

## INFORMATION TECHNOLOGY SERVICES

### VISION:

"Information Technology Abundance," wherein IT infrastructure, services, and solutions are innovative, readily available, and utilized to provide exceptional support to the operations of the City Government of Caloocan.

### MISSION:

1. To develop, maintain and support all computerized systems running in the City Government.
2. To provide training assistance to the City Government employees and keep them updated on information technology.
3. To provide technical support to all the City Government offices/ departments to ensure proper working condition of computers and other IT equipment.
4. To support all revenue-generating offices in a computerized system and assist in the preparation of revenue-generating measures for the city.

South Caloocan

<b>FRONTLINE SERVICE</b>	<ul style="list-style-type: none"> <li>– COMPUTATION AND ISSUANCE OF STATEMENT OF ACCOUNT OF DELINQUENT REAL PROPERTY TAX (RPT)</li> <li>– VERIFICATION OF NON-PROPERTY, TRANSFER TAX RECEIPT AND PROPERTY TAX RECEIPT</li> </ul>				
<b>STEP 1</b>	Receive old RPT receipt or tax declaration for real property tax computation and/ or verification.				
<b>SERVICE PROVIDER/S</b>	MARIA CECILIA S. IBAÑEZ				
<b>TIME FRAME</b>	1 – 5 minutes				
<b>REQUIRED DOCUMENT/S</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Tax Declaration</td> <td style="width: 50%;">3. Photocopy of Transfer Tax Receipt (computerized only)</td> </tr> <tr> <td>2. Old Tax Receipts</td> <td></td> </tr> </table>	1. Tax Declaration	3. Photocopy of Transfer Tax Receipt (computerized only)	2. Old Tax Receipts	
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2. Old Tax Receipts					
<b>REQUIRED FEES</b>	None				
<b>STEP 2</b>	Verify/ process Transfer Tax Receipt (computerized only).				
<b>SERVICE PROVIDER/S</b>	MELISSA ROSE I. GARCIA                      DENNIS N. NARTATES				
<b>TIME FRAME</b>	1 – 5 minutes				
<b>REQUIRED DOCUMENT/S</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Tax Declaration</td> <td style="width: 50%;">3. Photocopy of Transfer Tax Receipt (computerized only)</td> </tr> <tr> <td>2. Transfer Certificate of Title (TCT)</td> <td></td> </tr> </table>	1. Tax Declaration	3. Photocopy of Transfer Tax Receipt (computerized only)	2. Transfer Certificate of Title (TCT)	
1. Tax Declaration	3. Photocopy of Transfer Tax Receipt (computerized only)				
2. Transfer Certificate of Title (TCT)					
<b>REQUIRED FEES</b>	None				
<b>STEP 3</b>	<p>Issue RPT Statement of Account. (Notices given by the Land Tax Division, City Treasurer's Office (CTO) with Back Taxes, if any)</p> <p>Post RPT Receipts. (notices given by the Land Tax Division, CTO)</p>				
<b>SERVICE PROVIDER/S</b>	MELISSA ROSE I. GARCIA                      MARIA CECILIA S. IBAÑEZ				
<b>TIME FRAME</b>	1 – 5 minutes				
<b>REQUIRED DOCUMENT/S</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Tax Declaration</td> <td style="width: 50%;">2. Old Tax Receipts</td> </tr> </table>	1. Tax Declaration	2. Old Tax Receipts		
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<b>REQUIRED FEES</b>	None				

<b>FRONTLINE SERVICE</b>	<b>SYSTEM APPLICATION ASSISTANCE ON THE FOLLOWING: RUN TIME ERRORS, SYSTEM LOG IN ISSUES, SYSTEM CONNECTION PROBLEMS, SYSTEM REPORTS AND ENHANCEMENT REQUESTS, BIOMETRIC LOG IN ISSUES/ENROLLMENT</b>	
<b>STEP 1</b>	Receive request for assistance.	
<b>SERVICE PROVIDER/S</b>	MELISSA ROSE I. GARCIA	DENNIS N. NARTATES
<b>TIME FRAME</b>	1 - 5 minutes	
<b>REQUIRED DOCUMENT/S</b>	None	
<b>REQUIRED FEES</b>	None	
<b>STEP 2</b>	Check and resolve application (software) issues.	
<b>SERVICE PROVIDER/S</b>	MELISSA ROSE I. GARCIA RUSSELL C. DAYRIT	DENNIS N. NARTATES
<b>TIME FRAME</b>	Subject Dependent	
<b>REQUIRED DOCUMENT/S</b>	Subject Dependent	
<b>REQUIRED FEES</b>	None	

