



Executive Services
Office of the City Mayor
Administrative Division



1. Provision of Customer Assistance

The Administrative division receives letters, communications and other correspondences from city residents and other clients addressed to the City Mayor which may contain requests for city services, referrals, recommendations, endorsement for any of the following:

- Recommendation letter for employment/transfer
- Referral of indigents to health services facilities
- Fund-raising activities
- Temporary closure of streets

Office or Division:	CMO – Administrative Division	
Classification:	Simple	
Type of Transac-	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Recommendation Letter ➤ Bio-Data or Curriculum Vitae ➤ Transcript of Records ➤ Copy of Civil Service Eligibility, if any ➤ Barangay Clearance ➤ Police Clearance (for PNP applicants only)	School graduated Civil Service Commission, PRC Barangay Chairman PNP Office	
For Recommendation Letter for Transfer ➤ Letter-request stating therein the reasons for the request ➤ Certified Service Record ➤ Form 212	Agency/Office employed	
For Referral to Health Services Facilities ➤ Certificate of Indigency ➤ Clinical Diagnosis or Doctor's Referral ➤ Health Card	Barangay Chairman and CSWDO Attending Physician CHO	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Hanging of Streamers</p> <p>➤ Letter request stating the purpose, date, place and size of the streamers</p> <p>For Fund Raising Activities</p> <p>➤ Letter request stating the purpose of the activity, where and when to conduct the activity</p> <p>Financial Statement of past fund-raising activity</p> <p>For Temporary Closure of Streets</p> <p>➤ Letter request stating the purpose, the particular street and duration of the closure</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request with supporting documents	1. Receives and checks the completeness of all the requirements and advises the client to pay the fee if request is approved.	None	2 minutes	Administrative Aide I
	1.1 Prior to the approval of the City Mayor for Fund Raising Activity, the request is forwarded first to the CSWDO for comments/ recommendation.	None	15 minutes	City Mayor or his Authorized Designate
2. Pay prescribed fee at the Office of the City Treasurer	2. Accept the payment 2.1 Issue the Official Receipt	50.00	1 minute	Revenue Collection Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit Official Receipt to Permits & Licensing Division, CMO	3. Check the Official Receipt 3.1 Sign Special Permits	None	2 minutes	Permits and Licensing Division City Mayor or his Authorized Designate
4. Receives Special Permit at the Permits & Licensing Division, CMO	4. Issues the Special Permit	None	3 minutes	Permits and Licensing Staff
TOTAL:		50.00	8 to 23 minutes	

2. Issuance of Certificates of Good Moral Character

This service is intended for students availing of scholarship grant, overseas job applicants as well as for local job seekers.

Office or Division:	CMO – Administrative Division	
Classification:	Simple	
Type of Transac-	G2C – Government to Citizen	
Who may avail:	Students, Local and Overseas Job Seekers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Scholarship Grant ➤ Birth Certificate ➤ Certificate of Residency in the Barangay For Local and Overseas Employment ➤ Barangay Clearance ➤ Police Clearance ➤ Prosecutor's Clearance ➤ Court Clearance		Local Civil Registrar Barangay Chairman/Secretary Barangay Chairman/Secretary Philippine National Police Prosecutor's Office Municipal Trial Court National Bureau of Investigation



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for initial assessment & verification.	1. Received the required documents and check for completeness.	None	1 minute	Administrative Aide I
	1.1 Approves the request	None	5 minutes	City Mayor
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	50.00	1 minute	Revenue Collection Clerk
3. Return to the Adm. Division and present Official Receipt for the processing and release of certificate.	3. Check the Official Receipt 3.1 Prepares the Cert.	None	5 minutes	Supervising Adm. Officer/ Records Officer
	3.2 Signs Certificate			City Mayor
4. Receives Certificate	4. Release the certificate to the client	None	2 minutes	Administrative Aide I
TOTAL:		50.00	14 minutes	

3. Granting of Permit for the Use of Government Facilities and Equipment

The public may request and be granted the use of the following on a first come first served basis:

- City Auditorium and City Basketball Court
- Equipment (declogger, city bus, ambulance, heavy equipment, vehicle to transport cadaver, water truck, tents, chairs/tables and portable toilets)



Office or Division	CMO – Administrative Division			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request addressed to the City Mayor, specifying the government facilities/equipment to be used, the purpose, time and date. ➤ Official Receipt showing payment of fees <p>Use of tents, tables, chairs and portable toilets are free of charge in any type of occasion.</p>		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receives letter request	None	1 minute	Admin. Aide I
	1.1 Checks for the availability of facility/ equipment requested by the client.		3 minutes	Admin. Aide I
	1.2 Informs the client its availability/ unavailability		1 minute	Admin. Aide I
	1.3 Approves the request if the facility/ equipment is available		5 minutes	City Mayor or Authorized Designate
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	Auditorium *P5,000 for the first 4 hours * P 600.00 every hour thereafter or a fraction thereof	2 minutes	Revenue Collection Clerk I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		* P 500.00 for cleaning & maintenance		
3. Present Official Receipt for the processing of request	3. Checks the Official Receipt 3.1 Prepares the Special Permit	None	5 minutes	Permits & Licensing Div. Staff City Mayor or Authorized Designate
	3.2 Signs the Special Permit		5 minutes	
4. Receives the Special Permit	4. Releases the Special Permit	None	3 minutes	Permits & Licensing Div. Staff
TOTAL:		5,500.00 (minimum fee)	25 minutes	

4. Receipt of Complaints

The Office of the City Mayor entertains complaints from clients and entities against employees and services of the city government of Laoag, issues and other matters that, to the opinion of the complainant, is detrimental to his/her personality.

Office or Division:	CMO – Administrative Division	
Classification:	Simple	
Type of Transactions:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
➤ Letter of complaint		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter complaint	1. Receives and forwards letter of complaint to the City Mayor.	None	2 minutes	Administrative Aide I
	1.1 Tell the complainant that he/she will be informed of the action taken on the complaint		5 minutes	Administrative Aide I
	1.2 Acts on the complaint.		2 minutes	City Mayor
	1.3 Provides a copy of the letter of complaint with the City Mayor's note to concerned office.		5 minutes	Administrative Aide I
	1.4 Prepares memorandum directing employee to answer the complaint (if against to a particular employee)		24 hours	Office of the City Human Resource Management Officer
	1.5 For complaints against an office, submits reply to the Office of the City Mayor.		2 minutes	Concerned office
	1.6 Receives reply to complaint and forward it to the Office of the City Mayor.		5 minutes	Administrative Aide I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Acts on the reply 1.8 Forward to DSB for proper action 1.9 Provide a copy of action taken to the		2 minutes	City Mayor Disciplinary & Separation Board (DSB) Administrative Aide I
TOTAL:		None	24 hours & 23 minutes	