



*magandang San!*

Sangguniang Panlungsod  
GENERAL SANTOS CITY  
**Citizen's  
CHARTER**  
2022 Edition





# SANGGUNIANG PANLUNGSOD

## CITIZEN'S CHARTER

2022 Edition



## **I. Mandate:**

The Sanggunian Panlungsod of General Santos, being the legislative body of the City, shall enact ordinances, approve resolution and appropriate funds for the general welfare of the city and its inhabitants pursuant to the general welfare clause under Republic Act No. 7160, otherwise known as the Local Government Code of 1991, and in the proper exercise of its corporate powers. It shall establish a local government structure that is accountable, efficient and dynamic, operating under a quality policy mechanism, supporting the Vision and mission of the Sanggunian.

## **II. Vision:**

The Sangguniang Panlungsod shall be the premier legislative body of the City of General Santos, in the timely delivery of effective legislations responsive to the needs of its people.

## **III. Mission:**

We commit to provide equitable and strategic relevant legislations that are inclusive, proactive, and responsive.

## **IV. Service Pledge:**

The Sangguniang Panlungsod commits to:

1. Ensure that development plans, programs, projects, and executive priorities have responsive and timely legislations.
2. Develop a system of informing people about major government plans/policies/programs/projects that affect the citizens' lives and subsequently receive community feedbacks, enhance community relations, and information dissemination.
3. Establish and maintain customer-friendly, gender-sensitive, safe, and hazard-free workplaces that are well-equipped with adequate and appropriate IT facilities.



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## **External Services**





## 1. Request for Enactment of Regulatory Measures Proposed by the Executive Department

The Sangguniang Panlungsod enacts regulatory measures proposed by the Executive Department.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Executive Department of General Santos City			
<b>CHECKLIST OF REQUIREMENT/S</b>			<b>WHERE TO SECURE</b>	
1. Endorsement (original + 1 copy) 2. Proposed Regulatory Measure/ Ordinance (original + 1 copy)			1. Concerned Executive Department of General Santos City 2. Concerned Executive Department of General Santos City	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID, secure and scan SPEL QR code.	1. Check ID and assist client with SPEL registration/QR scanning.	None	3 Minutes	<i>PACD Officer Public Assistance &amp; Complaints Desk</i>
2. Proceed to SP – Records Division and submit the proposed regulatory measure/ ordinance with its endorsement.	2. Receive documents and check for completeness, issue acknowledgement receipt, and process routing of the document.	None	30 Minutes	<i>Admin Aide II, Supervising Administrative Officer / Division Chief SP - Records Division</i>
3. Receive the acknowledge- ment receipt.	3. Review the document, make necessary notations/ remarks/ recommendation on the routing slip, and forward document to the Vice Mayor's Office.	None	1 Hour	<i>CGDH II, Admin Aide VI SP - Office of the SP Secretary</i>



None	3.1 Receive, assess/ pre-evaluate, and forward document to the Vice Mayor's Office.	None	30 Minutes	<i>Receiving Personnel, Chief of Staff</i> SP - Vice Mayor's Office
None	3.2 Review, give instruction/ recommendation, sign, and forward the document to the Records Division.	None	1 Day	<i>Vice Mayor, Releasing Personnel</i> SP - Vice Mayor's Office
None	3.3 Receive the document and process its transmittal to the City Councilor concerned.	None	30 Minutes	<i>Admin Aide II, Receiving Personnel</i> SP - Records Division and SP – Resolutions, Ordinances & Agenda Division
None	3.4 Receive the document, study and act on/process/ facilitate the needed legislation.	None	2 Days	<i>LLSA III, PDO 1, PDA, City Councilor</i> SP - City Councilors' Office
None	3.5 Process/facilitate the needed legislation, provide documentation of its proceedings (1 <sup>st</sup> Reading, Public/ Committee Hearings, 2 <sup>nd</sup> Reading, 3 <sup>rd</sup> & Final Reading), and transmit/forward final and signed copies of legislative documents to the Records Division.	None	30 Days	<i>Concerned Personnel</i> SP - Resolutions, Ordinances & Agenda Division and SP - Journal and Minutes Division
None	3.6 Receive the document & process transmittal of the final copy of the approved measure to the City Mayor's Office.	None	1 Hour	<i>Supervising Administrative Officer/Division Chief, Concerned Personnel</i> SP - Records Division





<p>4. City Mayor's Office and the Executive Department concerned receive copy of the enacted measure after publication (evidenced by an affidavit of publication received by the <i>Supervising Administrative Officer/Division Chief of SP - Records Division.</i></p>	<p>4. Receive and post/ disseminate copies of approved ordinance; and furnish copy to the Executive Department concerned &amp; the City Mayor's Office.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Admin Aide II SP - Administrative Division</i></p>
<p>TOTAL</p>		<p>None</p>	<p>34 Days, 3 Hours &amp; 33 Minutes</p>	
<p style="text-align: center;"><b>END OF TRANSACTION</b></p>				

*This service table is covered by the following laws: Sec. 50.b.3 of RA 7160; SP Internal Resolution No. 04, Series of 2019; Sec. 3, Rule VII of Joint Memo Circular No. 2019-001, Series of 2019; Sec. 3, Rule VII of the IRR of RA 11032*



## 2. Application/Request for Certificate of Appearance

The Sangguniang Panlungsod issues Certificate of Appearance (CA) for official business/transaction with the office upon request of clients from other agencies or local government units.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Any employee of government agencies, local government units, companies or institutions			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID of the requesting party (original)		1. Issuing company, agency or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID, secure and scan SPEL QR code.	1. Check ID and assist client with SPEL registration/QR scanning.	None	3 Minutes	<i>PACD Officer Public Assistance &amp; Complaints Desk</i>
2. Proceed to SP – Records Division and fill out request form.	2. Receive the request, prepare the CA, and forward to CGDH II.	None	15 Minutes	<i>Supervising Administrative Officer/Division Chief, Computer Programmer II, Admin Aide VI SP - Records Division</i>
None	2.1 Check and sign the CA, and return it to the Records Division.	None	30 Minutes	<i>CGDH II, Admin Aide VI SP - Office of the SP Secretary</i>
3. Claim and acknowledge receipt of the CA.	3. Release the CA to the requesting client.	None	2 Minutes	<i>Supervising Administrative Officer/Division Chief SP - Records Division</i>
	<b>TOTAL</b>	None	50 Minutes	
<b>END OF TRANSACTION</b>				



### 3. Application/Request for Certification on Measures/Matters Approved/Discussed during the Sangguniang Panlungsod Session/Hearing

Certification on measures/matters discussed during the Sangguniang Panlungsod session or hearing is issued upon client's request, pending release of the official copy of the approved measure, or for other lawful purposes.