<b>FRONTLINE SERVICE</b>	<b>TECHNICAL ASSISTANCE ON COMPUTER PROBLEMS, PRINTER ISSUES AND CONNECTIVITY, NETWORK ISSUES AND OTHER INFORMATION TECHNOLOGY RELATED ISSUES</b>	
<b>STEP 1</b>	Receive request for assistance.	
<b>SERVICE PROVIDER/S</b>	RUSSELL C. DAYRIT ROY N. MANUEL FERMELITO B. GARCIA	GABRIEL N. ESPAÑOL JOE-ANN U. BUSTAMANTE
<b>TIME FRAME</b>	1 - 5 minutes	
<b>REQUIRED DOCUMENT/S</b>	Logbook	
<b>REQUIRED FEES</b>	None	
<b>STEP 2</b>	Check and resolve technical issues.	
<b>SERVICE PROVIDER/S</b>	RUSSELL C. DAYRIT ROY N. MANUEL FERMELITO B. GARCIA	GABRIEL N. ESPAÑOL JOE-ANN U. BUSTAMANTE
<b>TIME FRAME</b>	Subject dependent	
<b>REQUIRED DOCUMENT/S</b>	Authorization letter from office/ department heads, for internet connection and network cabling and other requests	
<b>REQUIRED FEES</b>	None	

<b>FRONTLINE SERVICE</b>	<b>SYSTEM APPLICATION ASSISTANCE ON THE FOLLOWING: RUN TIME ERRORS, SYSTEM LOG-IN ISSUES, SYSTEM CONNECTION PROBLEMS, SYSTEM REPORTS AND ENHANCEMENT REQUESTS, BIOMETRIC LOG-IN ISSUES/ENROLLMENT</b>	
<b>STEP 1</b>	Receive request for assistance.	
<b>SERVICE PROVIDER/S</b>	ARCHIE O. JOSON	
<b>TIME FRAME</b>	1 - 5 minutes	
<b>REQUIRED DOCUMENT/S</b>	None	
<b>REQUIRED FEES</b>	None	
<b>STEP 2</b>	Check and resolve issues.	
<b>SERVICE PROVIDER/S</b>	MELISSA ROSE I. GARCIA RUSSELL C. DAYRIT	DENNIS N. NARTATES
<b>TIME FRAME</b>	Subject Dependent	
<b>REQUIRED DOCUMENT/S</b>	Subject Dependent	

REQUIRED FEES	None
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North Caloocan

<b>FRONTLINE SERVICE</b>	<b>TECHNICAL ASSISTANCE ON COMPUTER PROBLEMS, PRINTER ISSUES AND CONNECTIVITY, AND OTHER INFORMATION TECHNOLOGY - RELATED ISSUES</b>	
<b>STEP 1</b>	Receive request for assistance.	
<b>SERVICE PROVIDER/S</b>	NEPTALI D. MILAN	MAE-MIKO F. MATIAS
<b>TIME FRAME</b>	1 - 5 minutes	
<b>REQUIRED DOCUMENT/S</b>	Logbook	
<b>REQUIRED FEES</b>	None	
<b>STEP 2</b>	Check and resolve technical issues.	
<b>SERVICE PROVIDER/S</b>	NEPTALI D. MILAN	MAE-MIKO F. MATIAS
<b>TIME FRAME</b>	Subject Dependent	
<b>REQUIRED DOCUMENT/S</b>	Subject Dependent	
<b>REQUIRED FEES</b>	None	

**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:	
<b>Email Address:</b>	<b><i>itcaloocanlgu@gmail.com</i></b>
<b>Telephone Numbers:</b>	<b>(02) 288 – 8811 to 21 loc. 2228</b>