



# OFFICE OF THE MAYOR



## **I. Mandate**

The City Mayor, as the Chief Executive of the City of Manila, shall exercise such powers and performs such duties and functions as provided for under Section 355 of RA 7160 for an efficient, effective and economical management of the City Government for the general welfare of its inhabitants, such as but not limited to the following:

- a. Exercise general supervision and control over all programs, projects, services and activities of the City Government.
- b. Enforce all laws and ordinances relative to the governance of the City and in the exercise of the appropriate powers as provided under Local Government Code.
- c. Implement all approved policies, programs, projects, services and activities of the City.
- d. Initiate and maximize the generation of resources and revenues and apply the same to the implementation of development plans, programs, and priority projects of the City.
- e. Ensure the delivery of basic services and provision of adequate facilities to the citizenry
- f. Exercise such powers and performs such other duties and functions as may be prescribed by law or ordinances.

## **II. Vision**

To be the center for excellence that would be a standard for all support office in terms of staff work.

## **III. Mission**

To support His Honor, the Mayor, in providing efficient, reliable and quality administrative and management services.

## **IV. Service Pledge**

We commit to:

- a. Support the agenda of the City Mayor in creating a business/tourist friendly environment.
- b. Offer our services equally, honestly and responsively.
- c. Provide accessible and accurate information to everyone to ensure transparency.
- d. Adhere to the highest standards of professionalism and code of conduct.
- e. To be cooperative and helpful to every staff member to assure quality services



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# **ADMINISTRATIVE DIVISION**

## External Services



## 1. Mayor's Clearance

The Mayor's Clearance (MC) is issued to individuals for various purposes. The clearance is being required for the following purposes: (1) for employment (2) for promotion of PNP, BFP, AFP and Philippine Navy personnel (3) for firearms license (4) for school requirements

<b>Division</b>	Administrative Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Manila Police District Clearance (1 original) validity is 6 months from the date of issuance			Manila Police District, U.N. Avenue, Manila	
2. Community Tax Certificate (original)			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements to the person responsible.	1. Checks documentary requirement	Php20.00	1 Minute	<i>Admin. Aide I Office of the Sec. to the Mayor</i>
	2. Issues an Order of Payment (OR)		1 Minute	
2. An Order of Payment will be issued. Pay to the City Treasurer's Office.	3. Requires OR and issue a claim stab	Additional Php20.00 for a request for Certified True Copies (CTC) of approved MC	1 minute	<i>Cashier Office of the City Treasurer</i>
	3. Requires OR and issue a claim stab indicating the time/date of receipt and schedule of release.			
3. Hand over the Official Receipt to the person responsible.	4. Prepares MC for the signature of the Secretary to the Mayor		(2 working days upon filing)	<i>Admin. Aide I Admin. Officer I</i>
4. A claim stab will be issued indicating the date to claim the document.	5. Releases/ issues the requested MC			
<b>TOTAL</b>		Php 40.00	2 Days, 3 Minutes	<i>Admin. Aide I Office of the Sec. to the Mayor</i>



## 2. Certification of Residency

The Certification of residency is issued to individuals for various purposes, such as: (1) for local and foreign employment (2) DFA requirement (3) solemnize marriage.

<b>Division</b>	Administrative Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Manila residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Barangay Clearance/Certification duly signed by Punong Barangay (validity: 6 months from the date of issuance)			Office of the Punong Barangay	
2.Endorsement from Manila Barangay Bureau attesting the signature of the Punong Barangay			Manila Barangay Bureau	
3.Personal letter indicating the purpose of the request for Certification			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the documentary requirements to the person responsible.	1.1 Checks documentary requirements.	Php 20.00	1 Minute	Administrative Aide I Office of the Sec. to the Mayor
2.An Order of Payment will be issued. Pay to the City Treasurer's Office	2.1 Issues an Order of Payment (OR)		1 Minute	Cashier Office of the City Treasurer
3.Hand over the Official Receipt to the person responsible.	3.1 Requires OR and issue a claim stab indicating the time/date of receipt & schedule of release.		1 minute	Administrative Aide I Office of the Sec. to the Mayor
4.A claim stab will be issued indicating the date to claim the document.	4.1Processes the certification for the signature of the Secretary to the Mayor 4.2 Releases/ issues the requested document		2 working days upon filing	Administrative Aide I Office of the Sec. to the Mayor
<b>TOTAL</b>		PHP20.00	2 Days,3 Minutes	



