



**CITY MAYOR'S OFFICE – INFORMATION AND
COMMUNICATIONS TECHNOLOGY DIVISION**

CITIZEN'S CHARTER

2026 1st Edition



I. **Mandate:**

Under City Ordinance No. 14 Series of 2012. An ordinance creating the Information and Communications Technology Division, under the Office of the City Mayor in the City Government of General Santos.

II. **Vision:**

By 2030, General Santos will achieve a data-driven, smart city local government utilising e-government frameworks and maximising the full capacity of data science tools towards its total digital transformation

III. **Mission:**

1. Support the LGU offices and the 26 barangays in the troubleshooting, repairs and maintenance of computer hardware and software
2. Establish the fibre-optic connectivity of local government offices and the city's 26 barangays for accessibility to e-government services.
3. Committed to provide a citizen-centric ICT services to our stakeholders in collaboration with the LGU departments in implementing the eight e-government frameworks:

G2C Government to Customer
G2B Government to Business
G2G Government to Government
G2P Digitising Govt People Payment
D2G Data to Government
G2W Government to World
G2E Government To Employees
G2I Government To Internal Systems

IV. Service Pledge:

We, the General Santos City Government Officials and Employees, commit to:

Guide you in your transactions with us through our Citizens' Charter;

Eliminate delays in transactions.

Nurture our public image by not "fixing" nor being involved in graft and Corruption;

Establish transparency in all transactions.

Revise and improve our processes and systems to serve you better.

Act on your queries, suggestions, complaints and commendations immediately;

Live up to our service standards to cater to your needs.

Satisfy, even exceed, your reasonable expectations of the services that we provide; and

Attend to all applicants or requesting parties who are within the premises of the office before the end of official working hours and during lunch break.

V. The City Quality Policy:

We, the Local Government of General Santos City, aspire to be globally competitive while enhancing the quality of life of our citizen towards a sustainable future. We are committed to providing quality services to all members of our society. We shall continually strive to improve our city, our people, and our services, while we foster the rule of law and equal opportunity for all.

LIST OF SERVICES

External Services:	Page Number
A. City Mayor's Office – Information and Communications Technology Division Services:	
1. Computer Hardware and Software Support Services	5-7
2. Network Services	8-10
3. System Development, Implementation and Maintenance Services	11-14
Internal Services:	
4. Facilitation of Return of Unserviceable/Non-functional Office Equipment and Materials	16-17
5. Facilitation of Liquidation/Reimbursement on Cash Advances Granted to Personnel	18-19
6. Facilitation of Payment of Personnel Monetization Claims	20-21
7. Facilitation of Cash Advances	22-23
8. Facilitation of Petty Cash Requests & Claims	24-25
9. Facilitation of Payment of Claims for Catering Services	26-27
10. Facilitation of Payment for Fuel, Oil & Lubricants	28-29
11. Facilitation of Payment of Salaries of Job Orders	30-31
12. Facilitation of Leave Application	32-33

External Services



1. Computer Hardware and Software Support Services
 (Setup, Installation, Computer Assessment, Repair, Troubleshooting and Maintenance)

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All Departments under the Local Government Unit of General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Filled-out client request form 2. Filled-out job-order form 3. Filled-out waiver of liability form (for format) 4. Filled-out bill of materials (for replacement)		City Mayor's Office – Information and Communications Technology Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client requests for IT equipment troubleshooting, repair, or maintenance through phone call, walk-in visit, email or online request	Receives request <i>Note: Client need not sign the form</i>	None	8 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Fill-out client request form Encode details using the CHSS (Computer Hardware and Software Support) Monitoring System		3 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Assign tasks to technical staff.		5 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
			1 minute	<i>Ken Aivan S. Diaz</i>

Client accepts and approves Bill of Materials for purchase	Prepare job order order, tools, and checklist.		5 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Conduct assessment and diagnosis. <i>Recommend: If no replacement of parts: Repair*</i> <i>If with replacement of parts:</i>		30 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Prepare and submit Bill of Materials		30 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Wait for delivery of materials <i>If delivered, Start repair*</i> <i>If materials not available or beyond repair, Junk</i>		8 hours	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>

