

Office of the City Administrator Internal Services

1. Preparation of Executive Order

An Executive Order is a directive issued by the Local Chief Executive stating mandatory requirements and/or for compliance of all the offices of the City Government. This has the effect of law. This is issued in relation to a law passed by Congress or based on certain directives of the Office of the President cascaded to the concerned National Agencies

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instructional Note from the City Mayor (1 Original or 1 Photocopy)		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instructional note to Admin Office.	1. Receive the Instructional Note	None	3 minutes	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the instructional note to City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the Executive Order (E.O.).	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Conduct research on enabling laws, policies/directives from the national agencies relative to the subject of the order and draft the same, and then submit to City Administrator	None	1 hour	<i>Admin Staff</i> City Administrator's Office

for advice and/or comment.				
1.4 Refer draft E.O. to the City Legal Office for further evaluation and/or editing and finalization.	None	1 hour	<i>Admin Staff</i> City Administrator's Office	
1.5 If there are corrections and/or additional inputs, the edit the E.O.	None	15 minutes	<i>Admin Staff</i> City Administrator's Office	
1.6 Forward the finalized E.O. is submitted to the Office of the City Mayor for signature.	None	10 minutes	<i>Admin Staff</i> City Administrator's Office	
TOTAL:	None	2 Hours and 35 Minutes		

2. Preparation of Memorandum Circular

This document is an act of the Local Chief Executive on matters relating to internal administration desired to bring to the attention of all or some of the departments or offices of the City Government, for information or compliance.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instructional Note from the City Mayor (1 Original or 1 Photocopy)		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instructional note to Admin Office	1. Receive the Instructional Note	None	3 minutes	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the circular	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Conduct research on enabling policies/directives from the national agencies related to the subject of the circular, and draft the same and then submit to the City Administrator for advice and/or finalization.	None	30 minutes	<i>Admin Staff</i> City Administrator's Office
	1.4 If there are corrections and/or	None	10 minutes	<i>Admin Staff</i> City

	additional inputs, edit the Circular.			Administrator's Office
	1.5 Submit finalized Circular to the Office of the City Mayor for signature.	None	10 minutes	<i>Admin Staff</i> City Administrator's Office
	TOTAL:	None	1 Hour	

3. Preparation of Memorandum Order

This document is a simple instructional document for all the employees and heads of offices on particular issues and concerns that the Local Chief Executive wants to implement and/or attend to by the employees.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Mayor, Executive Assistant and City Administrator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instructional Note from the City Mayor, City Administrator or Executive Assistant (1 Original or 1 Photocopy)		OM/CAO/OEA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instructional note to Admin Office.	1. Receive the Instructional Note.	None	3 minutes	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the memo.	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Draft the memo and submit the same to the City Administrator for finalization.	None	20 minutes	<i>Admin Staff</i> City Administrator's Office
	1.4 If there are corrections and/or additional inputs, edit the memo.	None	10 minutes	<i>Admin Staff</i> City Administrator's Office
1.5 Submit finalized memo to		None	10 minutes	<i>Admin Staff</i> City



	the Office of the City Mayor for signature.			Administrator's Office
	TOTAL:	None	50 Minutes	



Office of the City Administrator External Services

1. Endorsement for Psychological Examination for Applicants of Polytechnic University of the Philippines (PUP) - San Pedro Campus Teaching Staff

This endorsement letter is necessary and required by the Polytechnic University of the Philippines Main Campus to ensure that all applicant(s) for Teaching Staff at PUP San Pedro Campus have the endorsement of the Office of the Mayor.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals whose qualifications match the requirements of PUP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the letter application of the applicant addressed to the President of the Polytechnic University of the Philippines Main Campus (1 Original Copy)		Applicant		
2. Endorsement Letter addressed to the Mayor from the Director of PUP San Pedro Campus - (1 Original Copy)		Office of the PUP Campus Director		
3. Supporting papers of the Applicant such as Resumes, Transcript of Records, Clearances, etc. (1 Original Copy for every supporting paper, except TOR where a photocopy suffices)		Issuing government agencies such as DEPED, police Station, barangay, etc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any staff of the City Administrator's office	1. Receive the Required Documents and review the same.	None	5 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Approve or disapprove, and subsequently,	None	3 minutes	<i>City Administrator</i> City

order to put into motion any appropriate action to be taken.				Administrator's Office
1.3 Prepare the letter of endorsement.	None	10 minutes		<i>Admin Staff</i> City Administrator's Office
1.4 Sign the Endorsement.	None	3 minutes		<i>City Administrator</i> City Administrator's Office
TOTAL:	None	23 Minutes		