# **OFFICE FOR SENIOR CITIZENS AFFAIRS (OSCA)**

## **External Services**



## 1. Request for OSCA ID & Booklet

OSCA IDs & Booklet are being issued to senior citizens of the City of Manila in compliance with provisions of RA 9994 particularly the grant of discounts and other senior citizens privileges

<b>Division</b>	Office of the Senior Citizens Affairs			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Senior Citizens (60 years old and above) who are Manila residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Birth Certificate or any of the following valid IDs with date of birth and Manila address: Voter's ID or Registration Record Passport Driver's License UMID (GSIS, SSS)			City Civil Registry Office  COMELEC DFA LTO GSIS, SSS	
2. Latest Barangay Certification			Office of the Punong Barangay	
3. Latest 1x1 ID picture (3 pcs)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the application form	1.1 Receives application & supporting documents	Pro-Bono	15 to 30 minutes (if requirements are complete  If not, to be scheduled and immediately processed upon submission of required documents	Receiving Clerk OSCA Personnel
2. Present the documentary requirements to the person responsible.	2.1 Checks the information given			Clerk Typist OSCA Personnel
	3. Assigns the ID & Booklet Types the entries to the ID			Releasing Clerk OSCA Personnel
	4. Encodes the vital information given			
	5. Releases the ID and Booklet			
<b>TOTAL</b>		Pro-Bono	30 Minutes	Verifier Encoder OSCA Personnel





## 2. Request for Certification

Request for certification is being issued to senior citizens who are applying for late registration of birth, cancellation of senior membership and other related matters.

<b>Division</b>	Office of the Senior Citizens Affairs			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Senior Citizens (60 years old and above) who are Manila residents			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. For Membership : (1) OSCA ID			Client	
2. For Cancellation of Membership : (1) OSCA ID to be surrendered			Client	
3. For Late Registration: (1) Cert. of No Record (NSO & Local Copy) plus any of the following: a. Baptismal Cert. b. Passport c. Voter's Record d. Form 138/137			PSA City Civil Registry Office  COMELEC School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request 2. Submit supporting documents	1. Receives request and supporting documents 2. Verifies from database 3. Types the Certification 4. OSCA Head/Officer-in-Charge signs Certification	Pro-Bono	15 Minutes upon receipt	Receiving Clerk OSCA Personnel
<b>TOTAL</b>		Pro-Bono	15 Minutes	



### 3. Ordinance No. 8362 and 8457 amended by Ordinance No. 8570

An Ordinance granting BIRTHDAY CAKE to all Senior Citizens of Manila

<b>Division</b>	Office of the Senior Citizens Affairs			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Senior Citizens (60 years old and above) who are Manila residents			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. OSCA ID			OSCA Office	
2. Claim Stub			OSCA Office	
3. Authorization Letter (if to be claimed by authorized representative)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Senior Citizen's name must be included in the Masterlist per Barangay	1. Registration /Encoding of names 2. Information dissemination 3. Coordination with concern offices (CTO, OCAT, CGSO, MBB, P/B, Brgy Presidents, etc.) 4. 4.Releasing/Distribution – House to House	NONE	Within the birth month	Clerk/ Encoder OSCA Personnel
<b>TOTAL</b>		None	Within the birth month	



# **Public Employment Service Office (PESO)**

## **External Services**

## 1. Job Fair

Job Fair is an employment facilitation strategy aimed to fast-track the meeting of job seekers and employers/ overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the jobseekers. During the Jobs fair, jobseekers select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers.

