

# 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 Ma	avor		
	REQUIREMENTS WHERE TO SECURE			
1.Instructional Note	from the City	Office of the	Moyor	
Mayor (1 Original o	r 1 Photocopy)	Office of the	е імауоі	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Instructional note to Admin Office.	Receive the Instructional Note	None	3 minutes	Admin Staff City Administrator's Office
	1.1 Submit the instructional note to City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the Executive Order (E.O.).	None	5 minutes	City Administrator 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 for advice and/or comment.	None	1 hour	Admin Staff City Administrator's Office





1.4 Refer draft E.O. to the City Legal Office for further evaluation and/or editing and finalization.	None	1 hour	Admin Staff City Administrator's Office
1.5 If there are corrections and/or additional inputs, the edit the E.O.	None	15 minutes	Admin Staff 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	Admin Staff 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.

0.55	T				
Office or Division:	City Administrator's Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Office of the City Ma	avor			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1.Instructional Note		Off: f 11			
Mayor (1 Original o		Office of the	e Mayor		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit     Instructional note     to Admin Office	1. Receive the Instructional Note	None	3 minutes	Admin Staff City Administrator's Office	
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office	
	1.2 Read the note and instruct the concerned staff to draft the circular	None	5 minutes	City Administrator 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	Admin Staff City Administrator's Office	
	1.4 If there are corrections and/or	None	10 minutes	Admin Staff 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	Admin Staff 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.

0.55				
Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government	to Governm	ent	
Who may avail:	City Mayor, Executi	ve Assistant	and City Administr	ator
	REQUIREMENTS WHERE TO SECURE			
1.Instructional Note				_
Mayor, City Adminis	_	OM/CAO/O	EA	
Assistant (1 Origina				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Instructional note to Admin Office.	Receive the Instructional Note.	None	3 minutes	Admin Staff City Administrator's Office
	1.1 Submit the instructional note to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office
	1.2 Read the note and instruct the concerned staff to draft the memo.	None	5 minutes	City Administrator City Administrator's Office
	1.3 Draft the memo and submit the same to the City Administrator for finalization.	None	20 minutes	Admin Staff City Administrator's Office
	1.4 If there are corrections and/or additional inputs, edit the memo.	None	10 minutes	Admin Staff City Administrator's Office
	1.5 Submit finalized memo to	None	10 minutes	Admin Staff City



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



# 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			
Who may avail:	Individuals whose q	ualifications		
	REQUIREMENTS		WHERE TO SEC	URE
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 Le the Mayor from the San Pedro Campus Copy)	Director of PUP s - (1 Original	Office of the	e PUP Campus Dir	ector
such as Resumes, Records, Clearance Copy for every sup	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		ernment agencies on, barangay, etc	such as DEPED,
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	Admin Staff City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office
	I .			





motion any appropriate action to be taken.			Office
1.3 Prepare the letter of endorsement.	None	10 minutes	Admin Staff City Administrator's Office
1.4 Sign the Endorsement.	None	3 minutes	City Administrator 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 Examinee	s who failed	the exam	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1.PUPCET Result/S Copy)	Score (1 Original	PUP San P	edro Registrar	
	High School Cards	School(s) w	here examinee gra	aduated
3. Letter Request o 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.  1.1 Submit the Request Letter to the City Administrator for appropriate action.	None None	5 minutes for all the documents  2 minutes	Admin Staff City Administrator's Office  Admin Staff City Administrator's Office
	1.2 Prepare the letter.	None	5 minutes	Admin Staff City Administrator's Office
	1.3 Sign of the approved endorsement letter.	None	2 minutes	City Administrator 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 Examines	s who failed	the evem	
	REQUIREMENTS	S WIIO IAIIEU	WHERE TO SEC	IIRE
Medical Certifica				
Certified True Copy	•	Hospital wh	ere patient is confi	ined
2. Hospital Bills/Qui Protocol (1 Certified		Hospital wh	ere patient is confi	ined
3. Certificate of Indi	igency (1 Original	Barangay g	overnment where	patient resides
4. Social Case Stud	dy (1 Original Copy)	CSWDO		
5. Letter Request o Member (1 Original	f Patient or Family	Patient's far	mily	
6. Certificate of Voter's Registration (optional) (1 Original or 1 Certified True Copy)		Local COMELEC		
- 1 7 /				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS  1. Submit all documents listed above to any employee of the	AGENCY ACTIONS  1. Receive the Required Documents and review the same	FEES TO BE PAID None		PERSON RESPONSIBLE  Admin Staff City Administrator's Office
CLIENT STEPS  1. Submit all documents listed above to any	ACTIONS  1. Receive the Required Documents and	BE PAID	<b>TIME</b> 7 minutes for all	RESPONSIBLE  Admin Staff City Administrator's
CLIENT STEPS  1. Submit all documents listed above to any employee of the	ACTIONS  1. Receive the Required Documents and review the same  1.1 Prepare the	BE PAID None	7 minutes for all documents	RESPONSIBLE  Admin Staff City Administrator's Office  Admin Staff City Administrator's





