



## **Office of the Vice-Mayor External Services**



## 1. Receiving of correspondences, request letters, checks and other similar documents

Clerical and administrative functions of the City Vice-Mayor's Office that processes requests that require signature.

<b>Office or Division:</b>	Office of the City Vice-Mayor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 original copy, 1 Photocopy)		Requesting Client		
2. Valid I.D. (1 Photocopy)		Requesting Client		
<b>For medical assistance:</b>				
1. Medical Certificate or Abstract (1 Photocopy)		Hospital		
<b>For burial assistance:</b>				
1. Death Certificate (1 Photocopy)		Local Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit correspondences, request letters, checks and other similar documents to the Office of the Vice Mayor Secretariat	1. Receive the correspondences, request letters, checks and other similar documents and indicate the date and time.	None	3 minutes	<i>Local Legislative Aide</i> Office of the Vice-Mayor
2. Wait for the request to be processed	2. Process and release the request.	None	15 days	<i>Local Legislative Aide</i> Office of the Vice Mayor
	<b>TOTAL:</b>	<b>None</b>	<b>15 Days and 3 Minutes</b>	

Note:

- Processing time can also vary depending on the nature of the request and availability of resources.



## 2. Providing copies of Resolutions and Ordinances

The Office of the Vice-Mayor can furnish copies of resolutions and ordinances passed by the City Council to clients that need them.

<b>Office or Division:</b>	Office of the City Vice-Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original copy, 1 Photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter.	1.1 Receive request letter.	None	1 minutes	<i>Private Secretary I</i> Office of the Vice-Mayor
	1.2 Endorse request to the Sangguniang Panlungsod Secretariat.		2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>3 Minutes</b>	



### 3. Scheduling of Appointments

The Office of the Vice-Mayor can schedule the City Vice-Mayor for appointments requested by the constituents of the City of San Pedro.

<b>Office or Division:</b>	Office of the City Vice-Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Invitation (1 Original Copy, 1 Photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of invitation.	1. Receive request letter and advise client on availability of the Vice-Mayor.	None	1 day	<i>Private Secretary / Office of the Vice-Mayor</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day</b>	



#### 4. Availing of Various Assistance

The Office of the Vice-Mayor can provide and approve requests for assistance for requests of various natures. This includes Financial, Medical, Burial, and Motor Vehicle Assistance.

<b>Office or Division:</b>	Office of the City Vice-Mayor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens of San Pedro			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Invitation (1 original copy, 1 Photocopy)		Requesting Client		
<b>For medical assistance:</b>				
1. Medical Certificate or Abstract (1 Photocopy)		Hospital		
<b>For burial assistance:</b>				
1. Death Certificate (1 Photocopy)		Local Civil Registrar's Office		
<b>For motor vehicle assistance:</b>				
1. Request slip (1 Original Copy, 1 Photocopy)		Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter along with pertinent attachments.	1. Receive request letter and process the request.	None	5 days	<i>Private Secretary /</i> Office of the Vice-Mayor
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	