DANA DANUCO
TIME FRAME	15 - 30 minutes
STEP 2	Call the attention and usher to the Office of the City Mayor
SERVICE PROVIDER/S	- LAURA VITAL - PETER TAN - SOL ELUNA - DANA DANUCO
TIME FRAME	Continuous for every visitor's/ audience's request
REQUIRED DOCUMENT/S	Depending on visitor's/ client's requests
REQUIRED FEES	None
STEP 2	Refer client to department concerned
SERVICE PROVIDER/S	HON. CITY MAYOR OSCAR G. MALAPITAN
TIME FRAME	Depending on visitor/client's concern with the City Mayor
STEP 3	Issuance of written referral to concerned office/department
SERVICE PROVIDER/S	HON. CITY MAYOR OSCAR G. MALAPITAN

FRONTLINE SERVICE	CERTIFICATION OF BARANGAY LEAVE CREDITS
STEP 1	Submit procurement requests to Office of the Secretary to the Mayor
STEP 2	Receiving of document 1. Affix of received stamp on both original and receiving copy. 2. Digital scan of received request. Entry of document in the logbook of officially received documents. 3. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - KIM MASCARIÑAS - RC CENTENO

TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
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FRONTLINE SERVICE	CERTIFICATION OF BARANGAY LEAVE CREDITS (cont.)
REQUIRED DOCUMENT/S	<ul style="list-style-type: none"> • Computation of Leave Benefits of Barangay Officials (Gen. Form No. 7(A)) • Duly filled-out and approved Request for Obligation Allotment • Duly approved Disbursement Voucher • Official Receipt from Office of the City Treasurer as proof of payment for certification request • Certification of Leave Credits from DILG Caloocan City
REQUIRED FEES	None
STEP 3	Initial Review, evaluation and preparation of the request (Approval or Notation)
SERVICE PROVIDER/S	- OMAR KAREEM V. MAURICIO - JESTER DE JESUS
STEP 4	Final review and affixing of authorized signature/s
SERVICE PROVIDER/S	LILIBETH M. LUAKIAN (SEC. TO THE MAYOR)
STEP 6	Release of certification to requesting party 1. Digital scan of duly signed document. 2. Log of document in outgoing documents in logbook of officially transmitted/released documents. 3. Preparation and attachment of corresponding transmittal form
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	10 minutes - *Subject to bulk of papers and documents to be released

FRONTLINE SERVICE	QUERIES FROM WALK-IN CLIENTS
STEP 1	Log of name & service needed
SERVICE PROVIDER/S	For M.O. - JANE MIRASOL ELUNA - DANA DANUCO - CRISTEL DE GANA For O.Sec. - GRACE MEDIANA - OMAR KAREEM V. MAURICIO - CHRISTINE SANTOS - REMIELINDA NADURATA
TIME FRAME	5 - 10 minutes
REQUIRED DOCUMENT/S	Depend on client's requests
REQUIRED FEES	None
STEP 2	Refer client to department concerned
STEP 3	Issuance of written referral to concerned office/department

FRONTLINE SERVICE	OTHER EXTERNAL AND LEGAL CORRESPONDENCES, INFORMATION, CONCERNS & GRIEVANCES
STEP 1	Submit correspondence/information/grievance to Office of the Secretary to the Mayor
STEP 2	Receive of document 1. Affix of Received Stamp on both original and receiving copy. 2. Digital scan of received request. 3. Entry of document in the logbook of officially received documents. Release of receiving copy duly stamped with date, time, receiver and control number for follow-up of requests.
SERVICE PROVIDER/S	- GRACE MEDIANA - RC CENTENO - KIM MASCARIÑAS

TIME FRAME	5 minutes - *Subject to bulk of papers and documents to be released
REQUIRED DOCUMENT/S	Letter of request (preferably with a corresponding receiving copy)
FRONTLINE SERVICE	OTHER EXTERNAL AND LEGAL CORRESPONDENCES, INFORMATION, CONCERNS & GRIEVANCES (cont.)
STEP 3	Initial review, evaluation and/or action
SERVICE PROVIDER/S	- ATTY. CHRISTIAN DIAZ - OMAR KAREEM V. MAURICIO - CHRISTINE C. SANTOS
TIME FRAME	TBA (case to case)
STEP 4	Prepare endorsement to the Office of the City Legal Department and/or other concerned offices (If further evaluation and action is needed)
SERVICE PROVIDER/S	- OMAR KAREEM V. MAURICIO - CHRISTINE C. SANTOS
TIME FRAME	10 to 15 minutes
STEP 5	Approve action/ endorsement and affix authorized signature
SERVICE PROVIDER/S	- LILIBETH M. LUAKIAN, SECRETARY TO THE MAYOR and/or - HON. CITY MAYOR OSCAR G. MALAPITAN
TIME FRAME	2 to 3 days
STEP 6	Endorsement to appropriate and corresponding office/department 1. Digital scanning of duly signed and approved endorsement letter. 2. Entry of document in the logbook of officially transmitted/ released documents. Preparation and attachment of corresponding transmittal form.
SERVICE PROVIDER/S	- RUBILYN M. MADERA - MA. THERESA PALACIO - JOSHUA PUATO - LEN ISLA
TIME FRAME	5 - 10 minutes.

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:	
Email Address:	<i>sectothemayor.caloocancity@yahoo.com</i>
Telephone Numbers:	(02) 288 – 8811 loc. 2306