<b>Office or Division:</b>		Sangguniang Panlungsod Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		Any person, company, agency, or institution		
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID of the requesting party (original)		1. Issuing company, agency or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID, secure and scan SPEL QR code.	1. Check ID and assist client with SPEL registration/QR scanning.	None	3 Minutes	<i>PACD Officer Public Assistance &amp; Complaints Desk</i>
2. Proceed to SP – Records Division and fill out request form.	2. Receive and process the request, and forward to Journal & Minutes Division.	None	20 Minutes	<i>Supervising Administrative Officer/Division Chief SP-Records Division CGDH II, Admin Aide VI SP - Office of the Secretary to the SP</i>
None	2.1 Prepare the certification, facilitate signing of CGDH II, and forward to Records Division.	None	1 Hour	<i>Division Chief / Board Secretary SP - Journal &amp; Minutes Division CGDH II, Admin Aide VI SP - Office of the Secretary to the SP</i>
3. Claim and acknowledge receipt of the certification.	3. Receive the signed certification, affix the official seal of the city, and release certification to client.	None	2 Minutes	<i>SAO/Division Chief, Admin Asst. I SP - Records Division</i>
TOTAL		None	1 Hour & 25 Minutes	
<b>END OF TRANSACTION</b>				



#### 4. Request for Research Assistance on Approved Resolutions, Enacted Ordinances, and Other Legislative Matters

Assistance is given to anyone conducting research and requiring information regarding approved resolutions, enacted ordinances, or other legislative matters tackled by the City Council.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B, G2C, G2G			
<b>Who may avail:</b>	Any person, company, agency, or institution			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID of the requesting party (original)		1. Issuing company, agency or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID, secure and scan SPEL QR code.	1. Check ID and assist client with SPEL registration/QR scanning.	None	3 Minutes	<i>PACD Officer</i> Public Assistance & Complaints Desk
2. Proceed to SP – Records Division and present inquiries.	2. Note client's inquiry or needed information, and check database and archive.	None	1 Hour	<i>Supervising Administrative Officer/Division Chief,</i> <i>Computer Programmer II,</i> <i>Admin Asst. I / Admin Aide II</i> SP - Records Division
3. Receive the needed information.	3. Respond to client's inquiries and provide information needed.	None	10 Minutes	<i>Supervising Administrative Officer/Division Chief,</i> SP - Records Division
	<b>TOTAL</b>	None	1 Hour & 13 Minutes	
<b>END OF TRANSACTION</b>				



## 5. Request for Certified True Copy of Legislative Documents (Ordinance, Resolution, Minutes of Session/Hearing, Journal of Proceedings of SP's Session/Hearing/Meeting/Investigation, and Other Legislative Documents)

Certified True Copy of legislative documents is provided to client upon request, for personal, official, business or lawful purposes.

<b>Office or Division:</b>		Sangguniang Panlungsod Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		Any person, company, agency or institution		
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID of the requesting party (original)		1. Issuing company, agency or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID, secure and scan SPEL QR code.	1. Check ID and assist client with SPEL registration/QR scanning.	None	3 Minutes	<i>PACD Officer</i> Public Assistance & Complaints Desk
2. Proceed to SP – Records Division and fill out request form.	2. Receive the request, assess the readiness/ availability of the document/s.	None	1 Hour	<i>Supervising Administrative Officer/Division Chief,</i> <i>Computer Programmer II,</i> <i>Admin Asst. I / Admin Aide II</i> SP - Records Division
3. Get the Order of Payment and proceed to the City Treasurer's Office (CTO) to pay.  No payment for G2G, proceed to Step 5.	3. Determine and issue Order of Payment, if any, to client.	None	2 Minutes	<i>Supervising Administrative Officer/Division Chief</i> SP - Records Division



4. Pay to CTO, if needed.	4. (CTO to receive payment and issue official receipt (OR))	If G2C & G2B: ₱36.00/page (Secretary's Fee: ₱6.00; Doc. Stamp: ₱30.00);  No payment for G2G.	(Please refer to CTO's processing time)	<i>Designated Revenue Collection Officer City Treasurer's Office Ground Floor, City Hall Building</i>
5. Proceed to SP – Records Division and claim the requested document. (Present the OR of payment if paying client)	5. Release the requested document. (Check and log OR of paying client)	None	2 Minutes	<i>Supervising Administrative Officer/Division Chief, Computer Programmer II, Admin Asst. I / Admin Aide II SP - Records Division</i>
TOTAL		None	1 Hour & 7 Minutes	
<b>END OF TRANSACTION</b>				