Client accepts the item and signs job order form.	Release repaired IT equipment to client	None	3 minutes	<i>Ken Aivan S. Diaz</i> <i>Jade Laguna</i> <i>Bryan Rich Parreño</i>
	Fill-out job order request form		15 minutes	<i>Ken Aivan S. Diaz</i>
	Conducts quality assurance checking		10 minutes	<i>Maria Corazon S. Lumba</i>
	Stamps and signs quality assurance portion of job order		5 minutes	<i>Renante A. Zapatos</i>

	request form (random checking)			
	TOTAL	None	9 hour and 55 minutes / transaction	
END OF TRANSACTION				



2. Network Services

(Setup, Installation, LAN, WAN, Troubleshooting and Maintenance)

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	COMPLEX			
Type of Transaction:	G2C, G2G			
Who may avail:	All Departments under the Local Government Unit of General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
5. Filled-out client request form 6. Filled-out job-order form 7. Filled-out bill of materials (for replacement)		City Mayor's Office – Information and Communications Technology Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client requests IT assistance for network troubleshooting, repair, or maintenance through a phone call, walk-in visit, email, or online request.	Receives the request .	None	5 minutes	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer M. De los Reyes</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i> <i>Jade Laguna</i> <i>Joshua Richjohn Magat</i> <i>Bryan Rich Parreño</i>

	Receives the request and encodes it into the Network Job Order Monitoring System for record-keeping.	None	3 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Assign the tasks to the network technical staff	None	1 minute	<i>Mark Kristofer De los Reyes</i>
	Prepare network job order form, and tools if necessary	None	5 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Conduct assessment and diagnosis.	None	30 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	<i>Recommend: If any items are needed for the troubleshooting process:</i>			
	Prepare and submit Bill of Materials	None	30 minutes	<i>Mark Kristofer M. De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Wait for delivery of materials	None		<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>

	<i>If delivered, Start repair*</i>		6 hours	<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
--	--	--	---------	---

Upon the completion of troubleshooting, the client should sign and fill in the job order form with client satisfaction rating.	Complete the sections of the job order form that should be filled out by the network section staff.	None	3 minutes	<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Encode the details in the Network Job Order Monitoring System.	None	3 minutes	<i>Mark Kristofer De los Reyes</i> <i>Joshua Richjohn A. Magat</i>
	Conducts quality assurance checking	None	10 minutes	<i>Ken Aivan S. Diaz</i>
	Stamps and signs quality assurance portion of job order request form (random checking)	None	5 minutes	<i>Renante A. Zapatos</i>
	TOTAL	None	7 hours and 35 minutes / transaction	
END OF TRANSACTION				



3. System Development, Implementation and Maintenance Services

(Computer Program)

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	Simple			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	All Departments under the Local Government Unit of General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request Letter/Memo/Agreement 2. Flow Chart, Process Map, Entity Relationship Diagram (ERD) 3. Manual of Operations and Policy 4. Job-Order Form 5. Quality Assurance Functional Test Form/ Web Content Accessibility Guidelines (WCAG) 6. Computer System Usability and Feedback Form for QA Tester 7. User Acceptance Form 8. User Request Form 9. Computer System Usability and Feedback Form for User 		City Mayor's Office – Information and Communications Technology Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends a request letter to ICTD to convert their Manual Process/es to Automated Process/es	Conducts pre-assessment that includes the presentation of Software Development Life Cycle (SDLC), levelling-off, agreement, and scheduling	None	1 year	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer De los Reyes</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i>

			<i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i> <i>Jade Laguna</i> <i>Joshua Richjohn Magat</i> <i>Bryan Rich Parreño</i>
	Information system assessment that includes series of interview/s	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i>
	Hardware assessment to inspect the hardware, software, and peopleware and recommend LAN layout for easier installation and maintenance	None	<i>Rolando L. Patac Jr.</i> <i>Mark Kristofer De los Reyes</i> <i>Jade Laguna</i> <i>Joshua Richjohn Magat</i> <i>Bryan Rich Parreño</i>
	System analysis and design for database and user interface	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i>

			<i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer De los Reyes</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i>
	Programming, testing and user-training	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer De los Reyes</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i>
Official Launching	Systems implementation, formal turn-over and monitoring	None	<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Mark Kristofer De los Reyes</i>

				<i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i>
If New Request	Assess, update and enhance the system	None		<i>Segundo M. Mendoza</i> <i>Renante A. Zapatos</i> <i>Rexon Jay N. Calub</i> <i>Maria Corazon S. Lumba</i> <i>Ken Aivan S. Diaz</i> <i>Francis Homer Dalisay</i> <i>Bryan Edward Paguray</i> <i>Leah Jane Ruamar</i> <i>Tyg Aguilar</i> <i>Celso Genive</i> <i>Reniel Real</i>
	TOTAL	None	1 year	
END OF TRANSACTION				

Internal Services



4. Facilitation of Return of Unserviceable/Non-functional Office Equipment and Materials

Facilitate return of unserviceable/non-functional office equipment and materials.

