

Office of the City Mayor

Internal Services

1. Approval on All Requests/Communications from the Departments/Units Concerned

The City Government Departments can issue requests to the Office of the Mayor for various purposes to exercise their respective functions effectively.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Department/Unit		
2. All attachments to the letter (1 Original Copy, 1 Photocopy depending on the document)		Requesting Department/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request letter.	None	2 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Segregate incoming documents and prepare summary.	None	3 minutes	<i>Private Secretary Or Administrative Officer IV Or Executive Assistant IV</i> City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and its related documents.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
	1.3 Encode the outgoing documents and forward it to the respective department or office.	None	3 minutes	<i>Clerk</i> City Mayor's Office
TOTAL:		None	1 Day and 8 Minutes	

2. Approval on Financial Assistance – Php 5,000 and above

The City Social Welfare and Development Office (CSWDO) handles various financial assistance. Requests (medical, burial and other kind of assistance) of the City amounting to Php 5,000.00 and above. Before releasing it to the beneficiary, they must first seek approval from the Office of the City Mayor.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract/Medical Certificate (1 Original Copy)		Hospital where the client is admitted		
2. Certificate of Indigency (1 Original Copy)		Barangay Hall where the client resides		
3. Funeral Contract (1 Original or Certified True Copy)		Funeral Parlor		
4. Death Certificate (1 Certified True Copy) – in case of Burial Assistance		City Civil Registrar's Office (CCRO)		
5. Voter's Certification (1 Original Copy)		COMELEC San Pedro		
6. Valid Government Issued I.D. (1 Photocopy)		Any government agency that issues valid identification.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit financial assistance request with the attached case study signed by the CSWDO Head and other supporting documents.	1. Check, receive and encode the Financial, Medical or Burial Assistance and endorse to the City Mayor for approval.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Review, approve and indicate the amount of financial assistance to be given.	None	3 minutes	
	1.2 Encode the approved Financial Assistance and forward to the City	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
		None	3 minutes	<i>Clerk</i> City Mayor's Office

	Budget Office for Obligation Request (OBR) preparation.			
	TOTAL:	None	1 Day and 8 Minutes	

Office of the City Mayor

External Services

1. Free Use of Monobloc Chairs, Tables and Tents

Clients may request for logistical assistance from the Office of the Mayor, such as borrowing of monobloc chairs, tables, tents, parachute tents, steel barriers and stage for their events.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Department/Unit		
2. Valid I.D. (1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive the request letter and hand the Client Borrower's Information Slip to be filled-out.	None	3 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward request letter to the City Mayor or Executive Assistant IV for approval.	None	2 minutes	<i>Private Secretary Or Clerk</i> City Mayor's Office
	1.2 Affix note for approval and endorsement to concerned personnel.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
	1.3 Schedule the delivery of said items upon the approval of the City Mayor or Executive Assistant IV a day before the event or occasion.	None	5 minutes	<i>Private Secretary</i> City Mayor's Office
TOTAL:		None	1 Day and 10 Minutes	

2. Transportation Services for Official Business/Travels and Other Social Services (Funeral)

Transport can be availed of from the Office of the Mayor for use in official travels for mobility of the constituents of the City of San Pedro

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive the request letter for vehicle.	None	2 minutes per request	<i>Clerk</i> City Mayor's Office
	1.1 Forward the letter to the City Mayor/Private Secretary for approval.	None	3 minutes per request	<i>Administrative Officer IV Or Clerk</i> City Mayor's Office
	1.2 Affix note for approval and endorsement to the concerned personnel.	None	1 day	<i>City Mayor Or Executive Assistant IV Or Private Secretary II</i> City Mayor's Office
	1.4 Endorse the approved letter to General Services Office for dispatch.	None	5 minutes per request	<i>Administrative Officer Or Clerk</i> City Mayor's Office
TOTAL:		None	1 Day and 10 Minutes	

3. Provision of Food for Events

In events conducted by groups of the City of San Pedro, food can be requested which will be served to the participants.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward the request to the City Mayor/Executive Assistant IV for approval.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and its related documents.	None	1 day	<i>City Mayor Or Executive Assistant IV</i> City Mayor's Office
	1.4 Coordinate with the supplier on the order and processing of food request.	None	5 minutes	<i>Private Secretary</i> City Mayor's Office
	1.5 Contact the requestor as to the place and time of pick-up and delivery.	None	5 minutes	<i>Private Secretary</i> City Mayor's Office
TOTAL:		None	1 Day and 20 Minutes	

