

EXECUTIVE DIRECTION

**COMMUNITY RELATIONS SERVICES**

**VISION**

The Community Relations Office envisions itself to be a catalyst of community development in partnership with various organizations and other development agencies in forming and instituting empowered quality communities.

**MISSION**

To establish a harmonious relationship between the city government and the constituents through dynamic and professionalized approach of providing prompt and effective delivery of basic services geared towards a self-reliant community.

| FRONTLINE SERVICE   | PROVISION OF PRIORITY PHILHEALTH MEMBERSHIP  |
|---------------------|--|
| STEP 1              | Register client in the visitor's logbook.  |
| SERVICE PROVIDER/S  | South Caloocan: – REMEDIOS M. BIAG<br>North Caloocan: – JOSEPHINE O. GALVEZ  |
| TIME FRAME          | 1 minute   |
| STEP 2              | Review and assess submitted documents.   |
| SERVICE PROVIDER/S  | South Caloocan:<br>– JENIFER S. DELA CRUZ – MARILOU S. CONCON<br>North Caloocan:<br>– FELISA M. TURGO – EVA L. JUANE   |
| TIME FRAME          | 5 minutes  |
| STEP 3              | Prepare documents for approval and signing.  |
| SERVICE PROVIDER/S  | South Caloocan:<br>– JENIFER S. DELA CRUZ – MARILOU S. CONCON<br>North Caloocan:<br>– FELISA M. TURGO – EVA L. JUANE   |
| TIME FRAME          | 2 minutes  |
| STEP 4A             | Affix signature of the CRO – Action Officer.   |
| STEP 4B             | Endorse application to Office of the Mayor.  |
| SERVICE PROVIDER/S  | MARITA C. RELIMBO  |
| TIME FRAME          | 2 minutes  |
| REQUIRED DOCUMENT/S | 1. Clinical Abstract/ Medical Certificate 3. Valid Identification Card<br>2. Barangay Indigency 4. Birth Certificate<br>If married, attach marriage contract.<br>If with children, attach birth certificate/s. |
| REQUIRED FEES       | None   |

| FRONTLINE SERVICE  | PUBLIC ASSISTANCE AND COMPLAINT UNIT (PACU) – NORTH CALOOCAN  |
|--------------------|---|
| STEP 1             | Accommodate walk-in constituents at the PACU desk at the main entrance of North Caloocan City Hall. |
| STEP 2             | Ask for the subject of inquiry and/ or the nature of complaint.                                     |
| SERVICE PROVIDER/S | MERLINDA P. MASAOAY PACU OFFICER-OF-THE-DAY   |
| TIME FRAME         | 1 minute  |

|                            |   |
|----------------------------|---|
| <b>FRONTLINE SERVICE</b>   | <b>PUBLIC ASSISTANCE AND COMPLAINT UNIT (PACU) – NORTH CALOOCAN (cont.)</b>       |
| <b>STEP 3A</b>             | Assess and evaluate inquiry and/ or complaint.                                    |
| <b>STEP 3B</b>             | Refer client to concerned office/ department.                                     |
| <b>SERVICE PROVIDER/S</b>  | MERLINDA P. MASAOAY PACU OFFICER-OF-THE-DAY                                       |
| <b>TIME FRAME</b>          | 1 minute  |
| <b>REQUIRED DOCUMENT/S</b> | Pertinent documents/ records for immediate action of concerned office/ department |
| <b>REQUIRED FEES</b>       | None  |