## 6. Review and Concurrence/Affirmation/Validation of Barangay Ordinances/Resolutions

Sangguniang Panlungsod reviews barangay ordinances/resolutions enacted by the Sangguniang Barangay.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	26 Barangay Councils of General Santos City			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Barangay Endorsement (original + 1 duplicate copy) 2. Barangay Ordinance/s (original + 4 duplicate copies)		1. Barangay Council concerned of General Santos City 2. Barangay Council concerned of General Santos City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID, secure and scan SPEL QR code.	1. Check ID and assist client with SPEL registration/QR scanning.	None	3 Minutes	<i>PACD Officer</i> Public Assistance & Complaints Desk
2. Submit the barangay ordinance with endorsement and receive the acknowledgment receipt.	2. Receive and check the documents for completeness, issue acknowledgment receipt, and process the routing of the document.	None	30 Minutes	<i>Admin Aide II,</i> <i>Supervising Administrative Officer/Division Chief</i> SP - Records Division
None	2.1 Review the document and make the necessary notations/remarks/recommendation on the routing slip; forward document to the Vice Mayor's Office.	None	1 Hour	<i>CGDH II,</i> <i>Admin Aide VI</i> SP - Office of the SP Secretary
None	2.2 Receive, assess/pre-evaluate document, and forward to the Vice Mayor.	None	30 Minutes	<i>Receiving Personnel,</i> <i>Chief of Staff</i> SP - Vice Mayor's Office





None	2.3 Review, give instruction/ recommendation, sign the document, and forward to Records Division.	None	1 Day	<i>Vice Mayor, Releasing Personnel</i> SP - Vice Mayor's Office
None	2.4 Receive the document and process transmittal to the City Councilor concerned.	None	30 Minutes	<i>Admin Aide II, Receiving Personnel</i> SP - Records Division and SP – Resolutions, Ordinances & Agenda Division
None	2.5 Receive the document, study and act on/process/ facilitate the needed legislation.	None	2 Days	<i>LLSA III, PDO 1, PDA, City Councilor</i> SP - City Councilors' Office
None	2.6 Process/facilitate the needed legislation, provide documentation of its proceedings (1 <sup>st</sup> Reading, Public/Committee Hearings, 2 <sup>nd</sup> Reading, 3 <sup>rd</sup> & Final Reading), and transmit/forward final and signed copies of legislative documents to the Records Division.	None	20 Days	<i>Concerned Personnel</i> SP - Resolutions, Ordinances & Agenda Division and SP - Journal and Minutes Division
None	2.7 Receive the document, file a copy & process the necessary posting/dissemination of the approved resolution & transmit to Admin Division.	None	2 Hours	<i>Supervising Administrative Officer/Division Chief, Admin Aide IV</i> SP - Records Division



3. Receive copy of approved resolution.	3. Receive & post/disseminate copies of approved resolution.	None	1 Day	<i>Designated Personnel, Admin Aide II SP - Administrative Division</i>
	TOTAL	None	24 Days, 4 Hours & 33 Minutes	
<b>END OF TRANSACTION</b>				

*This service table is covered by the following laws: Sec. 57 of RA 7160 (Local Government Code of 1991); SP Internal Resolution No. 4, Series of 2019; and Sec.3, Rule VII of the Joint Memorandum Circular of 2019-001, Series of 2019.*



## Library Services



## 7. Borrowing of Learning Materials for Outside Photocopying/Reproduction

Facilitation of library clients' request to borrow learning materials for outside photocopying/reproduction.

<b>Office or Division:</b>		General Santos City Public Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B, G2G, G2C		
<b>Who may avail:</b>		Any person, company, agency or institution		
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID (original)		1. Issuing agency, school or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and contact tracing QR code.	1. Check ID and scan contact tracing QR code.	None	3 Minutes	<i>PACD Officer / Security Guard I</i> GSC Public Library
2. Present the reading material/s, fill out borrowing slip, and deposit ID.	2. Check and receive the accomplished borrowing slip and ID; check/note condition and release the requested material/s to the client.	None	15 Minutes	<i>Reference Librarian</i> GSC Public Library
3. Photocopy/ Reproduce the borrowed learning material/s.	None	None	(Maximum time allowed: 4 Hours)	(Client's preferred photocopying/ reproduction center)
4. Return the borrowed learning material/s and claim the deposited ID	4. Receive and check the returned learning material/s and return the deposited ID to client.	None	5 Minutes	<i>Reference Librarian</i> GSC Public Library
	<b>TOTAL</b>	None	23 Minutes	
<b>END OF TRANSACTION</b>				



## 8. Request for Assistance on Access to Learning Materials

Researchers and students are provided assistance/facilitation for easy access to learning materials using Koha or Library Information System and through internet access.

<b>Office or Division:</b>		General Santos City Public Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		Any constituent, company, agency or institution		
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID (original)		1. Issuing agency, school, or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and contact tracing QR code.	1. Check ID and scan contact tracing QR code.	None	3 Minutes	<i>PACD Officer / Security Guard / GSC Public Library</i>
2. Direct queries to the Reference or Technical Librarian and proceed with desired reading/ browsing/ research.	2. Respond to client's queries and give instructions on the use of OPAC (On-Line Public Access Cataloguing), or refer client to the Internet Section for online search of needed material/s.	None	10 Minutes	<i>Reference or Technical Librarian GSC Public Library</i>
	<b>TOTAL</b>	None	13 Minutes	
<b>END OF TRANSACTION</b>				



## 9. Request for Conduct of Library Orientation

Facilitation for the conduct of Library Orientation for students are provided upon request from various educational institutions.

<b>Office or Division:</b>	General Santos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	All private and public educational institutions within and outside the city			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Letter request (original - 2 copies)		1. Requesting educational institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and contact tracing QR code.	1. Check ID and scan contact tracing QR code.	None	3 Minutes	<i>PACD Officer / Security Guard I</i> GSC Public Library
2. Submit letter request to the GSC Library Officer In-Charge or Librarian IV.	2. Receive the request, check/verify availability of schedule, and confirm schedule with client.	None	30 Minutes	<i>Officer In-Charge/ Librarian IV</i> GSC Public Library
None	2.1 Prepare the venue and materials for presentation.	None	3 Hours	<i>Officer In-Charge/ Librarian IV</i> GSC Public Library
3. Attend the orientation on scheduled date and time.	3. Conduct Library Orientation & Tour on scheduled date and time.	None	4 Hours	<i>Officer In-Charge/ Librarian IV, Technical Librarian</i> GSC Public Library
	<b>TOTAL</b>	None	7 Hours & 33 Minutes	
<b>END OF TRANSACTION</b>				



## 10. Request for Assistance on the Use of Tech4Ed Services

Assistance is readily available to first-time users of Tech4Ed services.