2. Endorsements for PUP College Entrance Test (PUPCET) Examinees who failed said exam

This endorsement letter is necessary and required by the Polytechnic University of the Philippines San Pedro Campus for the reconsideration and/or "Waiver" of PUPCET Examinees who failed said exam.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PUPCET Examinees who failed the exam			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PUPCET Result/Score (1 Original Copy)		PUP San Pedro Registrar		
2.Junior and Senior High School Cards (1 Original Copy each)		School(s) where examinee graduated		
3. Letter Request of Examinee (1 Original Copy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator	1. Receive the Required Documents and review the same.	None	5 minutes for all the documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Prepare the letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.3 Sign of the approved endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
TOTAL:		None	14 Minutes	

3. Endorsements for Financial Assistance from various Government Agencies

This endorsement letter is necessary and required by the concerned government agencies to ensure the validity and authenticity of the assistance requested by residents of the City.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PUPCET Examinees who failed the exam			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate/Abstract (1 Certified True Copy)		Hospital where patient is confined		
2. Hospital Bills/Quotation/Treatment Protocol (1 Certified True Copy)		Hospital where patient is confined		
3. Certificate of Indigency (1 Original Copy)		Barangay government where patient resides		
4. Social Case Study (1 Original Copy)		CSWDO		
5. Letter Request of Patient or Family Member (1 Original Copy)		Patient's family		
6. Certificate of Voter's Registration (optional) (1 Original or 1 Certified True Copy)		Local COMELEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator	1. Receive the Required Documents and review the same	None	7 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Prepare the letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Sign of the approved endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
TOTAL:		None	14 Minutes	

4. Endorsement for Work Placement for Resident Applicants

This endorsement letter is necessary in the application for work in some companies to ensure that applicant is a resident of the City.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro searching for work			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume of the Applicant (1 Original Copy)		Applicant		
2. Letter request for endorsement (1 Original Copy)		Applicant		
3. Clearances (Barangay, Police, NBI, etc. (1 Original Copy)		Concerned Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. Receive the Required Documents and review the same.	None	5 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Prepare the letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.3 Sign the Approved endorsement letter	None	2 minutes	<i>City Administrator</i> City Administrator's Office
TOTAL:		None	14 Minutes	

5. Request for Data from students, business sectors, institutions

The data to be provided the students, business sector and other institutions would play vital role to complete the research and/or project being undertaken.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents, students and/or business owners, institutions in San Pedro who are required to undergo such studies/research			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for data/information (1 Original Copy)		Applicant		
2. Endorsement from the School (1 Original Copy)		School where applicant is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. The City Administrator's Office Staff shall receive the Required Documents, review the same.	None	3 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Approve or disapprove the request.	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Refer the applicant to the concerned office(s) for the provision of data requested for upon approval.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
TOTAL:		None	15 Minutes	

6. Endorsement for On-the-Job Training (OJT)

This endorsement letter is necessary in the application for On-the-Job Training work in some companies to ensure that applicant is a resident of the City and duly sanctioned by the school.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident -students of San Pedro who are required to undergo OJT.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Resume of the Applicant (1 Original Copy)		Applicant		
2.Letter request for endorsement (1 Original Copy)		Applicant		
3. Endorsement from the School (1 Original Copy)		School where applicant is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. Receive the Required Documents and review the same	None	5 minutes for documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Prepare the endorsement letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.3 Sign the endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
TOTAL:		None	14 Minutes	

7. Endorsement for Work Permit for City Residents working in other Local Government Units

This endorsement letter is necessary as other Local Government Units (LGUs) require endorsement from the City Mayor where the applicant resides before they issue Work Permits.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro who are to work outside the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Checklist of requirements from the LGU where applicant is to work (1 Original Copy)		Office of the Mayor of LGU Concerned		
2. Proof that applicant has to work in the LGU (1 Original Copy)		Would-be employer		
3. Proof of residence of applicant (Clearance Certificate) (1 Original Copy)		Concerned Barangay Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office	1. Receive the Required Documents and review the same.	None	5 minutes for all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Prepare the endorsement letter.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Sign the endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
	TOTAL:	None	12 Minutes	

8. Issuance of Endorsement Letter for Philippine National Police (PNP), Bureau of Fire Protection (BFP) Bureau of Jail Management and Penology (BJMP), Armed Forces of the Philippines (AFP) Applicants

