

OFFICE OF THE CITY ADMINISTRATOR

VISION:

The City Administrator's Office envisions to take the lead among other City Departments and/or Offices in the effective implementation of all approved City Plans and strategies with the primary aim of serving the people of Caloocan with the highest standards.

MISSION:

1. Acts as the lead coordinator among the different departments and head of offices with regard to all management and administration related programs and projects.
2. Serves as primary conduit among City Government Offices in delivering effective basic services to City constituents.
3. Ensure that all City standard operation procedures, rules, regulations and policies are properly implemented and observed for the benefit of people of Caloocan

Administrative Division

FRONTLINE SERVICE	COMMUNITY CONCERNS, COMPLAINTS AND LEGAL ASSISTANCE
STEP 1	Receiving and recording
STEP 2	Review, analyze and draft correspondences
SERVICE PROVIDER/S	South: - LOVELY ABBY MARAVILLA - EDITHA MOJICA - ATTY. JEAREMMY ROSARIO-GUINTO - CHARLENE CARREON North: - MARY ANN DELA CRUZ - JORGE RAMOS
TIME FRAME	5 – 10 minutes
REQUIRED DOCUMENT/S	Request / complaint letter with contact details
REQUIRED FEES	None

FRONTLINE SERVICE	FINANCIAL ASSISTANCE
STEP 1	Receiving and recording
STEP 2	Approval and signature
SERVICE PROVIDER/S	- JOCELYN BAUTISTA - ENGR. OLIVER R. HERNANDEZ, CESE
TIME FRAME	3 – 5 minutes
REQUIRED DOCUMENT/S	- Letter Request - Clinical Abstract (if needed)
REQUIRED FEES	None

FRONTLINE SERVICE	ANTI-RABBIES VACCINE
STEP 1	Check the authenticity of the letter request
STEP 2	Endorse to the designated Barangay Health Center
SERVICE PROVIDER/S	- EDWIN RUBIO
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Request letter controlled and received by the Mayor's Office
REQUIRED FEES	None

FRONTLINE SERVICE	MAYOR'S ISSUANCES, SANGGUNIAN RESOLUTIONS, BAC RESOLUTIONS
STEP 1	Receiving and recording
STEP 2	For signature
SERVICE PROVIDER/S	- JOCELYN BAUTISTA - ENGR. OLIVER R. HERNANDEZ, CESE
TIME FRAME	3 – 5 minutes
REQUIRED DOCUMENT/S	Subject documents
None	None

FRONTLINE SERVICE	LOCATIONAL CLEARANCE
STEP 1	Receiving and recording
SERVICE PROVIDER/S	- ROCHELLE BAUTISTA - ENGR. OLIVER R. HERNANDEZ, CESE - ERLINDA PARAS
TIME FRAME	3 – 5 minutes
REQUIRED DOCUMENT/S	Approved application for Locational Clearance by the Officer in Charge OLUZA
REQUIRED FEES	As required by law

FRONTLINE SERVICE	COMMUNITY MORTGAGE PROGRAM (CMP PROJECTS)
STEP 1	Receiving and recording
STEP 2	Schedule for inspection
STEP 3	Approval and signature of subdivision plan and development permit
STEP 4	Referral to Sangguniang Panlungsod
SERVICE PROVIDER/S	- AL FAJARDO - ENGR. OLIVER R. HERNANDEZ, CESE
TIME FRAME	5-10 days depending on the completion of requirements
REQUIRED DOCUMENT/S	- Subdivision Plan - Declaration - Land Title - Sangguniang Panlungsod Accreditation
REQUIRED FEES	As required by law

FRONTLINE SERVICE	RESERVATIONS - Bulwagang Katipunan - BAC Conference Room - Gazebo - Caloocan City Sports Complex - Buena Park - Caloocan Nature Park
STEP 1	Receiving, recording and scheduling
STEP 2	Issuance of order of payment with 12% VAT
STEP 3	Approval and signature
SERVICE PROVIDER/S	South: - ROCHELLE BAUTISTA - NESTOR CAÑAS - ERLINDA PARAS North: - ENGR. OLIVER R. HERNANDEZ, CESE - ANGELES BASCONCILLO - EDGAR ORACOY
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	Letter request with contact details
REQUIRED FEES	As required by law

FRONTLINE SERVICE	REQUESTS - Overtime - Travel Allowance	- Permit to Teach - Promotional Activity
STEP 1	Receiving and recording	
STEP 2	Approval and signature	
SERVICE PROVIDER/S	- ENGR. OLIVER R. HERNANDEZ, CESE - LOVELY ABBY MARAVILLA	- CHARLENE CARREON - EDITHA MOJICA
TIME FRAME	5 – 10 minutes	
REQUIRED DOCUMENT/S	Letter Request	
REQUIRED FEES	None	

FRONTLINE SERVICE	TRAVEL AUTHORITY	
STEP 1	Receiving and recording	
STEP 2	Approval and signature	
SERVICE PROVIDER/S	- ENGR. OLIVER R. HERNANDEZ, CESE - LOVELY ABBY MARAVILLA	- CHARLENE CARREON - EDITHA MOJICA
TIME FRAME	5 – 10 minutes	
REQUIRED DOCUMENT/S	Letter Request	
REQUIRED FEES	None	