<b>Division</b>	Public Employment Service Office (PESO)			
<b>Classification</b>	Simple			
<b>Type of Transactions</b>	G2C – Government to Citizen			
<b>Who may avail</b>	A. Jobseekers B. Employers and Agencies <ol style="list-style-type: none"> <li>1. Any company</li> <li>2. Licensed private recruitment agencies</li> <li>3. Contractors/ subcontractors</li> </ol>			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
A. Jobseekers <ol style="list-style-type: none"> <li>1. Biodata/ Resume</li> <li>2. Picture 2x2</li> <li>3. Certificate of employment</li> <li>4. Diploma/ transcript of records</li> <li>5. Authenticated Birth Certificate</li> </ol> B. Employers and Agencies <ol style="list-style-type: none"> <li>1. Private recruitment agency             <ol style="list-style-type: none"> <li>a. Valid PRPA License/ Authority issued by DOLE</li> </ol> </li> <li>2. Overseas Employment Agencies             <ol style="list-style-type: none"> <li>a. Valid POEA License</li> <li>b. Provincial Recruitment Authority</li> <li>c. Available Job Orders</li> </ol> </li> <li>3. Contractors/ subcontractors             <ol style="list-style-type: none"> <li>a. Registered to DOLE</li> </ol> </li> </ol>		Client          PSA          Client-Employer          Client-Employer          Client-Employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Jobseekers <ol style="list-style-type: none"> <li>1. Go to registration area and fill up CNMRS form.</li> <li>2. Get registration ID to be presented to the employers.</li> <li>3. Choose position that fits your qualification and remember the</li> </ol>	Give information to applicants  Registration  Check correctness of forms (PESO and NSRP)	None	1-2 minutes   1-3 minutes   5-10 minutes	Labor and Employment Officer



<p>name of your chosen company's name and proceed to agencies' booth</p> <p>4. Listen carefully to the interviewer. If not qualify, he/she can still look for other vacancies.</p> <p>5. For pre-selected jobseeker wait for telegram / notice from recruitment agency and present it at DOLE-RO/EDP for proper clearance</p> <p>6. For those seeking for training assistance, proceed to TESDA or other agencies offering skills training</p>				
<p>Employers/Agencies</p> <p>1. All requesting party shall file a request for the conduct of job fair, in writing, with the Regional Office, copy furnished the PESO at least 10 working days before the scheduled date of the job fair enclosing the list of employers and agencies, registration certificate and job orders, also the proposed date and venue of job fair.</p>	<p>Check Requirements and create DOLE letter</p>		<p>10-15 minutes</p>	
<p>2. Employers/Agencies shall furnish PESO/DOLE RO's a job placement report or deployment report 120 days after the conduct of job fair</p>	<p>Receive report from Employers and agencies</p>		<p>5-10 minutes</p>	
<p><b>TOTAL</b></p>		<p>None</p>	<p>40 Minutes</p>	



## 2. Special Program for Employment of Students (SPES)

The objective of SPES is to develop the intellectual capacities of children of poor families and harness their potentials for the country's well being. It aims to help poor but deserving students pursue their education by providing income or augment their income through encouraging their employment during summer and/or Christmas vacation.

<b>Division</b>	Public Employment Service Office (PESO)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	<ol style="list-style-type: none"> <li>1. Jobseekers             <ol style="list-style-type: none"> <li>a. Students / out of school youth</li> <li>b. 15-25 years old</li> <li>c. Enrolled in the present school year/ term immediately preceding the summer vacation. Out of school youth who intends to continue his/her education</li> <li>d. Parents' net income after tax does not exceed P36,000 annually</li> <li>e. Obtained a passing school grade.</li> </ol> </li> <li>2. Employers             <ol style="list-style-type: none"> <li>a. Any company who employed at least 50 workers at any given time during the past 12 months</li> </ol> </li> </ol>	
	<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. Jobseekers             <ol style="list-style-type: none"> <li>a. Duly filled Registration form 01 (3 copies) with ID picture attached and attested by the school principal or registrar</li> <li>b. Any of the following to attest his/her age                 <ol style="list-style-type: none"> <li>i. Birth/ baptismal certificate</li> <li>ii. Form 138 where age is specified</li> <li>iii. Joint affidavit of two disinterested parties re age of students</li> </ol> </li> <li>c. Any of the following to attest student rating                 <ol style="list-style-type: none"> <li>i. Form 138.</li> <li>ii. Certificate from school registrar that the student has passing school grade during previous semester / school year</li> <li>iii. Certified true copy of the students' class card where his/her passing could be determined</li> </ol> </li> <li>d. Latest Income Tax Return of parent/ or a certification from the employer/ union president that the parent of the jobseeker is to be displaced or have been displaced.</li> </ol> </li> <li>2. Employers             <ol style="list-style-type: none"> <li>a. Signed Pledge of Commitment</li> </ol> </li> </ol>	Any DOLE Regional/ Provincial/ District Offices, PESO or other deputized entities