|                            |   |
|----------------------------|---|
| <b>FRONTLINE SERVICE</b>   | <b>REQUESTS FOR BARANGAY OUTREACH PROGRAMS</b>  |
| <b>STEP 1</b>              | Clients prepare and submit request letters for Barangay Outreach Programs to the Office of the Secretary to the Mayor.  |
| <b>STEP 2</b>              | Receive and record request letters for Barangay Outreach Programs endorsed by the Office of the Secretary to the Mayor.   |
| <b>SERVICE PROVIDER/S</b>  | CATHERINE JANE B. ALVAREZ   |
| <b>TIME FRAME</b>          | 2 minutes   |
| <b>REQUIRED DOCUMENT/S</b> | Request letters with client's name, contact numbers, preferred date and specific venue  |
| <b>STEP 3</b>              | Prepare request letters for review of CRO – Action Officer.   |
| <b>SERVICE PROVIDER/S</b>  | ANNIE R. TIAM   |
| <b>TIME FRAME</b>          | 2 minutes   |
| <b>STEP 4</b>              | Verify, evaluate and approve/ disapprove request letters.   |
| <b>SERVICE PROVIDER/S</b>  | MARITA C. RELIMBO   |
| <b>TIME FRAME</b>          | 1 day   |
| <b>STEP 5A</b>             | Upon approval, sort request letters and classify according to requested projects/ services.   |
| <b>STEP 5B</b>             | Forward request letters to concerned staff-in-charge.   |
| <b>SERVICE PROVIDER/S</b>  | ANNIE R. TIAM   |
| <b>TIME FRAME</b>          | 2 minutes   |
| <b>STEP 6</b>              | Coordinate with the requesting party for clarification, if any.<br>If none, arrange the schedule accordingly for project implementation and inform the requesting party of the approved schedule. |
| <b>SERVICE PROVIDER/S</b>  | Medical/ Dental Mission, Sagip Mata, Operation Tuli, Anti-Flu/ Pneumonia Vaccination – ANNIE R. TIAM  |
|                            | Gandang Malapitan and Livelihood Demonstration – ESTRELLITA C. PURA   |
|                            | Anti-Rabies Vaccination with Seminar on Rabies Awareness and Responsible Pet Ownership – JENIFER S. DELA CRUZ   |
|                            | Logistics for South – CELERINA H. MACEDA  |
|                            | Logistics for North – DENNIE B. FELICIANO   |
| <b>TIME FRAME</b>          | Misting Operation – REMEDIOS M. BIAG<br>1 day   |

| FRONTLINE SERVICE  | REQUESTS FOR BARANGAY OUTREACH PROGRAMS (cont.)   |   |
|--------------------|---|---|
| STEP 7             | Coordinate with the concerned office/department on the scheduled projects/ services.                                      |   |
| SERVICE PROVIDER/S | CITY HEALTH DEPARTMENT<br>Medical/ Dental Mission, Sagip Mata, Operation Tuli, Anti-Flu/ Pneumonia Vaccination            | – ANNIE R. TIAM                               |
|                    | PUBLIC EMPLOYMENT SERVICE OFFICE<br>Gandang Malapitan and Livelihood Demonstration  | – ESTRELLITA C. PURA                          |
|                    | OFFICE OF THE CITY VETERINARIAN<br>Anti-Rabies Vaccination with Seminar on Rabies Awareness and Responsible Pet Ownership | – JENIFER S. DELA CRUZ                        |
|                    | CITY ENVIRONMENTAL MANAGEMENT OFFICE<br>Misting Operation   | – REMEDIOS M. BIAG                            |
|                    | CITY GENERAL SERVICES OFFICE<br>Logistics for South<br>Logistics for North  | – CELERINA H. MACEDA<br>– DENNIE B. FELICIANO |
| TIME FRAME         | 10 minutes  |   |
| STEP 8             | Implement project on the scheduled dates.   |   |
| SERVICE PROVIDER/S | CONCERNED OFFICE/ DEPARTMENT  | CRO PERSONNEL                                 |
| TIME FRAME         | 4 hours   |   |
| REQUIRED FEES      | 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>caloocancity_cro@yahoo.com</i></b>   |
| <b>Telephone Numbers:</b>   | <b>(02) 336 – 5602<br/>(02) 288 – 8811 loc. 2254</b>   |
| <b>Mobile Numbers</b>   | <b>South Caloocan - (0917) 5411822 (Annie R. Tiam)<br/>North Caloocan – (0935) 1876245 (Jose Eneria)</b> |