FRONTLINE SERVICE	CHECKS	
STEP 1	Receiving and recording	
STEP 2	Approval and signature	
SERVICE PROVIDER/S	- JOCELYN BAUTISTA	- ENGR. OLIVER R. HERNANDEZ, CESE
TIME FRAME	3 - 5 minutes	
REQUIRED DOCUMENT/S	Photo copy of accomplished and duly signed voucher	
REQUIRED FEES	None	

FRONTLINE SERVICE	PURCHASE REQUEST OF VARIOUS OFFICES	
STEP 1	Receiving and recording	
STEP 2	Approval and signature	
SERVICE PROVIDER/S	- JOCELYN BAUTISTA	- ENGR. OLIVER R. HERNANDEZ, CESE
TIME FRAME	2 – 3 minutes	
REQUIRED DOCUMENT/S	Purchase request form signed by the requisitioner	
REQUIRED FEES	None	

FRONTLINE SERVICE	PAYROLLS AND REMITTANCES OF CITY ADMINISTRATOR'S OFFICE	
STEP 1	Receiving and recording	
STEP 2	For signature	
SERVICE PROVIDER/S	- ENGR. OLIVER R. HERNANDEZ, CESE - ERNESTO DG. GALLARDO, JR.	- NOLI TAN
TIME FRAME	Every 2 weeks	
REQUIRED DOCUMENT/S	- Biometrics - Application for leave (if needed)	- Remittance
REQUIRED FEES	None	

FRONTLINE SERVICE	PAYROLL, VOUCHER, LR, PR FOR FINAL SIGNATURE
STEP 1	Receiving and recording
STEP 2	For signature
SERVICE PROVIDER/S	- VIRGINIA DE JESUS - ENGR. OLIVER R. HERNANDEZ, CESE - GRACIA VICTORIA ONG - NOLI TAN
TIME FRAME	2 – 5 minutes
REQUIRED DOCUMENT/S	Signatures of all officers concerned
REQUIRED FEES	None

FRONTLINE SERVICE	APPLICATION FOR LEAVE OF THE CITY ADMINISTRATOR'S OFFICE STAFF
STEP 1	Preparation
STEP 2	Filing to the HRMO
STEP 3	Approval and signature
SERVICE PROVIDER/S	- ENGR. OLIVER R. HERNANDEZ, CESE - VIRGINIA DE JESUS - ATTY. JEAREMMY ROSARIO-GUINTO - GRACIA VICTORIA ONG - ERNESTO DG. GALLARDO, JR.
TIME FRAME	2 – 5 minutes
REQUIRED DOCUMENT/S	Application for leave
REQUIRED FEES	None

FRONTLINE SERVICE	BIOMETRICS / DTR AND ACCOMPLISHMENT REPORTS OF JOB ORDER WORKERS
STEP 1	Recording and checking of all entries and deductions
STEP 2	For signature
SERVICE PROVIDER/S	- ROCHELLE BAUTISTA - ENGR. OLIVER R. HERNANDEZ, CESE - VIRGINIA DE JESUS - ATTY. JEAREMMY ROSARIO-GUINTO - GRACIA VICTORIA ONG - FRANCISCO ZATARAIN
TIME FRAME	2 – 5 minutes
REQUIRED DOCUMENT/S	Biometrics form from HRMO
REQUIRED FEES	None

FRONTLINE SERVICE	LETTER / PURCHASE REQUEST OF THE CITY ADMINISTRATOR'S OFFICE
STEP 1	Preparation and recording
STEP 2	Approval and signature
SERVICE PROVIDER/S	- ROCHELLE BAUTISTA - ENGR. OLIVER R. HERNANDEZ, CESE - VIRGINIA DE JESUS
TIME FRAME	2 – 5 minutes
REQUIRED DOCUMENT/S	Purchase Request Form
REQUIRED FEES	None

FRONTLINE SERVICE	DISTRIBUTION OF DOCUMENTS AND CORRESPONDENCES
STEP 1	Deliver and endorse all approved, reviewed, verified, sorted-out and controlled various documents and correspondences
SERVICE PROVIDER/S	South: - NOEL MABALAY - ENRICO CONCEPCION - NANCY DIMACALI North: - SONNY CASIPIT - MATAN GARDON
TIME FRAME	As the need arises
REQUIRED DOCUMENT/S	Applicable Documents

REQUIRED FEES	None
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Management Division

FRONTLINE SERVICE	TERMINAL LEAVE
STEP 1	Receiving and recording
STEP 2	Review and analyze all the attached required document
STEP 3	Approval and signature
SERVICE PROVIDER/S	- AMELITA CASTILLO - ENGR. OLIVER R. HERNANDEZ, CESE - MARIBETH AQUINO
TIME FRAME	5 – 10 minutes
REQUIRED DOCUMENT/S	Clearances: - General Services Office - Assets and Liabilities - City Treasurer's Office - NOSA - City Accounting Office - Leave Card - City Legal Office - Veterans Bank and - Service Record (Original) Development Bank of the Philippines
REQUIRED FEES	None