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Jobseekers a. Students who have complied with the documentary requirements and are found to be eligible to join the program shall be referred by the PESO to the Employers who signified their intention to participate in the program b. Students who will be accepted by these employers are deemed placed and are officially enrolled in the program c. An employment contract signed by the employer and the student and attested by the representative of DOLE shall be submitted to the DOLE Regional office within 1 week after the start of employment of the student	Registration  Assist the applicants with the requirements	None	1-3 minutes  1-2 hours	Labor and Employment Officer
2. Employers a. Employers may signify their intention to hire students by signing a Pledge of Commitment and submitting it to the nearest PESO/ DOLE Regional Offices	Coordinate with stakeholders – employers and DOLE		3-5 minutes	
Total		None	2 hrs, 8 mins.	



### 3. Local Recruitment Activity

The employers conduct interviews of onsite applicants. This is done in the PESO Manila office space.

<b>Division</b>	Public Employment Service Office (PESO)			
<b>Classification</b>	Simple			
<b>Type of Transactions</b>	G2C – Government to Citizen			
<b>Who may avail</b>	A. Jobseekers B. Employers and Agencies 1) Any company 2) Licensed private recruitment agencies 3) Contractors/ subcontractors			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
A. Jobseekers 1. Biodata/ Resume 2. Picture 2x2 3. Certificate of employment 4. Diploma/ transcript of records 5. Authenticated Birth Certificate  B. Employers and Agencies 1. Private recruitment agency a. Valid PRPA License/ Authority issued by DOLE 2. Contractors/ subcontractors a. Registered to DOLE			Client      PSA   Client-Employer  Client-Employer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(Jobseekers) 1.Registration  2.Fill out Forms: -PESO Form -NSRP Form No. 1 Jan. 2017 (PESO Employment Information System Registration Form (PEIS))  3 .Browsing of Posted Vacancies and submission of forms to Profiler (Employer/Agency)	For Registration : Clustering (Male or Female)  Checking of Forms  Profiling	None	1-2 minutes   1-2 minutes  1-2 minutes	Admin. Support Staff   Admin. Support Staff  Admin. Support Staff





4.Fill out Employers' Summary Report Form by the HR/Authorized Representative of Employer	Endorsement to Employer		1-2 minutes	Admin. Support Staff
5. Interview of employer by the HR/Authorized Representative of Employer*	Submission/Return of Employers' Summary Report Form to Labor Employment Officer		*3-5 minutes , additional 3 minutes for examination	
	Endorsement of Employers Summary Report Form for encoding		1-2 minutes	Labor Employment Officer
	Consolidation and endorsement of PESO Form and NSRP Form No. 1 January 2017 (PESO Employment Information System Form PEIS) for encoding		1-2 minutes	Labor Employment Officer
	Encoding		10 -15 minutes	Admin. Support Staff
	Sorting and filing of resume/PESO Application & NSRP Forms		1-2 minutes per person	Admin. Support Staff
	Endorsement of NSRP Forms to DOLE NCR		3-5 minutes	Admin. Support Staff
			3-5 minutes	Admin. Support Staff
			3-5 minutes	Admin. Support Staff
<b>TOTAL</b>		None	47 Minutes	



# **PEOPLE'S LAW ENFORCEMENT BOARD (PLEB)**

## **Internal Services**



## 1. Request for PLEB Clearance

PLEB Clearance is being issued to PNP Personnel according to its purposes such as promotion, resignation, retirement, records, check, travel abroad, study leave, schooling, etc.