This endorsement letter is necessary as the Department of the Interior and Local Government (DILG) offices and/or Armed Forces of the Philippines (AFP) requires for the same to show the veracity of the residence of the applicant and his/her person, including probity.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro applying for enlistment at PNP and/or AFP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Barangay Government where applicant resides		
2. Police Clearance (1 Original Copy)		San Pedro City Police Station		
3. Nat'l Bureau of Investigation Clearance (1 Original Copy)		National Bureau of Investigation (NBI)		
4. Court Clearances (1 Original Copy)		Regional/Municipal Trial Courts		
5. Prosecutor's Clearance (1 Original Copy)		City Prosecutor's Office		
6. Board/NAPOLCOM Result (For PNP) (1 Original Copy)		NAPOLCOM Board /Professional Regulations Commission (PRC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office.	1. Receive the Required Documents and review the same.	None	5 minutes in reviewing all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Staff of the City Administrator prepares the letter.	Php 100.00 for every endorsement	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 The City Administrator sign the endorsement letter.	None	2 minutes	<i>City Administrator</i> City Administrator's Office
TOTAL:		Php 100.00	12 Minutes	

9. Issuance of Mayor's Clearance

This document is necessary in almost all transactions at the Department of the Interior and Local Government (DILG) offices and/or Armed Forces of the Philippines (AFP), Office of the Civil Record General requires for the same to show the veracity of the residence of the applicant and his/her person, including the probity.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Pedro applying for enlistment at PNP and/or AFP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Barangay Government where applicant resides		
2. Police Clearance (1 Original Copy)		San Pedro City Police Station		
3. Nat'l Bureau of Investigation Clearance(1 Original Copy)		National Bureau of Investigation (NBI)		
4. Court Clearances (1 Original Copy)		Regional/Municipal Trial Courts		
5. Prosecutor's Clearance (1 Original Copy)		City Prosecutor's Office		
6. PRC Board Result/Napolcom Exam Result (For PNP) (1 Original Copy)		Professional Regulations Commission (PRC), Napolcom Board		
7. Official Receipt (OR) for the payment (1 Original Copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office.	1. Receive the Required Documents and review the same.	None	7 minutes in reviewing all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Issue Order of Payment and direct the applicant to pay the amount at the City Treasurers Office.	Php 100.00 per clearance	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Receive the Official Receipt and prepare the clearance.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
	1.3 Sign the Mayor's	None	2 minutes	<i>City Administrator</i>

	Clearance.			City Administrator's Office
	TOTAL:	None	16 Minutes	

10. Conduct of Technical Conference/meeting with different organizations/sectors

Due to the many issues and concerns of different sectors that require the intervention and/or assistance of the City Government, the City Administrator's Office, being the alter-ego of the Office of the Mayor, calls and presides technical conferences/meetings to address and/or find solutions to problems raised and/or sought for by the many sectors of the City.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All sectors in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter asking for assistance and/or complaints from affected sectors (1 Original Copy)		Affected sectors/Organizations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request and/or complaints on certain issue/concern affecting them the sector concerned	1. Receive the request letter and log the same in the record book.	None	2 minutes in receiving and logging of letter	<i>Admin Staff</i> City Administrator's Office
	1.1 Submit the letter to the City Administrator for evaluation and eventual courses of action to be undertaken.	None	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Read the letter & direct the staff to write letters of invitation for the Technical Conference/meeting.	None	5 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Prepare the letter.	None	5 minutes per invite	<i>Admin Staff</i> City Administrator's Office
	1.4 Sign the letter invitations.	None	2 minutes per invite	<i>Admin Staff</i> City Administrator's Office

	TOTAL:	None	16 Minutes (or more depending on the number of invitees)	
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11. Issuance of Mayor's Special Permit

Aside from the regular permits being issued by the Business Permits and Licensing Office (BPLO), the City Government, through the City Administrator, issues Special Permits for various promotional and/or business activities in the city which last for a short duration of time. This includes Motorcades, Ricordia, Tianggean/Perya, Promotional Activities, etc.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business establishments and/or residents having special events			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Business Clearance (1 Original Copy)		Barangay Government where the event is to take place		
2. Letter request for permission for the event(1 Original Copy)		Applicant		
3. Authority/Contract issued by the owner of the venue where the event would be held (1 Original Copy)		Owner of venue		
4. Official Receipt (OR) for the payment (1 Original Copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents listed above to any employee of the City Administrator's Office .	1. Receive and review the Required Documents, and submit the same to the City Administrator for approval.	None	5 minutes in reviewing all documents	<i>Admin Staff</i> City Administrator's Office
	1.1 Issue Order of Payment and direct the applicant to pay the amount at the City Treasurers Office.	Varies depending on the event but not below Php 500.00	2 minutes	<i>Admin Staff</i> City Administrator's Office
	1.2 Receive the Official Receipt and prepare the Special Permit. 1.3 Sign the Special Permit.	None	5 minutes	<i>Admin Staff</i> City Administrator's Office
		None	2 minutes	<i>City Administrator</i> City



LUNGGOD NG
SAN PEDRO
UNA SA LAGUNA

				Administrator's Office
	TOTAL:	Not below PHP 500.00	14 Minutes	