FRONTLINE SERVICE	MONETIZATION
STEP 1	Receiving and recording
STEP 2	Review and analyze all the attached required documents
STEP 3	Approval and signature
SERVICE PROVIDER/S	- AMELITA CASTILLO - ENGR. OLIVER R. HERNANDEZ, CESE - MARIBETH AQUINO
TIME FRAME	5 – 10 minutes
REQUIRED DOCUMENT/S	- Monetization letter request - Clinical Abstract - Application for leave
REQUIRED FEES	None

FRONTLINE SERVICE	FINANCIAL ASSISTANCE FOR NATIONAL AGENCIES ➤ Department of the Interior and Local Government ➤ Bureau of Fire Protection ➤ Philippine National Police ➤ Bureau of Jail Management and Penology ➤ Commission on Audit
STEP 1	Receiving and recording
STEP 2	Checks the authenticity of all the attached required documents
STEP 3	Approval and signature
SERVICE PROVIDER/S	- AMELITA CASTILLO - ENGR. OLIVER R. HERNANDEZ, CESE
TIME FRAME	3 – 5 minutes
REQUIRED DOCUMENT/S	- Letter request - Voucher - Obligation request
REQUIRED FEES	None

FRONTLINE SERVICE	GASOLINE CONSUMPTION AND REIMBURSEMENT
STEP 1	Receiving and recording
STEP 2	Review and analyze all the attached required documents
STEP 3	Approval and signature
SERVICE PROVIDER/S	- AMELITA CASTILLO - ENGR. OLIVER R. HERNANDEZ, CESE - MARIBETH AQUINO
TIME FRAME	3 – 5 minutes
REQUIRED DOCUMENT/S	- Controlled trip tickets - Gasoline receipt - Voucher
REQUIRED FEES	None

FRONTLINE SERVICE	SEMINARS AND TEAM BUILDING
STEP 1	Receiving and recording
STEP 2	Analyze all the attached required documents
STEP 3	Approval and signature
SERVICE PROVIDER/S	- AMELITA CASTILLO - ENGR. OLIVER R. HERNANDEZ, CESE
TIME FRAME	3 – 5 minutes
REQUIRED DOCUMENT/S	- Letter request endorsed by the Head of the Office - Available appropriation from the City Budget Office
REQUIRED FEES	None

Market Operations Division

FRONTLINE SERVICE	MONITORING
STEP 1	Monitor over pricing, hoarding, cleanliness, garbage collection, peace and order, sidewalk vendors and market collection
SERVICE PROVIDER/S	South: - FRANCISCO V. ZATARAIN - MIGUEL RAMOS - ALFREDO GALAURAN - CESAR DEL ROSARIO, JR. - JUANITO MENDADOR North: - EDWIN MACABENTA - SONNY CASIPIT - QUIRINO MATIAS - ARNOLD ISUELA - SHEILA HENSON
TIME FRAME	Daily
REQUIRED DOCUMENT/S	Applicable Documents
REQUIRED FEES	None

FRONTLINE SERVICE	APPREHENSION AND CONFISCATION
STEP 1	Defective weighing scales
STEP 2	Implementation price tag law
SERVICE PROVIDER/S	South: - FRANCISCO V. ZATARAIN - MIGUEL RAMOS - ALFREDO GALAURAN - CESAR DEL ROSARIO, JR. - JUANITO MENDADOR North: - EDWIN MACABENTA - SONNY CASIPIT - QUIRINO MATIAS - ARNOLD ISUELA - SHEILA HENSON
TIME FRAME	Semi-Annually Daily

REQUIRED DOCUMENT/S	Applicable Documents
REQUIRED FEES	As required by law

FRONTLINE SERVICE	DISSEMINATION
STEP 1	New rules and regulations
STEP 2	Taxes
SERVICE PROVIDER/S	South: - FRANCISCO V. ZATARAIN - MIGUEL RAMOS - ALFREDO GALAURAN - CESAR DEL ROSARIO, JR. - JUANITO MENDADOR
	North: - EDWIN MACABENTA - SONNY CASIPIT - QUIRINO MATIAS - ARNOLD ISUELA - SHEILA HENSON
TIME FRAME	As the need arises
REQUIRED DOCUMENT/S	Applicable Documents
REQUIRED FEES	None

FRONTLINE SERVICE	MARKET INSPECTORS REPORT
STEP 1	Receive, compile and summarize market inspector's reports
SERVICE PROVIDER/S	South: - VIRGINIA DE JESUS - GRACIA VICTORIA ONG
	North: - SHEILA HENSON
TIME FRAME	Daily
REQUIRED DOCUMENT/S	Applicable Documents
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>caloocancityca@gmail.com</i> <i>cacosinternal@gmail.com</i>
Telephone Numbers:	(02) 288 – 8811 to 21 loc. 2237/ 2219/ 2225/ 2236 (02) 336 – 5697