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Permanent of City Mayor's Office – Information and Communications Technology Division (with ARE, T-ARE, ICS, IRP)			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. ARE (4 original copies) 2. T-ARE (4 original copies) 3. ICS (4 original copies) 4. Equipment or materials to be returned (must be complete if to be returned by set; exact serial number) 		1-4. City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment and Learning Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook and endorse equipment/materials	1. Receive exact equipment/materials as per ARE/T-ARE/ICS	None	1 hour	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and</i>

				<i>Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.1 Prepare Property Return Slip (PRS) and forward to SAO/DC/AO for checking of documents	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.2 Check documents	None	10 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.3 Forward to CGDH II for action	None	2 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.4 Act on the document	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.5 Prepare and forward the equipment/materials and documents to CGSO	None	4 hours	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>

2. Receive copy of PRS	2. Furnish copy of PRS to employee	None	5 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	6 hours & 17 minutes/ transaction	
END OF TRANSACTION				

5. Facilitation of Liquidation/Reimbursement on Cash Advances Granted to Personnel

Facilitate liquidation/reimbursement on cash advances granted to personnel.

Office or Division:	City Mayor's Office – Information and Communications Technology Division		
Classification:	Complex		
Type of Transaction:	G2G		
Who may avail:	Permanent of City Mayor's Office – Information and Communications Technology Division		
CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certificate of Appearance (1 original copy) 2. Tickets (using any means of Public transportation - if necessary) (1 original copy) 3. Boarding Pass (if necessary) (1 original copy) 4. Official Receipt (for registration fee; hotel accommodation - if necessary) (1 original copy) 5. Certificate of Absolute Necessity from the Office of the City Mayor (if necessary) (1 original copy) 6. Audited copy of DV, ObR, Appendix A (Itinerary) (1 original copy) 	<ol style="list-style-type: none"> 1. Issuing institute/company/agency 2. Ticketing office concerned 3. Airline company concerned 4. Issuing institute/company/agency 5. Designated Personnel, City Mayor's Office, G/F, City Hall Building, City Hall Drive, General Santos City 		

		6. Designated Personnel, City Treasurer's Office, G/F, City Hall Building, City Hall Drive, General Santos City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook and submit complete documents	1. Check completeness of required documents, and acknowledge receipt	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.1 Prepare Liquidation Report, Tracer and attach the complete/submitted documents and forward to SAO/DC/AO for review	None	1 hour	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.2 Review documents, fund control and sign/indicate initial	None	20 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.3 Forward to CGDH II/VM for appropriate action	None	5 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.4 Act on the document	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.5 Log and forward documents to City	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office –</i>

	Budget Office for appropriate action			<i>Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.6 Act on the document	None	(City Budget Office processing time)	<i>Designated Personnel, City Budget Office, 3/F, City Hall Building</i>
No activity	1.7 Queue & forward documents to City Accountant's Office	None	4 hours	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	6 hours & 55 minutes/ transaction	
END OF TRANSACTION				



6. Facilitation of Payment of Personnel Monetization Claims

Facilitate payment of monetization claims of employees.

Office or Division:	City Mayor's Office – Information and Communications Technology Division	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	Permanent of City Mayor's Office – Information and Communications Technology Division	
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE
<p>NOTE: Only employees who have 15 days or more earned leave credits can avail of monetization.</p> <ol style="list-style-type: none"> 1. Letter of Intent - 1 original copy 2. Attachments - equivalent to the amount of the monetized earned leave credit (attached to the letter) - 1 original copy 3. Approved Leave application-2 original copies 		1-3. City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment and Learning Building

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook and submit complete documents	1. Check completeness of submitted documents, and acknowledge receipt	None	20 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.1 Prepares DV, ObR and attach the complete submitted documents, and forward to SAO/DC/AO V for review of documents	None	1 hour	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.2 Review documents, fund control & sign/indicate initial	None	20 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.3 Forward to CGDH II/VM for appropriate action	None	3 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.4 Act on the document	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.5 Log and forward documents to City Budget Office for appropriate action	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F,</i>

				<i>Investment Action Center</i>
No activity	1.6 Act on the document	None	(City Budget Office processing time)	<i>Designated Personnel, City Budget Office, 3/F, City Hall Building</i>
No activity	1.7 Queue and forward documents to City Accountant's Office	None	4 hours	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	6 hours & 43 minutes/ transaction	
END OF TRANSACTION				



7. Facilitation of Cash Advances

Facilitate cash advances of employees.

