



3. Facilitation of Requests involving Complex Transactions

Facilitation of Requests involving various Complex Transactions. Government Officials, Employees, and clients from National Government Agencies, Partner LGUs, and other entities can respectively obtain memoranda, certifications, and other issuances from the LGU.

Office or Division:	City Mayor's Office – Communications Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Departments of Local Government Unit of General Santos, Government Officials, General Public
CHECKLIST OF REQUIREMENT/S	
WHERE TO SECURE	
1. REQUEST LETTER (1 original, 1 photocopy, signed by the Department Head/ Requesting Party)	1. If from Government Office – <i>Head of Office or any duly authorized personnel.</i> 2. If from Private entities – <i>any duly authorized personnel.</i>
2. ATTACHMENTS:	
2.1. If request for Department End User Reviewer, indicate that person to be designated is Salary Grade 11 or higher.	2.1 Requesting Party
2.2. If request for reassignment, consent from Head of Office where the person to be reassigned belongs.	2.2 Head of Office of the person to be reassigned
2.3. If request for designation of additional task to personnel, justification for designation.	2.3. Requesting Party
2.4. If request for Authority to Practice Profession, recommending approval from the Human Resource Management and Development Officer	2.4. Human resource Management and Development Office
2.5. If request for Delegation of Authority, it must contain the justification for such delegation and cite applicable laws, ordinances, rules and regulations, if any.	2.5. Requesting Party
2.6. If request for travel order for personnel participating in learning and development interventions: 2.6.1. Learning and Development Briefer signed by the Head of Office; and	2.6. Human Resource Management and Development Office



2.6.2. Recommending Approval from the Human Resource and Development Office.				
2.7. If request for travel authority for personal travel abroad: 2.7.1. Approved leave application; 2.7.2. Recommending approval from the Human Resource Management and Development Office		2.7. Human Resource Management and Development Office		
2.8. If request for approval of Ordinance, endorsement from the Sangguniang Panlungsod.		2.8. Sangguniang Panlungsod		
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, encode document to Docutrack Tracking System (Assign control number) and forward to the Chief of Staff/Executive Assistant IV for action and comments	None	5 mins.	*Receiving Clerk City Mayor's Office
	1.2 The Chief of Staff / Executive Assistant IV shall provide comments & instructions on the document's tracer slip	None	20 mins.	*Chief of Staff *Executive Assistant IV City Mayor's Office
	1.3 The document controller shall forward the documents to the appropriate CMO unit/Executive Assistant concerned according to the		10 mins.	*COS Secretary *EA's Secretary City Mayor's Office



	comments and instructions from the Chief of Staff/Executive Assistant IV			
	1.4. The CMO Unit/Executive Assistant shall review the documents and recommend action documents for drafting by the CMO Communications Unit.		2 days	*CMO-Finance, *CMO Divisions, *Executive Assistants
	1.5. The Communication Unit will draft the requested document		30 mins.	*Correspondents City Mayor's Office
	1.6. The COS/EA IV/EA III will check and if needed, return to the draft communication to the responsible personnel for revision.		20 mins.	*Chief of Staff *Executive Assistant IV Executive Assistant III City Mayor's Office
	1.7. After revision of the draft document, the Communication Unit will finalize the document, print in 3 copies and forward to the COS/EA IV for initial signature.		30 mins.	*Chief of Staff *Executive Assistant IV City Mayor's Office
	1.8. Track documents and forward documents		2 days	*COS Secretary *EA's Secretary City Mayor's Office



	to City Mayor for approval			
	1.9. Photocopy the document for release in as many copies as there are recipients.	None	5 mins.	*Liaison Officer City Mayor's Office
2. The client will receive his or her request.	2.1 Forward (in-transit) signed communication to messenger for release to concerned departments / personnel	None	1 day	*Liaison Officer City Mayor's Office
	TOTAL	None	5 DAYS, 2 hours & 10 mins.	
END OF TRANSACTION				

** 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".*