<b>Division</b>	People's Law Enforcement Board			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	PNP Personnel/Officers			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
PNP ID			PNP	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out application form	1.1 Verify	Php50.00	10 Minutes after verification	Admin. Aide IV PLEB
2. Pay at the Taxpayer's Lounge	2.1 Prepare Clearance			Admin. Aide IV PLEB
3. Release of Clearance	3.1 Release			Officer-in-Charge PLEB
<b>TOTAL</b>		PHP50.00	10 Minutes	



## 2. Request for Certification/Authentication

PLEB Certification/Authentication is being issued to PNP Personnel. Available records for certification/authentication are PLEB Clearance, decision/resolutions, and case records.

<b>Division</b>	People's Law Enforcement Board			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	PNP Personnel/Officers			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Letter Request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1. Verify 2. Prepare Certification/ Authentication 3. Releasing of documents	NONE	10 Minutes after verification	Admin. Aide IV PLEB Admin. Aide VI PLEB Officer-in-Charge PLEB
<b>TOTAL</b>		None	10 Minutes	



## Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Answer the client feedback form and drop it at the designated drop box located at the Office of the Secretary to the Mayor, 2 <sup>nd</sup> floor Social Media Account (FB) (1) Secretary to the Mayor - City Government of Manila.
How feedback are processed?	<p>Every Friday, the Administrative Officer opens the drop box, compiles and records all feedback submitted.</p> <p>Complaints through social media are printed everyday and forwarded to the concerned divisions/offices.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact telephone : (8) 527-51-91</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at the designated drop box located at the Office of the Secretary to the Mayor.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evident</li> </ul> <p>For inquiries and follow –ups clients may contact the following telephone number (8) 527 5191</p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number (8) 527-51-91</p>
Contact of information Office of the Secretary to the Mayor, OSCA, PLEB, PESO	<p>Office of the Secretary to the Mayor (8) 527-51-91 (FB Account)</p> <p>Secretary to the Mayor – City Government of Manila</p> <p>(8) 531- 9841 - Manila OSCA</p> <p><a href="mailto:pleb.manila2014@gmail.com">pleb.manila2014@gmail.com</a></p> <p>(8) 530-2675</p> <p><a href="mailto:pesocityofmanila@gmail.com">pesocityofmanila@gmail.com</a></p> <p>531-2167</p>



## List of Offices

Office	Address	Contact Information
Administrative Division	2/F Office of the Secretary to the Mayor	(8) 527-51-91 FB : Secretary to the Mayor – City Government of Manila
Office for the Senior Citizens Affairs (OSCA)	G/F Manila City Hall Building	(8) 531-9841
People's Law Enforcement Board (PLEB)	5/F Manila City Hall Building	(8) 530 2675 <a href="mailto:pleb.manila2014@gmail.com">pleb.manila2014@gmail.com</a>
Public Employment Service Office (PESO)	4/F Manila City Hall Building	5310-2167 <a href="mailto:pesocityofmanila@gmail.com">pesocityofmanila@gmail.com</a>



## **OFFICE OF THE VICE MAYOR**



## **I. Mandate**

The City Vice Mayor, pursuant to Section 456 of RA 7160 shall be the Presiding Officer of the Sangguniang Panlungsod signs all warrants drawn in the City in the City Treasury for all expenditures appropriated for its operation and Appoint all officials and employees of the Sangguniang Panlungsod except those specifically provided by law, assumes the unexpired term of the Mayor in the event of Permanent vacancy as provided under Section 44 and 46 of the Local Government Code of 1991; Likewise, last July 15, 2013, the Vice Mayor was designated Vice Chairman of the Manila Disaster Risk Reduction and Management Council through Executive Order No. 99 issued by the Honorable Mayor. He shall also monitor the delivery of eleven (11) basic services as mandated in the Revised Charter of Manila, as implemented by MMC Executive Order No. 80-02 and amplified by MMC Circular No. 18, series of 1980.