4. Scheduling of Local Chief Executive (LCE) Activities

For those who wish to request for the LCE to make an appearance, a request can be made with the Office of the Mayor. This includes

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request letter.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward the request letter to the clerk assigned and Executive Assistant IV for inclusion to the schedule.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.2 Prepare the appropriate schedule based on the availability and approval of the LCE.	None	1 day	<i>Private Secretary</i> City Mayor's Office
TOTAL:		None	1 Day and 10 Minutes	

5. Scheduling and Approval of Events Place

For those who wish to request for the LCE to make an appearance, a request can be made with the Office of the Mayor. This includes San Pedro Astrodome and Rosario Complex Evacuation Center.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy, 1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of the City Mayor.	1. Receive and encode the request letter.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Forward the letter request for approval.	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.2 Review, sign and make the appropriate marginal note on the request and endorse it to the respective secretary.	None	1 day	<i>City Mayor</i> Or <i>Executive Assistant IV</i> City Mayor's Office
	1.3 Prepare the appropriate schedule based on the availability of the events place.	None	15 minutes	<i>Clerk</i> City Mayor's Office
	1.4 Inform the requestor/groups as to the confirmed schedule of their usage of the events place.	None	5 minutes	<i>Clerk</i> City Mayor's Office
TOTAL:		None	1 Day and 30 Minutes	

6. Approval of Financial Assistance (Araw ng Mamamayan) – Php 4,000 and Below

The City Social Welfare and Development Office (CSWDO) handles various financial assistance requests (medical, burial and other kind of assistance) of the City amounting to Php 4,000.00 and below.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of San Pedro			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract or Medical Certificate (1 Certified True Copy)		Hospital where the client is admitted		
2. Certificate of Indigency (1 Original Copy)		Barangay hall where the client resides		
3. Funeral Contract (1 Original or Certified True Copy)		Funeral parlor		
4. Death Certificate (1 Certified True Copy)		City Civil Registrar's Office (CCRO)		
5. Voter's Certification (1 Original Copy)		COMELEC San Pedro		
6. Valid I.D. (1 Photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive the batches of Financial Assistance Documents from the City Social Welfare and Development Office (CSWDO)	None	5 minutes	<i>Clerk</i> City Mayor's Office
	1.1 Review and assess each FA documents and indicate the amount of financial assistance to be given.	None	3 minutes	<i>Executive Assistant IV Or Private Secretary II</i> City Mayor's Office
	1.2 Prepare the Obligation Requests with the	None	1 Hour	<i>Private Secretary II Or Clerk</i>

attached batches for signature of the Mayor.				City Mayor's Office
1.3 Approve and sign the Obligation Requests and the batches of FA documents.	None		1 day	<i>City Mayor</i> City Mayor's Office
1.4 Endorse the Obligation Request to the City Budget for signature and encoding in the system.	None			<i>Clerk</i> City Mayor's Office
1.5 Receive and record the Obligation Request from the Budget Office.	None		5 minutes	<i>Clerk</i> City Mayor's Office
1.6 Endorse the signed obligation request to the Accounting Office.	None		5 minutes	<i>Clerk</i> City Mayor's Office
1.7 Process the OBR and DV for signature of Budget, Accounting and Check Preparation for Treasury.	None		1 day	<i>Accounting Staff</i> City Accounting Office
1.8 Sign the financial check and its DV.	None		1 day	<i>City Mayor</i> City Mayor's Office
1.9 Record signed check and forward to the City Accounting Office.	None		5 minutes	<i>Private Secretary II Or Clerk</i> City Mayor's Office

	1.10 Inform/contact client through text or call for the date and time of release for the Araw ng Mamamayan.	None	5 minutes	Clerk City Mayor's Office
2. Proceed to the Atrium Hall of the City Hall Building on the given time and date as per the batch of Araw ng Mamamayan	2. Release the amount to the client.	None	5 minutes	Clerk City Mayor's Office Or Disbursing Clerk City Treasurer's Office
	TOTAL:	None	3 Days, 1 Hour and 28 Minutes	