<b>Office or Division:</b>	General Santos City Public Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B, G2G, G2C			
<b>Who may avail:</b>	Any person, company, agency or institution			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Any valid ID (original)		1. Issuing company, agency or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and contact tracing QR code.	1. Check ID and scan contact tracing QR code.	None	3 Minutes	<i>PACD Officer / Security Guard / GSC Public Library</i>
2. Register at the Tech4Ed website and use its services.	2. Assist client with account creation and orient about Tech4Ed Services.	None	50 Minutes	<i>Reference Librarian / Internet Section In-Charge GSC Public Library</i>
None	2.1 Monitor client usage.	None	1 Hour	<i>Internet Section In-Charge GSC Public Library</i>
3. Log out from the Tech4Ed website.	3. Assist client with proper log out.	None	2 Minutes	<i>Internet Section In-Charge GSC Public Library</i>
	<b>TOTAL</b>	None	1 Hour & 55 Minutes	
<b>END OF TRANSACTION</b>				





## **Internal Services**



## 11. Application/Request for Inclusion in the Calendar/Order of Business of Session

Preparation of the Calendar/Order of Business for the Sangguniang Panlungsod Regular and Special Sessions.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Resolutions, Ordinances & Agenda Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	SP Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. LSD Form 09 (Application for Inclusion in the Order of Business) 2. Supporting Documents (SP or Barangay Ordinance/Resolution, MOA, Plans & Specs, Subdivision Plans, Contracts, Indorsements, Letter Requests, Minutes of Session and Committee Hearings, Approved Matters, Committee Reports)		1. Records Division/Resolutions, Ordinances & Agenda Division 2. Records Division/Resolutions, Ordinances & Agenda Division/Journal & Minutes Division/ City Councilors' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Resolutions, Ordinances & Agenda Division (ROAD) Form 09.	1. Receive and collate all applications for inclusion in the Order of Business.	None	1 Hour	<i>Admin Aide VI, Division Chief</i> SP - Resolutions, Ordinances & Agenda Division
None	1.1 Prepare, edit and review the Calendar/Order of Business.	None	3 Days	<i>Division Chief, LLSO III, Computer Programmer I / Admin Asst. I, Admin. Aide VI</i> SP - Resolutions, Ordinances & Agenda Division



None	1.2 Approve/Sign the Calendar/Order of Business.	None	2 Hours	<i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office
2. Receive copy of Calendar/Order of Business.	2. Upload the Calendar/Order of Business and provide soft/hard copies to members of the SP & SP Secretary.	None	30 Minutes	<i>Computer Programmer I,</i> <i>Admin Assistant I,</i> <i>LLSO III,</i> <i>Admin Aide VI</i> SP - Resolutions, Ordinances & Agenda Division
	<b>TOTAL</b>	None	<b>3 Days, 3 Hours &amp; 30 Minutes</b>	
<b>END OF TRANSACTION</b>				



## 12. Application/Request for Committee Report and Corresponding Minutes of the Hearing/Meeting

Preparation of Committee Report and Minutes of the Hearing/Meeting conducted, for adoption of the Sangguniang Panlungsod during Sessions.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Journal and Minutes Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Any Sangguniang Panlungsod members who conducted the Hearing/Meeting			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of the request form		Resolutions, Ordinances & Agenda Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit copy of request form for Committee Report to the Journal and Minutes Division.	1. Receive, check/verify and log the request.	None	10 Minutes	<i>Stenographic Reporter IV</i> SP - Journal and Minutes Division
None	1.1 Prepare the Committee Report and its corresponding Minutes.	None	4 Days	<i>Board Secretaries, Assigned Editors, Division Chief</i> SP - Journal and Minutes Division
2. Receive copy of Committee Report.	2. Transmit/Forward Committee Report with attached Minutes (e-copy & hard copies) to SP Secretary & Vice Mayor/Presiding Officer, and e-copies to City Councilors.	None	1 Hour	<i>Board Secretaries, Assigned Editors</i> SP - Journal and Minutes Division
	Total	None	4 Days, 1 Hour & 10 Minutes	
<b>END OF TRANSACTION</b>				



### 13. Request for Preparation of Indorsement, Referral Letter, or Invitation to Session

Preparation of indorsement, referral letters, or invitations to guests and attendees of the Sangguniang Panlungsod Sessions.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Resolutions, Ordinances & Agenda Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	SP Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ROAD Form 6 (Application for Committee Hearing/Consultative Meeting)/ROAD Form 19 (Indorsement/Referral)/ROAD Form 17 (Committee Indorsement)/ROAD Form 08 (Acknowledgment Receipt/Session Agenda Folder)/Supporting Documents (SP or Barangay Ordinance/Resolution, MOA, Plans & Specs, Subdivision Plans, Contracts, Indorsements, Letter Requests) 2. Approved Matters		1. Resolutions, Ordinances & Agenda Division  2. Journal and Minutes Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out applicable ROAD form.	1. Receive and validate request.	None	15 minutes	<i>Admin. Aide VI, Division Chief</i> SP - Resolutions, Ordinances & Agenda Division
None	1.1 Prepare, check/ review, and sign Indorsement, Referral Letter, or Invitation to Session.	None	3 hours	<i>LLSO III, Admin Aide IV, Admin. Aide VI, Division Chief</i> SP - Resolutions, Ordinances & Agenda Division <i>CGDH II,</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office, <i>City Councilor</i> SP - City Councilors' Office



2. Receive copy of Indorsement/ Referral Letter/ Invitation.	2. Forward to Administrative Division for dispatch.	None	10 minutes	<i>LLSO III, Admin Aide IV, Admin Aide VI SP - Resolutions, Ordinances &amp; Agenda Division</i>
	TOTAL	None	3 hours and 25 minutes	
<b>END OF TRANSACTION</b>				