## **II. Vision**

To improve people's lives by creating a desirable environment and future through effective and responsive local legislation and execution.

## **III. Mission**

- a. To take pro-active action as Vice Chairman of the Manila Disaster Risk Reduction and Management Council (MDRRMC)
- b. To promote cultural, health, physical/sports development programs of the city.
- c. To provide educational assistance, appropriate skills oriented, training, seminars and introductions to livelihood projects at the community level that could accelerate the absorption of out -of-school youth and non-working member of the community into the economic mainstream and to veer them away from idleness and harmful activities like drug addiction, gambling and vices.
- d. To monitor the delivery of the eleven (11) basic services to the residents of Manila namely : 1.Health , 2. Education, 3. Financial Services, 4. Infrastructure 5. Recreation 6. Legal 7. Social 8. Cultural 9. Urban Planning Services, 10. Environmental , 11. Security Services

## **IV. Service Pledge**

With the First Lady Vice Mayor at the helm, the Office of the Vice Mayor sets to heighten its commitments on focusing on a head on delivery of basic services that would further the standards of living of Manileños.





## V . LIST OF SERVICES

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## 1. Endorsement letter to Public Hospitals in Manila, Red Cross, PAGCOR and PCSO:

The Office of the Vice Mayor extend assistance thru Endorsement letters to those individuals/family who are in dire needs of medical help.

<b>Office or Division:</b>		Main Office / Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Manileños		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Barangay Certificate</li> <li>• Medical Abstract</li> <li>• Letter request addressed to the Vice Mayor</li> </ul>		<ul style="list-style-type: none"> <li>• Respective Barangay</li> <li>• Respective Hospitals</li> <li>• Person requesting assistance</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the needed requirements	1.1 Receive request letter 1.2 Check all the needed requirements. 1.3 Prepare letter/Endorsement for signature of the Vice Mayor	None	1 day (2 days max)	Office of the Vice Mayor Staff
2. Person requesting assistance receives needed letter/Endorsement/Medical help	2.1 Approved/signed letter Endorsement release to requesting individual.			
		<b>TOTAL</b>	1 day (2 day max)	



## 2. Job Recommendation Letter:

The Office of the Vice Mayor extend help recommending job seekers/Manileños to MHD and to the Six(6) District Hospitals in Manila.

<b>Office or Division:</b>	Main Office / Office of the Vice Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Manileños / Job Seekers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter of Intent</li> <li>• Personal Data Sheet</li> </ul>		<ul style="list-style-type: none"> <li>• Person Concerned/Job Seeker</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1 Receive request letter of intent & PDS 1.2 Prepare recommendation letter for signature of the Vice Mayor	None	3 days Max. 5 days	Office of the Vice Mayor Staff
2. Requesting Person receives signed recommendation letter	2.1 Signed Recommendation letter release to requesting person.			
		<b>TOTAL</b>	3 days	



### 3. Solicitation from:

- Diff. Barangays
- Organizations

<b>Office or Division:</b>		Main Office / Office of the Vice Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Constituents/Organizations in Diff. Barangays in the 6(Six) Districts of Manila		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Personal Letter Addressed to the Vice Mayor</li> </ul>		<ul style="list-style-type: none"> <li>• Requesting Person/Organization</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request	1.1 Received letter request 1.2 Release of action on request to client	None	1-3 working days	Office of the Vice Mayor Staff
		<b>TOTAL</b>	3 days	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback</b>	Send us questions/comments/follow-up at Office of the Vice Mayor, Manila City Hall or you may call tell no.: (8)5273789
<b>How feedbacks are processed</b>	<p>Every day all letters/feedbacks and calls (inquiries, follow-up, complaints) are recorded.</p> <p>Feedbacks requiring response/action are forwarded to the concern staff.</p> <p>Response/action of the Office in then relayed to the requesting party.</p>
<b>How to file a complaint</b>	Send us or submit to the OVM written complaints addressed to the Vice Mayor or you may call tell. no.: (8)5273789 to report your complaints/issues/concerns
<b>How complaints are processed</b>	Assess the complaints investigate and decide on the action to be taken.
<b>Contact Information of CCB,PCC, ARTA</b>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782) PCC: 8888 CCB: 0908 881 65 65 (sms)



