

## OFFICE OF THE VICE MAYOR

### VISION

Foreseeing the people of Caloocan as distinctly all GOD fearing, disciplined, with strong desire to help one another.

### MISSION

To formulate an impartial and effective laws towards uplifting the lives of its citizenry.

FRONTLINE SERVICE	COMPLAINTS FOR AGENDA UNDER "OTHER MATTERS"
STEP 1	Receive complaints/ grievances from barangays and individuals; and Complaint Letters from the Office of the Ombudsman and the Department of the Interior and Local Government (DILG).
SERVICE PROVIDER/S	Hon. LUIS MACARIO E. ASISTIO, Vice Mayor (as Presiding Officer of the Sangguniang Panlungsod)
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Complaint Letters/ Memorandum
STEP 2	Verify and endorse complaint/s to the Sangguniang Panlungsod/ Majority Floor Leader for consideration/ inclusion in the scheduling of the Session Agenda.
SERVICE PROVIDER/S	VIRGINIA L. ALEGADO
TIME FRAME	1 day
REQUIRED DOCUMENT/S	18 copies of verified complaint
STEP 3A	SANGGUNIANG PANLUNGSOD – SECRETARIAT SERVICES refer the 18 copies of verified complaints/ memorandum to the committee concerned and members of the Sangguniang Panlungsod, for further investigation – hearing (1 <sup>st</sup> Reading).
STEP 3B	CONCERNED COMMITTEES submit the outcome of the investigation thru a Committee Report to the Sangguniang Panlungsod – Secretariat Services, copy furnished the Office of the Vice Mayor.
STEP 4	Receive and refer copy of the Committee Report from the Sangguniang Panlungsod – Secretariat Services to the Vice Mayor.
SERVICE PROVIDER/S	CRISTINA M. GONZALES
TIME FRAME	5 minutes (every scheduled session)
REQUIRED DOCUMENT/S	Session Agenda
STEP 5A	Review Committee Report.
STEP 5B	Advice Sangguniang Panlungsod – Secretariat Services to include Committee Report for agenda in the next scheduled session.
SERVICE PROVIDER/S	Hon. LUIS MACARIO E. ASISTIO, Vice Mayor (as Presiding Officer of the Sangguniang Panlungsod)
TIME FRAME	1 hour
STEP 6	SANGGUNIANG PANLUNGSOD – SECRETARIAT SERVICES include the Committee Report in the preparation of agenda.
STEP 7	CONCERNED COMMITTEES AND SANGGUNIANG PANLUNGSOD prepare corresponding resolutions/ ordinances.
REQUIRED FEES	None

FRONTLINE SERVICE	ANTI-DRUG CAMPAIGN
STEP 1	Interview the parents of the drug dependent as to their willingness to commit the patient to a Rehabilitation Center upon identification of the latter's extent of addiction.
SERVICE PROVIDER/S	- VIRGINIA L. ALEGADO - ELIZABETH E. BADE - RHODORA C. COLUMBANO
TIME FRAME	30 minutes – 1 hour
REQUIRED DOCUMENTS	<ol style="list-style-type: none"> <li>1. Certificate of Drug Dependency issued by the Department of Health or Dangerous Drugs Board's accredited Physician</li> <li>2. Petition for voluntary submission filed at the Regional Trial Court in the area where the individual is residing</li> <li>3. Court order or Voluntary Submission for treatment and rehabilitation for a drug dependent</li> <li>4. Chest X-ray results showing no findings of any contagious disease</li> <li>5. For residents from 35 years old and up, an ECG result showing that the subject dependent is able to withstand treatment</li> <li>6. For women, pregnancy test with a negative result</li> </ol>
STEP 2	Refer patients to the Caloocan Anti-Drug Abuse Council (CADAC) for aid and assistance.
SERVICE PROVIDER/S	- VIRGINIA L. ALEGADO - ELIZABETH E. BADE - RHODORA C. COLUMBANO
TIME FRAME	30 minutes – 1 hour
STEP 3	Periodic follow-up of results from CADAC.
SERVICE PROVIDER/S	- VIRGINIA L. ALEGADO - ELIZABETH E. BADE - RHODORA C. COLUMBANO
TIME FRAME	6 – 12 months (historic)
REQUIRED FEES	None

**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:** *[caloocan\\_vmo@yahoo.com](mailto:caloocan_vmo@yahoo.com)*

**Telephone Numbers:** **(02) 288 – 8811 to 21 loc. 2292**