#### 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	G2C – Government	to Citizon		
Transaction:				
Who may avail:	Residents of San P	edro searchir		
	REQUIREMENTS		WHERE TO SEC	URE
1.Resume of the Ap		Applicant		
2.Letter request for Original Copy)	`	Applicant		
3. Clearances (Bara etc. (1 Original Cop		Concerned	Government Agen	icies
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	Receive the Required Documents and review the same.      Submit the Request Letter to	None None	5 minutes for all documents  2 minutes	Admin Staff City Administrator's Office  Admin Staff City Administrator's
	the City Administrator for appropriate action.  1.2 Prepare the letter.	None	5 minutes	Administrator's Office  Admin Staff City
	16tt61.			Administrator's Office
	1.3 Sign the Approved endorsement letter	None	2 minutes	City Administrator 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.

	T			
Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	Residents, students	and/or busi	ness owners, insti	tutions in San
	Pedro who are requ	ired to under		
	REQUIREMENTS		WHERE TO SEC	URE
Original Copy)	r data/information (1	Applicant		
2. Endorsement fro Original Copy)	m the School (1	School whe	re applicant is enr	olled
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	Admin Staff City Administrator's Office
	1.1 Submit the Request Letter to the City Administrator for appropriate action.	None	2 minutes	Admin Staff City Administrator's Office
	1.2 Approve or disapprove the request.	None	5 minutes	City Administrator 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	Admin Staff 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.

0.55	T				
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.				
	REQUIREMENTS		WHERE TO SECURE		
1.Resume of the Ap		Amuliaant			
Copy)		Applicant			
2.Letter request for	endorsement (1	Applicant			
Original Copy)		Applicant			
3. Endorsement fro Original Copy)	m the School (1	School whe	re applicant is enr	olled	
<u> </u>	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit all	1. Receive the	None	5 minutes for	Admin Staff	
documents listed	Required		documents	City	
above to any	Documents and			Administrator's	
employee of the	review the same			Office	
City					
Administrator's	1.1 Submit the	None	2 minutes	Admin Staff	
Office	Request Letter to			City	
	the City			Administrator's	
	Administrator for			Office	
	appropriate				
	action.				
	1.2 Prepare the	None	5 minutes	Admin Staff	
	endorsement			City	
	letter.			Administrator's	
				Office	
	1.3 Sign the	None			
	endorsement		2 minutes	City	
	letter.			Administrator	
				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 F	edro who are	e to work outside t	he city	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
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 application the LGU (1 Original		Would-be e	mployer		
	Proof of residence of applicant (Clearance Certificate) (1 Original		Concerned Barangay Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all	1. Receive the	None	5 minutes for all	Admin Staff	
documents listed	Required		documents	City	
above to any	Documents and			Administrator's	
employee of the	review the same.			Office	
City Administrator's Office	1.1 Prepare the endorsement letter.	None	5 minutes	Admin Staff City Administrator's Office	
	1.2 Sign the endorsement letter.	None	2 minutes	City Administrator 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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Residents of San F	Pedro applyin	g for enlistment at	PNP and/or AFP
	REQUIREMENTS	WHERE TO SECURE		
1. Barangay Cleara	nce (1 Original	Barangay G	Sovernment where	applicant resides
Copy)  2. Police Clearance	(1 Original Conv.)	San Pedro (	City Police Station	
3. Nat'l Bureau of Ir				
Clearance (1 Origin		National Bu	reau of Investigati	on (NBI)
4. Court Clearances	s (1 Original Copy)	Regional/M	unicipal Trial Cour	ts
5. Prosecutor's Clea	arance (1 Original	City Prosec	utor's Office	
6. Board/NAPOLCO		NAPOLCOM Board /Professional Regulations		
PNP) (1 Original Co		Commission		DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all	1. Receive the	None	5 minutes in	Admin Staff
documents listed	Required		reviewing all	City
above to any	Documents and		documents	Administrator's
employee of the	review the same.			Office
City Administrator's	1.1 Staff of the	Php	5 minutes	Admin Staff
Office.	City Administrator	100.00 for	5 minutes	City
Office.	prepares the	every		Administrator's
	letter.	endorsem		Office
		ent		
	1.2 The City			
	Administrator sign	None	2 minutes	City
	the endorsement			Administrator
	letter.			City
				Administrator's Office
	TOTAL:	Php	12 Minutes	311100
		100.00		