## 14. Preparation of Matters Approved/Discussed during Regular/Special Session

Preparation of Matters Approved/Discussed during the conduct of the Sangguniang Panlungsod Regular/Special Sessions.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Journal and Minutes Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	City Vice Mayor/Presiding Officer, Secretary to the Sanggunian and Resolutions, Ordinances & Agenda Division			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Order of Business, Other Matters, and Addendum/a of the session conducted			1. Resolutions, Ordinances & Agenda Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request copy of Matters Approved/Discussed.	1. Secure, collate, and verify data.	None	1 Day	<i>Division Chief, Board Secretaries SP - Journal and Minutes Division</i>
None	1.1 Prepare, review and sign the final copy of the Matters Approved/Discussed during regular/special session.	None	1 Day	<i>Division Chief, Board Secretaries SP - Journal and Minutes Division</i>
2. Receive copy.	2. Furnish copy to VMO, SP Secretary and ROAD.	None	1 Hour	<i>Assigned Stenographic Reporter, SP - Journal and Minutes Division</i>
	<b>TOTAL</b>	None	2 Days & 1 Hour	
<b>END OF TRANSACTION</b>				





## 15. Request for Stenographic Services and Preparation of Minutes/Journal of Hearings/Meetings/Sessions

Preparation of Minutes/Journal of hearings/meetings/sessions of the proceedings of the Sangguniang Panlungsod.

<b>Office or Division:</b>		Sangguniang Panlungsod Office - Journal and Minutes Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Members of the Sangguniang Panlungsod		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice/Invitation to hearing/meeting / Order of Business of Session		1. Resolutions, Ordinances and Agenda Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give notice/ invitation to hearing/ meeting or Order of Business of Session.	1. Receive notice/invitation or Order of Business and document meeting/hearing/ session on scheduled date and time.	None	4 Hours	<i>Stenographic Reporter III, Stenographic Reporter IV; Board Secretary / Assigned Editor</i> SP - Journal and Minutes Division
None	1.1 Prepare, edit/ review Minutes/ Journal of proceedings.	None	12 Days	<i>Stenographic Reporter III, Stenographic Reporter IV, Board Secretary / Assigned Editor, Division Chief</i> SP - Journal and Minutes Division
None	1.2 Finalize and facilitate signatories of the final copy of the Minutes/Journal of proceedings.	None	2 Days	<i>City Councilor</i> SP - City Councilors' Office <i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office



2. Receive copy of Minutes.	2. Furnish copy to SP members and submit file copy of Minutes/Journal to Records Division.	None	3 Minutes	<i>Assigned Stenographic Reporter/s</i> SP - Journal and Minutes Division
	TOTAL	None	14 Days, 4 Hours & 3 Minutes	
<b>END OF TRANSACTION</b>				



## 16. Request for Preparation of Notice/Invitation to Committee/Public/En Banc Hearing/Meeting

Preparation of Notice/Invitation to the Sangguniang Panlungsod Committee/Public/En Banc Hearings/Meetings.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Resolutions, Ordinances & Agenda Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	SP Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ROAD Form 6 (Application for Committee Hearing/Consultative Meeting) 2. Supporting Documents (SP or Barangay Ordinance/Resolution, MOA, Plans & Specs, Subdivision Plans, Contracts, Indorsements, Letter Requests)		1. Records Division/ Resolutions, Ordinances & Agenda Division Division/City Councilors' Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out ROAD Form 06.	1. Receive and validate request; verify availability of schedule and venue.	None	20 Minutes	<i>LLSO III, Admin Aide VI, Division Chief SP - Resolutions, Ordinances &amp; Agenda Division Receiving Personnel SP - Vice Mayor's Office</i>
None	1.1 Prepare, check/ review and sign notice of hearing/meeting.	None	4 Hours	<i>LLSO III, Admin Aide IV, Admin Aide VI, Admin Asst. II, Division Chief SP - Resolutions, Ordinances &amp; Agenda Division CGDH II SP - Office of the SP Secretary City Councilor SP - City Councilors' Office</i>



2. Receive copy of acknowledgment receipt.	2. Prepare acknowledgment receipt and transmit to Admin. Div. for dispatch.	None	1 Hour	<i>LLSO III, Admin Aide IV, Admin Aide VI, Admin Asst. II</i> SP – Resolutions, Ordinances & Agenda Division
	<b>TOTAL</b>	None	5 Hours & 20 minutes	
<b>END OF TRANSACTION</b>				



## 17. Request for Copy/Certified True Copy of SP 201 Files and Legislative Documents

Provision of copy/certified true copy of requested 201 files and legislative documents to requesting officials and employees of the Sangguniang Panlungsod.

<b>Office or Division:</b>		Sangguniang Panlungsod Office - Records Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		SP Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		2. Records Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request form and give it to Supervising Administrative Officer/Division Chief.	1. Receive request, check/locate the document requested.	None	10 Minutes	<i>Supervising Administrative Officer/Division Chief</i> SP - Records Division
None	1.1 Retrieve and reproduce copy of the requested document.	None	10 Minutes	<i>Computer Programmer II, Admin Asst. I, Admin Aide II</i> SP - Records Division
2. Receive the document.	2. Release the copy/certified true copy of document requested.	None	2 Minutes	<i>Supervising Administrative Officer/Division Chief</i> SP - Records Division
Total		None	22 Minutes	
<b>END OF TRANSACTION</b>				



