

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

FRONTLINE SERVICE	<ul style="list-style-type: none"> – COMPUTATION AND ISSUANCE OF STATEMENT OF ACCOUNT OF DELINQUENT REAL PROPERTY TAX (RPT) – VERIFICATION OF NON-PROPERTY, TRANSFER TAX RECEIPT AND PROPERTY TAX RECEIPT 				
STEP 1	Receive old RPT receipt or tax declaration for real property tax computation and/ or verification.				
SERVICE PROVIDER/S	MARIA CECILIA S. IBAÑEZ				
TIME FRAME	1 – 5 minutes				
REQUIRED DOCUMENT/S	<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	
1. Tax Declaration	3. Photocopy of Transfer Tax Receipt (computerized only)				
2. Old Tax Receipts					
REQUIRED FEES	None				
STEP 2	Verify/ process Transfer Tax Receipt (computerized only).				
SERVICE PROVIDER/S	MELISSA ROSE I. GARCIA DENNIS N. NARTATES				
TIME FRAME	1 – 5 minutes				
REQUIRED DOCUMENT/S	<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)					
REQUIRED FEES	None				
STEP 3	<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>				
SERVICE PROVIDER/S	MELISSA ROSE I. GARCIA MARIA CECILIA S. IBAÑEZ				
TIME FRAME	1 – 5 minutes				
REQUIRED DOCUMENT/S	<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		
1. Tax Declaration	2. Old Tax Receipts				
REQUIRED FEES	None				

FRONTLINE SERVICE	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	
STEP 1	Receive request for assistance.	
SERVICE PROVIDER/S	MELISSA ROSE I. GARCIA	DENNIS N. NARTATES
TIME FRAME	1 - 5 minutes	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	
STEP 2	Check and resolve application (software) issues.	
SERVICE PROVIDER/S	MELISSA ROSE I. GARCIA RUSSELL C. DAYRIT	DENNIS N. NARTATES
TIME FRAME	Subject Dependent	
REQUIRED DOCUMENT/S	Subject Dependent	
REQUIRED FEES	None	

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

FRONTLINE SERVICE	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	
STEP 1	Receive request for assistance.	
SERVICE PROVIDER/S	ARCHIE O. JOSON	
TIME FRAME	1 - 5 minutes	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	
STEP 2	Check and resolve issues.	
SERVICE PROVIDER/S	MELISSA ROSE I. GARCIA RUSSELL C. DAYRIT	DENNIS N. NARTATES
TIME FRAME	Subject Dependent	
REQUIRED DOCUMENT/S	Subject Dependent	

REQUIRED FEES	None
---------------	------

North Caloocan

FRONTLINE SERVICE	TECHNICAL ASSISTANCE ON COMPUTER PROBLEMS, PRINTER ISSUES AND CONNECTIVITY, AND OTHER INFORMATION TECHNOLOGY - RELATED ISSUES	
STEP 1	Receive request for assistance.	
SERVICE PROVIDER/S	NEPTALI D. MILAN	MAE-MIKO F. MATIAS
TIME FRAME	1 - 5 minutes	
REQUIRED DOCUMENT/S	Logbook	
REQUIRED FEES	None	
STEP 2	Check and resolve technical issues.	
SERVICE PROVIDER/S	NEPTALI D. MILAN	MAE-MIKO F. MATIAS
TIME FRAME	Subject Dependent	
REQUIRED DOCUMENT/S	Subject Dependent	
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:	
Email Address:	<i>itcaloocanlgu@gmail.com</i>
Telephone Numbers:	(02) 288 – 8811 to 21 loc. 2228