#### 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 F	Residents of San Pedro applying for enlistment at PNP and/or AFP		
	REQUIREMENTS		WHERE TO SEC	
1. Barangay Cleara		<b>D</b> 0		
Copy)			Sovernment where	applicant resides
2. Police Clearance		San Pedro	City Police Station	
3. Nat'l Bureau of Ir Clearance(1 Origina	•	National Bu	reau of Investigati	on (NBI)
4. Court Clearances	s (1 Original Copy)	Regional/M	unicipal Trial Cour	ts
5. Prosecutor's Clean Copy)	arance (1 Original	City Prosec	utor's Office	
6. PRC Board Result (For PNP) (	•	Professiona Napolcom E	al Regulations Con Board	nmission (PRC),
7. Official Receipt (payment (1 Origina	OR) for the	City Treasurer's Office		
, ,	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all documents listed above to any employee of the City	1. Receive the Required Documents and review the same.	None	7 minutes in reviewing all documents	Admin Staff City Administrator's Office
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	Admin Staff City Administrator's Office
	1.2 Receive the Official Receipt and prepare the clearance.	None	5 minutes	Admin Staff City Administrator's Office
	1.3 Sign the Mayor's Clearance.	None	2 minutes	City Administrator City



TOTAL:	None	16 Minutes	Office
			Administrator's





### 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	City Administrator's	Office		
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 SEC	URE
1. Request Letter a	sking for assistance			
and/or complaints f	rom affected	Affected se	ctors/Organization	S
sectors (1 Original				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-	1. Receive the	None	2 minutes in	Admin Staff
request and/or	request letter and		receiving and	City
complaints on	log the same in		logging of letter	Administrator's
certain	the record book.			Office
issue/concern				
affecting them the	1.1 Submit the	None	2 minutes	Admin Staff
sector concerned	letter to the City			City
	Administrator for			Administrator's
	evaluation and			Office
	eventual courses			
	of action to be			
	undertaken.			2"
	400	N1	<b>5</b>	City
	1.2 Read the letter	None	5 minutes	Administrator
	& direct the staff			City
	to write letters of invitation for the			Administrator's Office
	Technical			Office
	Conference/meeti			
	ng.			Admin Staff
	1.3 Prepare the	None	5 minutes per	City
	letter.	1,101.10	invite	Administrator's
				Office
				Admin Staff
	1.4 Sign the letter	None	2 minutes per	City
	invitations.		invite	Administrator's
				Office
	TOTAL:	None	16 Minutes (or	





	more	
	depending on	
	the number of	
	invitees)	





#### 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			pecial events
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
Barangay Busine     Original Copy)	`	Barangay Government where the event is to take place		
Letter request for event(1 Original Co.	ру)	Applicant		
3. Authority/Contractions owner of the venue would be held (1.0)	where the event original Copy)	Owner of ve	enue	
4. Official Receipt (payment (1 Origina		City Treasu	rer'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	Admin Staff 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	Admin Staff City Administrator's Office
	1.2 Receive the Official Receipt and prepare the Special Permit. 1.3 Sign the Special Permit.	None None	5 minutes 2 minutes	Admin Staff City Administrator's Office City Administrator City Administrator's





			Office
TOTAL:	Not below PHP 500.00	14 Minutes	