## **Administrative Services**



## 18. Facilitation of Applications for Cash Advances

Facilitation of cash advances of the Sangguniang Panlungsod employees.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Permanent and co-terminus employees of Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Travel Order (original) 2. Letter of Invitation; Confirmation (if necessary) (1 copy) 3. Recommendation from HR (1 copy)		1. Vice Mayor's Office, Legislative Bldg. 2. Organizing institute/company/agency 3. Human Resource Management and Development Office, City Hall Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out logbook and submit complete documents.	1. Receive documents and prepare DV and ObR; review/check documents and fund control; transmit to CGDH II/Vice Mayor for appropriate action.	None	1 Hour, 45 Minutes	<i>Designated Personnel, Supervising Administrative Officer/Division Chief / AO V; Admin Aide VI</i> SP-Administrative Division
None	1.1 Act on the document.	None	30 Minutes	<i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office
None	1.2 Log and forward documents to City Budget Office for appropriate action.	None	30 Minutes	<i>Admin Asst. II</i> SP-Administrative Division
2. Receive transaction code.	2. Queue and forward/submit documents to City Accountant's Office.	None	4 Hours	<i>Admin Asst. II</i> SP-Administrative Division
	<b>TOTAL</b>	None	6 Hours & 45 Minutes	
<b>END OF TRANSACTION</b>				



## 19. Facilitation of Leave Applications

Facilitation of leave application of officials and employees of the Sangguniang Panlungsod.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All officials and employees of the Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
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)		1. Client's attending physician  2. Office of the Local Civil Registry  3. Office of the Local Civil Registry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out leave form and logbook.	1. Receive form and encode all necessary information; check/verify leave balance.	None	30 Minutes	<i>Designated Personnel</i> SP-Administrative Division
None	1.1 Act on/sign leave application form.	None	1 Hour, 20 Minutes	<i>Concerned Division Chief; Supervising Administrative Officer/ Division Chief / AO V</i> SP-Administrative Division <i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor / Designated personnel</i> SP - Vice Mayor's Office





None	1.2 Log and forward leave application form to HRMDO.	None	30 Minutes	<i>Admin Asst. II</i> SP - Administrative Division
None	2. Retrieve leave form from HRMDO and forward to Records Division for archiving.	None	30 Minutes	<i>Designated Personnel</i> SP - Administrative Division
	TOTAL	None	2 Hours & 50 Minutes	
<b>END OF TRANSACTION</b>				



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

Facilitation of granted personnel liquidation/reimbursement on cash advances.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Permanent and co-terminus employees of Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Certificate of Appearance (original)</li> <li>2. Tickets (using any means of Public transportation - if necessary) (original)</li> <li>3. Boarding Pass (if necessary) (original)</li> <li>4. Official Receipt (for registration fee; hotel accommodation - if necessary) (original)</li> <li>5. Certificate of Absolute Necessity from the Office of the City Mayor (if necessary) (original)</li> <li>6. Audited copy of DV, ObR, Appendix A (Itinerary) (original)</li> </ol>		<ol style="list-style-type: none"> <li>1. Issuing institute/company/agency</li> <li>2. Ticketing office concerned</li> <li>3. Airline company concerned</li> <li>4. Issuing institute/company/agency</li> <li>5. Designated Personnel, City Mayor's Office, G/F, City Hall Building, City Hall Drive, General Santos City</li> <li>6. Designated Personnel, City Treasurer's Office, G/F, City Hall Building, City Hall Drive, General Santos City</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out logbook and submit complete documents.	1. Receive documents and prepare Liquidation Report, Tracer; review/check documents and fund control; transmit to CGDH II/Vice Mayor for appropriate action.	None	1 Hour, 55 Minutes	<i>Admin Aide VI, SAO / AO V, Admin Aide IV SP - Administrative Division</i>
None	1.1 Act on the document.	None	30 Minutes	<i>CGDH II SP - Office of the SP Secretary Vice Mayor SP - Vice Mayor's Office</i>



None	1.2 Log and forward documents to City Budget Office for appropriate action.	None	30 Minutes	<i>Admin Asst. II</i> SP - Administrative Division
2. Receive transaction code.	2. Queue & forward documents to City Accountant's Office.	None	4 Hours	<i>Admin Asst. II</i> SP - Administrative Division
	<b>TOTAL</b>	None	6 Hours & 55 Minutes	
<b>END OF TRANSACTION</b>				



## 21. Facilitation of Payment for Fuel, Oil and Lubricants

Facilitation of payment for fuel, oil, and lubricants used in the operations of the Sangguniang Panlungsod.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Supplier and Administrative Division personnel concerned			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account (3 originals)		1. Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Statement of Account.	1. Receive documents and its completeness.	None	10 Minutes	<i>Designated Personnel, Supervising Administrative Officer/Division Chief / AO V</i> SP-Administrative Division
2. Receive file copy of document submitted.	2. Stamp "RECEIVED" on the file copy; prepare necessary documents; review/check & facilitate signatories (CGDH II/VM) & submit to CGSO for appropriate action.	None	4 Days	<i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office <i>Designated Personnel,</i> CGSO
None	TOTAL	None	4 Days & 10 Minutes	
<b>END OF TRANSACTION</b>				



## 22. Facilitation of Payment for Individual Claims

Facilitation of payments of Individual claims (RATA, Salary, Terminal Leave benefits and other remuneration of officials/employees).

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Permanent and co-terminus employees of Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Certification of no government vehicle used (original)</li> <li>2. DTR (original)</li> <li>3. Approve Leave application (original)</li> <li>4. Clearance from money, property &amp; work accountabilities/Bank clearances (original)</li> <li>5. Updated Service Record (original)</li> <li>6. HR Certificate of Leave Credits (original)</li> <li>7. Terminal Leave Computation (original)</li> <li>8. Affidavit authority to deduct accountabilities (original)</li> <li>9. Affidavit of no pending criminal investigation or prosecution against him/her (original)</li> <li>10. NOSA (1 certified true copy)</li> <li>11. Statement of Asset, Liabilities &amp; Networth (1 certified true copy)</li> </ol>		<p>Items 1 to 4: Admin Division, Sangguniang Panlungsod Office, G/F, Legislative Building, City Hall Drive, General Santos City</p> <p>Items 5 to 9: Human Resource Management Office, 2/F City Hall Building, City Hall Drive, General Santos City</p> <p>Items 10-11: Records Division, Sangguniang Panlungsod Office, G/F, Legislative Building, City Hall Drive, General Santos City</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out logbook and submit complete documents.	1. Receive documents and prepare DV, ObR, Tracer; review/check documents and fund control; transmit to CGDH II/Vice Mayor for appropriate action.	None	1 Hour, 55 Minutes	<i>Designated Personnel, SAO / AO V, Admin Aide IV SP - Administrative Division</i>



None	1.1 Act on the document.	None	30 Minutes	<i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office
None	1.2 Log and forward documents to City Budget Office for appropriate action.	None	30 Minutes	<i>Admin Asst. II</i> SP-Administrative Division
2. Receive transaction code.	2. Queue & forward documents to City Accountant's Office.	None	4 Hours	<i>Admin Asst. II</i> SP-Administrative Division
	TOTAL	None	6 Hours & 55 Minutes	
<b>END OF TRANSACTION</b>				



### 23. Facilitation of Payment for Utilities (Mobile & Landline Phones)

Facilitation of payment for utilities used in the operations of the Sangguniang Panlungsod.