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Permanent of City Mayor's Office – Information and Communications Technology Division			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
<ol style="list-style-type: none"> Travel Order (1 original copy) Letter of Invitation; Confirmation (if necessary) (1 copy) Recommendation from HR (1 copy) 		<ol style="list-style-type: none"> City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment and Learning Building Organizing institute/company/agency Human Resource Management and Development Office, 2/F, City Hall Building 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook and submit complete documents	1. Check completeness of submitted documents, and acknowledge receipt	None	20 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F,</i>

				<i>Investment Action Center</i>
No activity	1.1 Prepares DV, ObR and attach the complete submitted documents, and forward to SAO/DC/AO V for review of documents	None	1 hour	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.2 Review documents, fund control & sign/indicate initial	None	20 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.3 Forward to CGDH II/VM for appropriate action	None	3 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment and Learning Building</i>
No activity	1.4 Act on the document	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.5 Log and forward documents to City Budget Office for appropriate action	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment and Investment Action Center</i>
No activity	1.6 Act on the document	None	(City Budget Office processing time)	<i>Designated Personnel, City Budget Office, 3/F, City Hall Building</i>

No activity	1.7 Queue and forward documents to City Accountant's Office	None	4 hours	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	6 hours & 43 minutes/ transaction	
END OF TRANSACTION				



8. Facilitation of Petty Cash Requests and Claims

Facilitate of petty cash requests and claims.

Office or Division:	City Mayor's Office – Information and Communications Technology Division		
Classification:	Complex		
Type of Transaction:	G2B; G2G; G2C		
Who may avail:	Employees of City Mayor's Office – Information and Communications Technology Division		
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Petty Cash Voucher (2 copies - original) 2. Request for Quotation (for items worth P 1,000.00 up; at least 3 suppliers) 3. Pre - repair Inspection (for equipment); original copy 4. Post Inspection Report (for equipment); original copy 5. Waste Material Report duly received by COA (for equipment) - 2 copies original 		<ol style="list-style-type: none"> 1-5. City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment and Learning Building 6. City Accountant's Office, G/F City Hall Building 7-8 CGSO, City Engineer's Compound, Bula Road 	

6. Carrying Cost (for equipment), 1 photocopy 7. Equipment Maintenance Card, 1 photocopy 8. ICS for small items; ARE for equipment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request petty cash	1. Prepare petty cash voucher (PCV) and log request details in the logbook	None	10 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.1 Sign the petty cash voucher	None	5 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.2 Act on the request	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
2. Forward PCV to Petty Cash Custodian	2. Receive PCV, check completeness of documents and attachments	None	20 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	2.1 Log transaction in the petty cash fund log and release money to requesting employee	None	10 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>

3. Purchase item and present it to authorized LGU inspector for inspection, and submit PCV with OR/SI and other required documents to Petty Cash Custodian	3. Receive signed PCV with the receipts	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	1 hour & 45 minutes/ transaction	
END OF TRANSACTION				



9. Facilitation of Payment of Claims for Catering Services

Facilitate payment of claims for catering services.

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	Complex			
Type of Transaction:	G2B, G2G			
Who may avail:	Supplier; Contractors; Business Partners			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Charge Invoice (1 original copy)		1. Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and ask assistance from the PACD officer	1. Refer client to the concerned office (VMO/City Councilor's Office)	None	5 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and</i>

				<i>Communications Technology Division Office, G/F, Investment Action Center</i>
2. Submit charge invoice/billing statement/statement of account	2. Accept and check charge invoice/billing statement/statement of account	None	15 minutes	<i>Concurrent Acting Division Head - OIC or Computer Operator I (AO Designate) & Administrative Aide VI, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.1 Review documents, attach copy of purchase order & attendance sheet	None	1 hour	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.2 Forward documents to CGSO	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.3 Receive documents & attachments, and issue inspection & acceptance report (IAR)	None	(refer to CGSO processing time)	<i>(CGSO Designated Personnel)</i>
No activity	2.4 Receive IAR from CGSO & forward it to VMO	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.5 Receive the IAR & process document for signature of VM	None	4 hours	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and</i>

				<i>Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.6 Forward documents to CGSO	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	6 hours & 50 minutes/ transaction	
END OF TRANSACTION				



10. Facilitation of Payment for Fuel, Oil and Lubricants

Facilitate payment for fuel, oil and lubricants.