## **OFFICE OF THE CITY ADMINISTRATOR**



## **I. Mandate:**

The City Administrator is mandated to exercise supervision and control over all Manila City Government enterprises and/or departments performing purely propriety functions and develop plans and strategies upon approval thereof by the City Mayor, implement policies that establish and maintain a sound personnel program, be in the frontline in situations of natural disasters and calamities

## **II. Vision:**

The City Administrator's Office envisions an efficient and effective public service that creates and foster transformative government that opens opportunities to clients and staff by developing both of their holistic well-being.

## **III. Mission:**

The CA formulates and recommends to the City Mayor clear, effective and sustainable administrative policies, programs and strategies that promote fast and transparent service delivery in compliance to the ease of doing business in the City.

## **IV. Service Pledge:**

We commit to:

- a. Promote transparency within the bureaucracy;
- b. Enhance accountability and professionalism in the government;
- c. Re-engineer the system and processes of communication for immediate response to clientele
- d. Promote simplified procedures of communication that will provide speedy Actions for satisfactory performance
- e. Provide assistance to the public at no expense for purposes of transparency.



## V. List of Services

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## 1. Act on Dormitory Concerns and other related Communication for the Operation of Dormitories, Transient Houses, Boarding Houses, Room Rentals and the like.

The City Administrator chairs the Committee on Dormitory. The Committee creates a composite team to be responsible in the conduct of actual inspections. The Secretariat on the other hand is responsible for the checking and verification of documents. The Committee signs a Resolution for any action undertaken by the Composite Team and the Secretariat.

<b>Office or Division:</b>	Office of the City Administrator (Secretariat/Committee on Dormitories)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Dormitory Clients from the City of Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy Barangay Certificate	Barangay Chairman Concerned Barangay			
1 Photocopy Business Permit	Bureau of Permits, Manila			
1 Photocopy Fire Safety Certificate	Bureau of Fire, Central Office, Manila			
1 Photocopy Certificate of Final Electrical Inspection	DEPW –Electrical Division			
1 Photocopy Annual Building Inspection Certificate	DEPW – Manila Building Official			
1 Photocopy Sanitation Permit	Manila Health Department			
1 Photocopy Mechanical Permit	DEPW –Manila , Mechanical Division			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Receiving Person at the Front Desk	1.1 Receive Stamp the document and write the Reference Number	None	5 minutes	<i>Receiving Clerk</i> – Office of the City Administrator
2. Submit Photocopies of Requirements	2.1 Check and evaluate requirements	None	1 day	<i>Secretariat</i> Office of the City Administrator
	3. Conducts inspection to dormitories, boarding houses, transients, room rentals and the like 3.1 If the above-mentioned businesses have complied with all the requirements, the Committee will serve a Resolution to operate business to qualified applicants 3.2 . If with lacking requirements , the Committee serve notice to comply within 5 days upon days receipt thereof; 3.3 If requirements are not complied within 5 days, a Closure Order duly signed by the head of MBB and Secretary to the Mayor will be served.	None	5 days  Max.7 days	<i>Composite Team</i>  <i>Committee on Dormitories</i> Office of the City Administrator
	<b>TOTAL</b>	None	6 days, 5 mins	



**2. Act on requests for medical, financial and educational, requests for use of sports complex, use of streets for events purposes, requests for free or discounted funeral and requests for clearing purposes together with the clients, bureaus or Offices of Manila City Hall and from the Public.**

These are personal requests of clients which are acted upon by the City Administrator by way of approval it or referring the letter to the concerned offices for appropriate action.