<b>Office or Division:</b>		Sangguniang Panlungsod Office - Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B		
<b>Who may avail:</b>		SP Officials and Employees		
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account (original - 3 copies)		1. Service Provider		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Statement of Account.	1. Receive documents and prepare DV, ObR and Tracer Slip; review/check documents and fund control; transmit to CGDH II/Vice Mayor for appropriate action.	None	1 Day, 40 Minutes	<i>Designated Personnel, Supervising Administrative Officer/Division Chief/ AOV</i> SP-Administrative Division
None	1.1 Act on the document/request.	None	30 Minutes	<i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office
None	1.2 Log and forward documents to City Budget Office for appropriate action.	None	30 Minutes	<i>Designated Personnel</i> SP - Administrative Division
2. Receive transaction code.	2. Queue & forward documents to City Accountant's Office.	None	4 Hours	<i>Designated Personnel</i> SP-Administrative Division
	<b>TOTAL</b>	None	1 Day, 5 Hours & 40 Minutes	
<b>END OF TRANSACTION</b>				



## 24. Facilitation of Payment for Catering Services

Facilitation of payment of claims for catering services used by the Sangguniang Panlungsod.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	Supplier; Contractors; Business Partners			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Charge Invoice (original)		1. Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit charge invoice/billing statement/state ment of account.	1. Receive documents and attach copy of Purchase Order and Attendance Sheet; transmit documents to CGSO.	None	1 Hour, 45 Minutes	<i>Councilor's Staff</i> SP - City Councilors' Office <i>Receiving Personnel</i> SP - Vice Mayor's Office
None	1.1 Receive documents & attachments; issue inspection & acceptance report (IAR).	None	(CGSO Processing Time)	<i>CGSO Designated Personnel</i>
None	1.2 Retrieve IAR from CGSO & forward it to VMO.	None	30 Minutes	<i>Councilor's Staff</i> SP - City Councilors' Office <i>Receiving Personnel</i> SP - Vice Mayor's Office
2. Receive file copy of document submitted.	2. Receive and process IAR & documents for VM's signature; act on the document; forward documents to CGSO.	None	4 Hours, 30 Minutes	<i>Vice Mayor / Authorized Personnel, Designated Liaison Officer</i> SP - Vice Mayor's Office <i>Designated Liaison Officer,</i> SP - City Councilors' Office
	<b>TOTAL</b>	None	6 Hours & 45 Minutes	
<b>END OF TRANSACTION</b>				





## 25. Facilitation of Payment of Personnel Monetization Claims

Facilitation of payment of the Sangguniang Panlungsod employees' monetization claims.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Permanent and co-terminus employees of Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
<p>NOTE: Only employees who have 15 days or more earned leave credits can avail of monetization.</p> <ol style="list-style-type: none"> <li>1. Letter of Intent (original)</li> <li>2. Attachments - equivalent to the amount of the monetized earned leave credit (attached to the letter) – (original)</li> <li>3. Approved Leave application (original - 2 copies)</li> </ol>		<p>Items 1 to 3 – Admin Division, Sangguniang Panlungsod Office, G/F, Legislative Building, City Hall Drive, General Santos City</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out logbook and submit complete documents.	1. Receive documents and prepare DV and ObR; review/check documents and fund control; transmit to CGDH II/Vice Mayor for appropriate action.	None	1 Hour, 43 Minutes	<i>Designated Personnel, Supervising Administrative Officer/Division Chief/AO V, Admin Aide VI</i> SP-Administrative Division
None	1.1 Act on the document.	None	30 Minutes	<i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office



None	1.2 Log and forward documents to City Budget Office for appropriate action.	None	30 Minutes	<i>Admin Asst. II</i> SP - Administrative Division
2. Receive transaction code.	2. Queue and forward documents to City Accountant's Office.	None	4 Hours	<i>Admin Asst. II</i> SP-Administrative Division
	TOTAL	None	6 Hours & 43 Minutes	
<b>END OF TRANSACTION</b>				



## 26. Facilitation of Payment of Job Orders' Salaries

Facilitation of payment of job orders' salaries.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Job Order Workers			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Duly approved DTR (original - 2 copies) 2. Duly approved Accomplishment Report (original) 3. Driver's Trip Ticket (original, if applicable) 4. Travel Order (1 photocopy, if applicable) 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) (if applicable)		1. HRMDO, 2/F City Hall Building  2. JO worker concerned  Items 3 - 6: Admin Division, Sangguniang Panlungsod Office, G/F Legislative Building  7. Issuing company, agency or institution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to Payroll Clerk.	1. Receive documents and prepare payroll and ObR; review/check documents and fund control; transmit to CGDH II/Vice Mayor for appropriate action.	None	4 Days	<i>Designated Personnel, SAO / AO V</i> SP-Administrative Division
None	1.1 Act on the document & forward to the City Budget Office.	None	45 Minutes	<i>CGDH II</i> SP-Office of the SP Secretary <i>Vice Mayor</i> SP-Vice Mayor's Office <i>Admin Asst. II</i> SP-Administrative Division



