

**OFFICE OF THE CITY ADMINISTRATOR**  
**RECEPTION/ACTION ON VARIOUS COMPLAINTS**

Receiving of various complaints, criticisms or suggestions that need immediate action/s for the various complaints received by the office.

|  |   |   |                        |                           |
|--|---|---|------------------------|---------------------------|
| <b>Office or Division:</b>   | <b>City Administrator's Office/Office of the City Mayor</b>   |   |                        |                           |
| <b>Classification:</b>   | Simple Transaction  |   |                        |                           |
| <b>Type of Transaction:</b>  | Government to citizen   |   |                        |                           |
| <b>Who may avail:</b>  | Department Heads/Section Chiefs, employees and suppliers/contractors who have business transactions in the City Government. |   |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>  |                        |                           |
| Mayor's Clearance<br>-Barangay Clearance Certificate<br>- Police Clearance Certificate<br>- Court Clearance Certificate<br>- Proof of Payment<br>Motorcade/Parade Permit<br>- Letter Request<br>- Route<br>- Proof of Payment<br>Film Shooting Permit<br>- Letter Request<br>- Authority for the use of the location, if private<br>- Proof of Payment<br>Travel Authority (for employees)<br>- Approved Leave Application |   | Barangay<br>San Juan Police Station<br>RTC<br>Treasury Office<br><br>Supplied by applicant<br>Supplied by applicant<br>Treasury Office<br><br>Supplied by applicant<br><br>Treasury Office<br><br>CHRDD |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| 1. Client submits letter complain with documents   | 1.Receiving of various complaints, grievances, criticisms /suggestions, etc.  | none  | 5 minutes              | Administrative Aide       |
|  | 2. Interview, conversation with the complainant   |   | 10 minutes             | Executive Assistant       |
|  | 3. Evaluation to determine action to be taken   |   | 1 hour                 | City Administrator        |
|  | 4. Referral to concerned office   |   | 3 minutes              | Administrative Aide       |

**END OF TRANSACTION**