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the client feedback form available per office and drop it at their respective designated feedback box located inside. City Hall Trunkline - (02) 8808-2020 E-mail Address: paio.cityofsanpedro@gmail.com
How feedbacks are processed	At the beginning of every month, the assigned Officer collects the filled-out feedback forms from the respective departments from the previous month, compiles and records the same. The assigned officer will prepare the Client Satisfaction Report (CSR) every month.
How to file a complaint	Accomplish the client feedback form that is available per office and drop it at their respective designated feedback box located inside. Client may also send an e-mail or write a letter to the Office of the Mayor or the concerned office. They can be also through telephone call via trunkline at (02) 8808-2020 Email: paio.cityofsanpedro@gmail.com
How complaints are processed	Complaints based on the submitted CSR, letters or e-mails will be reported to the Committee on Anti-Red Tape (CART) for evaluation. CART will give the erring employee/s three (3) days upon receipt to answer the complaint.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8-478-5093 PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

VII. Office Directory

Trunkline Number: (02) 8808-2020

Office	Address	Contact Information
Office of the Mayor	4/F, City Hall of San Pedro, San Pedro City	Local 401
Office of the Mayor Staff	4/F, City Hall of San Pedro, San Pedro City	Local 411/412
Office of the Executive Assistant	4/F, City Hall of San Pedro, San Pedro City	Local 413 (02) 8869-2706
Office of the City Administrator	4/F, City Hall of San Pedro, San Pedro City	Local 320/410
City Legal Office	4/F, City Hall of San Pedro, San Pedro City	Local 409
City Budget Office	4/F, City Hall of San Pedro, San Pedro City	Local 408
General Services Office	4/F, City Hall of San Pedro, San Pedro City	Local 405 (02) 8847-6606
City Planning and Development Coordinator's Office	4/F, City Hall of San Pedro, San Pedro City	Local 406/407
City Information and Communications Technology Office	4/F, City Hall of San Pedro, San Pedro City	Local 403
Office of the Vice-Mayor	3/F, City Hall of San Pedro, San Pedro City	Local 323 (02) 8292-8227
Sangguniang Panlungsod Secretariat	3/F, City Hall of San Pedro, San Pedro City	(02) 8553-0773
City Urban Development and Housing Office	3/F, City Hall of San Pedro, San Pedro City	Local 301
City Health Office	3/F, City Hall of San Pedro, San Pedro City	Local 302
City Public Affairs and Information Office	2/F, City Hall of San Pedro, San Pedro City	Local 217 (02) 8847-6417
City Environment and Natural Resources Office	2/F, City Hall of San Pedro, San Pedro City	Local 208
City Health Office – Sanitation	2/F, City Hall of San Pedro, San Pedro City	Local 207
City Planning and Development Coordinator's Office – Zoning Administration	2/F, City Hall of San Pedro, San Pedro City	Local 204
City Cooperative and Livelihood Development Office	2/F, City Hall of San Pedro, San Pedro City	Local 119
City Engineering Office	2/F, City Hall of San Pedro, San Pedro City	Local 202/203
Office of the Building Official	2/F, City Hall of San Pedro, San Pedro City	Local 205/206

Business Permits and Licensing Office	G/F, City Hall of San Pedro, San Pedro City	Local 116/117
City Civil Registrar's Office	G/F, City Hall of San Pedro, San Pedro City	Local 108
City Accounting Office	G/F, City Hall of San Pedro, San Pedro City	Local 104/105
City Assessor's Office	G/F, City Hall of San Pedro, San Pedro City	Local 112/113/114
City Treasurer's Office	G/F, City Hall of San Pedro, San Pedro City	Local 110/111 (02) 8868-0143
Public Employment and Services Office	G/F, City Hall of San Pedro, San Pedro City	Local 107
City Human Resources and Management Office	G/F, City Hall of San Pedro, San Pedro City	Local 102/103
City Veterinary Office	B/F, City Hall of San Pedro, San Pedro City	Local 109
City Agriculture Office	B/F, City Hall of San Pedro, San Pedro City	Local 109
Public Order and Safety Office – Transportation Regulatory Unit	B/F, City Hall of San Pedro, San Pedro City	Local 211
Public Order and Safety Office – Civil Security Unit	B/F, City Hall of San Pedro, San Pedro City	Local 127
Public Order and Safety Office – CCTV	B/F, City Hall of San Pedro, San Pedro City	Local 214 (02) 8533-3384
City Social Welfare and Development Office	B/F, City Hall of San Pedro, San Pedro City	Local 210
Office of the Senior Citizen Affairs	B/F, City Hall of San Pedro, San Pedro City	Local 122