2. Receive transaction code.	2. Queue & forward documents to City Accountant's Office.	None	4 Hours	<i>Designated Personnel</i> SP-Administrative Division
	TOTAL	None	4 Days, 4 Hours & 45 Minutes	
<b>END OF TRANSACTION</b>				



## 27. Facilitation of Petty Cash Requests and Claims

Facilitation of petty cash requests and claims.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B; G2G; G2C			
<b>Who may avail:</b>	Employees of Sangguniang Panlungsod			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Petty Cash Voucher (original - 2 copies)</li> <li>2. Request for Quotation (for items worth ₱1,000.00 up; at least 3 suppliers)</li> <li>3. Pre-repair Inspection (for equipment) (original)</li> <li>4. Post Inspection Report (for equipment) (original)</li> <li>5. Waste Material Report duly received by COA (for equipment) (original - 2 copies)</li> <li>6. Carrying Cost (for equipment) (1 photocopy)</li> <li>7. Equipment Maintenance Card (1 photocopy)</li> <li>8. ICS for small items; ARE for equipment</li> </ol>		<p>Items 1 - 5: Administrative Division, Sangguniang Panlungsod Office, G/F Legislative Building</p> <p>6. City Accountant's Office, G/F City Hall Building</p> <p>Items 7 - 8: CGSO, City Engineer's Compound, Bula Road</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request petty cash.	1. Prepare and sign petty cash voucher (PCV) and log request details; transmit to CGDH II/VM for appropriate action.	None	15 Minutes	<i>Supervising Administrative Officer/Division Chief/ AO V</i> SP-Administrative Division <i>(Requesting Division)</i>
None	1.1 Act on the request.	None	30 Minutes	<i>CGDH II</i> SP - Office of the SP Secretary <i>Vice Mayor</i> SP - Vice Mayor's Office



2. Forward PCV to Petty Cash Custodian.	2. Receive and review signed PCV and attached documents; log transaction and release money to requesting employee.	None	30 Minutes	<i>Supervising Administrative Officer/Division Chief / AO V</i> SP-Administrative Division
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>Supervising Administrative Officer/Division Chief / AO V</i> SP-Administrative Division
TOTAL		None	1 Hour & 45 Minutes	
<b>END OF TRANSACTION</b>				



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

Facilitation of return of unserviceable/non-functional office equipment and materials used in the operations of the Sangguniang Panlungsod.

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Permanent and co-terminus employees of Sangguniang Panlungsod (with ARE,T-ARE,ICS,IRP)			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. ARE (original – 4 copies) 2. T-ARE (original – 4 copies) 3. ICS (original – 4 copies) 4. Equipment or materials to be returned (must be complete if to be returned by set; exact serial number)		Items 1 - 3: Sangguniang Panlungsod Office-Admin. Division, G/F Legislative Building, City Hall Drive, General Santos City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out logbook and endorse equipment/materials.	1. Receive exact equipment/materials as per ARE/T-ARE/ICS and prepare Property Return Slip (PRS); check documents and forward to CGDH II for appropriate action.	None	1 Hour, 42 Minutes	<i>Admin Asst. I, SAO / AO V, Admin Aide VI</i> SP-Administrative Division
None	1.1 Act on the document.	None	30 Minutes	<i>CGDH II</i> SP - Office of the SP Secretary
None	1.2 Prepare and forward the equipment/ materials and documents to CGSO.	None	4 Hours	<i>Admin Asst. I</i> SP-Administrative Division
2. Receive copy of PRS.	2. Furnish copy of PRS to employee.	None	5 Minutes	<i>Admin Asst. I</i> SP-Administrative Division
	<b>TOTAL</b>	None	<b>6 Hours &amp; 17 Minutes</b>	
<b>END OF TRANSACTION</b>				



## 29. Dispatch of Communications, Notices/Invitations for Hearings/Meetings/Sessions, SP Publications, and Public Postings of Approved Legislative Measures

Delivery of Notices/Invitations for Hearings/Meetings/Sessions and Public Posting of Approved Legislative Measures

<b>Office or Division:</b>	Sangguniang Panlungsod Office - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	SP Officials and Employees			
<b>CHECKLIST OF REQUIREMENT/S</b>		<b>WHERE TO SECURE</b>		
1. Communications, Notices/Invitations for Hearings/Meetings/Sessions, SP Publications, or Copies of Approved Legislative Measures 2. Transmittal/Acknowledgement Receipt		Concerned SP Divisions and Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out logbook and endorse communication /materials for delivery/ posting.	1. Receive the communications/ materials/approved legislative measures for delivery/posting and distribute to assigned messengers.	None	15 minutes	<i>Designated Personnel</i> SP-Administrative Division
None	1.1 Deliver/post the communications/ materials/approved legislative measures, and return the acknowledgment receipt to designated Admin personnel.	None	2 days	<i>Designated Messengers</i> SP-Administrative Division





2. Receive the acknowledgment receipt.	2. Receive and log acknowledgment receipt and undelivered communications and return AR to division/office concerned.	None	15 minutes	<i>Designated Personnel</i> SP-Administrative Division
	TOTAL	None	2 Days & 30 Minutes	
<b>END OF TRANSACTION</b>				



REPUBLIC OF THE PHILIPPINES  
LOCAL GOVERNMENT OF GENERAL SANTOS CITY



**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



REPUBLIC OF THE PHILIPPINES  
ANTI-RED TAPE AUTHORITY

# CLIENT SATISFACTION MEASUREMENT SURVEY

Please scan the QR code for your feedback, suggestions, complaints and appreciation or you may use the feedback box.





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OFFICE OF THE PRESIDENT



REPUBLIC OF THE PHILIPPINES  
**ANTI-RED TAPE AUTHORITY**

# FEEDBACK BOX

Please drop your feedback,  
suggestions, complaints and  
appreciation





Control No: \_\_\_\_\_



Republic of Philippines  
General Santos City  
Local Government Unit of General Santos City



ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No., AMTA-2202-3  
Expires on 31 July 2023

**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?**  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