Office or Division:	City Mayor's Office – Information and Communications Technology Division			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Statement of Account (3 original copies)		3. Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook at Public Assistance & Complaint Desk (PACD)	1. Refer client to Admin Division for specific concern	None	5 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and</i>

				<i>Communications Technology Division Office, G/F, Investment Action Center</i>
2. Submit Statement of Account	2. Receive and check completeness of documents	None	10 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.1 Issue acknowledgment receipt	None	10 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.2 Prepare Purchase Request, Purchase Order, Inspection and Acceptance Report, Transmittal of PO, Daily Consumption Report, Consolidated Monthly Consumption Report, Obligation Request, Disbursement Voucher, Tracer Slip	None	4 days	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.3 Review documents, fund control & sign/initial the documents and forward documents to CGDH II/VM	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	2.4 Act on the request	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>

No activity	2.5 Log and forward documents to Bids and Awards Committee for appropriate action	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	4 days, 1 hour & 55 minutes/ transaction	
END OF TRANSACTION				



11. Facilitation of Payment of Salaries of Job Orders

Facilitate payment of salaries of job orders.

Office or Division:	City Mayor's Office – Information and Communications Technology Division		
Classification:	Complex		
Type of Transaction:	G2G		
Who may avail:	Job Order Workers of City Mayor's Office – Information and Communications Technology Division		
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Duly approved DTR (original - 2 copies) 2. Duly approved Accomplishment Report (1 original copy) 3. Driver's Trip Ticket (1 original copy, if applicable) 4. Travel Order (1 photocopy, if applicable) 		<ol style="list-style-type: none"> 1. HRMDO, 2/F City Hall Building 2. JO worker concerned 3-6. City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment and Learning Building 	

5. Logbook entry (photocopy - if entry is not indicated in the TMS History) 6. Duly approved OLS/ILS/IPTAS (original) - (if applicable) 7. Certificate of Appearance (original/photocopy) (if applicable)		7. Issuing company, agency or institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to Payroll Clerk	1. Check and receive completeness of required documents, acknowledge receipt of complete documents	None	3 days	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.1 Prepare payroll, ObR and attach all supporting documents	None	1 day	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.2 Forward to AO for review of documents, fund control & initial	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.3 Forward to CGDH II/VMO for approval	None	5 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.4 Act on document	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>

No activity	1.5 Forward to City Budget Office	None	15 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	4 days, 1 hour & 20 minutes/ transaction	
END OF TRANSACTION				



12. Facilitation of Leave Application

Facilitate leave application of employees of the Sangguniang Panlungsod.

Office or Division:	City Mayor's Office – Information and Communications Technology Division	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	All officials and employees of City Mayor's Office – Information and Communications Technology Division	
	CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Medical Certificate (for absences 5 days and beyond; or if required by Head of Office) 2. Death Certificate (in case of mourning leave) 3. Birth Certificate (for maternity/paternity leave) 	<ol style="list-style-type: none"> 1. Client's attending physician 2. LCR 3. LCR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out leave form and logbook	1. Assist clients in filling out leave form	None	10 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.1 Check, verify leave balance, and encode all necessary information required in the leave application form	None	20 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.2 Act/sign leave application form	None	10 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.3 Act/sign leave application form	None	10 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.4 Act/sign leave application form	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.5 Act/sign leave application form	None	30 minutes	<i>Concurrent Acting Division Head - OIC, City Mayor's Office – Information and Communications Technology Division</i>

				<i>Office, G/F, Investment Action Center</i>
No activity	1.6 Log and forward leave application form to HRMDO	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
No activity	1.7 Act on leave application form	None	(HRMDO processing time)	<i>HRMDO staff concerned, HRMDO, 2/F City Hall Building</i>
No activity	1.8 Receive leave form from HRMDO and forward to Records Division for archiving	None	30 minutes	<i>Computer Operator I (AO Designate), City Mayor's Office – Information and Communications Technology Division Office, G/F, Investment Action Center</i>
	TOTAL	None	2 hours & 50 minutes/ transaction	
END OF TRANSACTION				