



## 2. Facilitation of Requests involving Simple Transactions

Facilitation of Requests involving Simple Transactions. Government Officials, Employees, and Clients from the National Government Agencies, Partner LGUs, and other entities can respectively obtain authorizations such as memoranda, certifications, and other issuances from the LGU.

<b>Office or Division:</b>	City Mayor's Office – Communications Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government	
<b>Who may avail:</b>	Departments of Local Government Unit of General Santos, Government Officials and employees, and Clients from the National Government Agencies, Partner LGUs, and other entities	
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>
1. REQUEST LETTER (1 original, 1 photocopy, signed by the Department Head/ Requesting Party)		1. If from the Government Office – <i>Head of Office or any authorized personnel</i> 1.1. If from the Private Entities – <i>Requesting Party or any authorized representative</i>
2. ATTACHMENTS (1 photocopy):		
2.1. <i>If the client requests for Certificate of Appearance, IDENTIFICATION CARD, AND DULY ACCOMPLISHED THE REQUEST FORM FOR THE CERTIFICATE OF APPEARANCE</i>		2.1 Requesting Party
2.2. <i>If the client requests a Recommendation for Employment, BARANGAY CLEARANCE, GOOD MORAL, RATING OF LICENSURE EXAM, IDENTIFICATION CARD, AND OTHER PERTINENT DOCUMENTS</i>		2.2 Requesting Party
2.3. <i>If the client requests Operational Travel Order, INVITATION LETTER</i>		2.3 Requesting Party
2.4. <i>If the client requests for Provision of Transport Services, CERTIFICATE OF DEATH, IDENTIFICATION CARD</i>		2.4 Requesting Party



<p>2.5. <i>If the client requests for authorization to Render Overtime and Extra Hour/s of Services, JOB ORDER MATRIX</i></p> <p>2.6. <i>If the client requests a Recommendation for Assistance, FINAL BILLING, IDENTIFICATION CARD AND BARANGAY CLEARANCE</i></p> <p>2.7. <i>If the client requests for Notices of Meeting, Invitation Letter, and Conforme, and other similar requests, PROGRAM, DRAFT COPY OF THE REQUEST WITH SOFT COPY SENT TO <a href="mailto:cmolgpcommunications@gmail.com">cmolgpcommunications@gmail.com</a></i></p> <p>2.8. <i>If the client requests for Solicitation/ Sponsorship, IDENTIFICATION CARD, PROGRAM (IF APPLICABLE), FINAL BILLING (IF APPLICABLE)</i></p> <p>2.9. <i>If the client requests for Certificate of Satisfactory Service, ACCOMPLISHMENT REPORT</i></p>		<p>2.5 Requesting Party</p> <p>2.6 Requesting Party</p> <p>2.7 Requesting Party</p> <p>2.8 Requesting Party</p> <p>2.9 Requesting Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the request letter to receiving clerk at the receiving area	1.1 The receiving clerk shall receive document to Docutrack Tracking System (Assign control number) and forward to the Chief of Staff/Executive Assistant IV/Action Officer for action and comments	None	5 mins.	*Receiving Clerk City Mayor's Office
	1.2 The Chief of Staff / Executive Assistant IV/Action Officer shall	None	20 mins.	*Chief of Staff



	provide comments & instructions on the document's tracer slip			<i>*Executive Assistant IV</i> <i>*Action Officer</i> City Mayor's Office
	1.3 The document controller shall forward the documents to the appropriate CMO Unit/Executive Assistant concerned according to the comments from the Chief of Staff/Executive Assistant IV/Action Officer	None	10 mins.	<i>*COS Secretary</i> <i>*EA's Secretary</i> City Mayor's Office
	1.4 The CMO Unit/Executive Assistant concerned shall review the documents and recommend action for drafting by the CMO Communications Unit	None	1 hour	<i>*CMO-Divisions</i> <i>*CMO-Finance</i> <i>*Executive Assistants</i> City Mayor's Office
	1.5 The Communication Unit will draft the requested document	None	30 mins.	<i>*Correspondents</i> City Mayor's Office
	1.6 The COS/EA IV/EA III/EA I will check or edit the draft communication	None	20 mins.	<i>*Chief of Staff</i> <i>*Executive Assistant IV</i> <i>Executive Assistant III/Executive Assistant I</i> City Mayor's Office
	1.7 After the revision of the draft document, the Communications Unit will finalize the document, print 3 copies, and forward to the COS or any authorized alternate	None	30 mins.	<i>*Chief of Staff</i> <i>*Executive Assistant IV</i> <i>*CMO-Communications Unit</i> City Mayor's Office



	signatories for initial/signature			
	1.8 Track documents and forward documents to the City Mayor for approval	None	1 day	*COS Secretary *EA's Secretary *EA III *City Mayor City Mayor's Office
	1.9 The signed documents will be forwarded to the Releasing Team	None	10 mins.	*COS Secretary *EA's Secretary City Mayor's Office
	1.10 The signed document will be reproduced/photocopied in as many copies as there are recipients by the concerned personnel (Releasing Personnel) and disseminated to the designated messenger.	None	10 mins.	*Releasing Personnel City Mayor's Office
2. The client will receive his or her request	2.1 The designated messenger will release the signed document to the concerned client.	None	1 day	*Liaison Officer City Mayor's Office
	<b>TOTAL</b>	<b>None</b>	<b>2 DAYS, 3 hours &amp; 15 mins.</b>	
<b>END OF TRANSACTION</b>				

*\* Please note that the processing time is intended for one client being served at one time. The time shall be extended when the Chief of Staff / Executive Assistant IV attends a meeting or he / she is on "official business".*