<b>Office or Division:</b>	Office of the City Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Manila Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request from the Concern Citizen (1 original copy)		Citizen		
Proof of medical, financial and educational needs and other supporting documents (1 original and photocopy)		Hospitals- Personnel Division Funeral – Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. .Submit Letter of Intent to the Receiving Person at the Front Desk	1.1Receives requirements:	None	5 minutes to one day	<i>Receiving Clerk</i> Office of the City Administrator
Submit Photocopies of Requirements	1.2 Determine if request is for referral, memo or endorsement	None	5 minutes	<i>Supervising Administrative Officers</i>
	2..1 Prepares communication	None	10 minutes	<i>Administrative Officer</i>
	3. For Action	None	1 day	<i>City Administrator</i>
	4.Releases communication		5 mins	<i>The Releasing clerk</i>
	<b>TOTAL</b>	None	1 day 25 mins	



### 3. Attend to visitors, study visits from different universities, institutions, agencies and organizations

These are referring to guests or visitors who would like to talk or to have courtesy call with the City Administrator.

<b>Office or Division:</b>	Office of the City Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Visitors or Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request (1 original copy)		Visitors or Guests		
2. Proof of the request for courtesy call (1 original copy)		Company if necessary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent to the Receiving Person at the Front Desk	1.1 Receives requirements:	None	5 minutes	<i>Receiving Clerk</i> Office of the City Administrator -
2. Submit Photocopies of Requirements if necessary	2.1 Determine if request needs immediate response or approval or interview of the visitors the reason of visit	None	30 minutes	<i>Supervising Administrative Officer</i>
	2.2 Ask the availability of the City Administrator	None	1 day	The Executive Secretary
	2.3 CA for Action	None		<i>The City Administrator</i>
	<b>TOTAL</b>	None	1 day & 35 minutes	



#### 4. Patrimonial Properties

This is a continuing inventory and in-depth study of all city patrimonial properties, assessment of the present market value of properties and recommend policies on the management and operation of properties leased to private individuals and corporation

<b>Office or Division:</b>	Office of the City Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	Citizen - Lessee, Buyer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter (1 original copy)		Requesting party		
2. Proof of the documents (1 original and photocopy)		City General Services ( Records Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire necessary requirements for acquisition of properties/ or for rental of city government properties	1.1 Entertain inquiries	None	5 minutes	<i>Technical Working Group-Receiving Clerk</i>
	2. Workout the necessary documents by verifying records at the CGSO 2.1 Check if requirements are complete	None	1 day	<i>Technical Working Group</i>
	3. Meeting with the Committee	None	30 minutes	<i>Committee of Patrimonial Properties</i>
	4. Conduct a continuing inventory and in-depth study of all City Patrimonial Properties	None	1 day	<i>Committee of Patrimonial Properties</i>
	5. Draft Resolution	None	1 day	<i>Technical Working Group</i>
	6. Submit Resolution to Awards Committee for appropriate action	None	30 minutes	<i>Technical Working Group-Receiving Clerk</i>
	<b>TOTAL</b>		None	4 days, 5 mins



## 5. Adjudication of Public Market Stalls

This is reorganized or reconstituted to undertake functions such as recommendations or take actions in the resolution of problems in connection with the occupancy of stalls, boots, or spaces in the public market

<b>Office or Division:</b>	Office of the City Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	Vendors, Market Stalls lessor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter (1 original copy)		Requesting Party		
2. Application with photocopy		Market Administrator's Office		
3. Barangay Certificate (1 original copy)		Barangay Chairman		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter to the Committee along with the accomplished application form	1.1 Receive requirements	None	5 minutes	<i>Technical Working Group- Receiving Clerk</i>
	2. 1 Check Requirements	None	1 day	<i>Technical Working Group</i>
	3.1 Conduct Meeting with the Committee 3.2 Sends Notice of Adjudication thru mail 3.3 Conduct drawing of lots and opening of bids 3.4 Issues Resolution re: list of stall winners 3.5 Prepares Winners Certificate Award 3.6 Distribute Certificate of Awards to qualified vendors	None	30 minutes	<i>Committee on Market</i>
	<b>TOTAL</b>	None	1 day,,35 mins.	



# **Office of the City Administrator**

## **Internal Services**



## 1. Disbursement of Checks for suppliers and salaries of Manila City Hall employees, Annual and Supplemental Procurement Plan, Contract of Services from 6 different hospital for approval/signature of the City Administrator

These are checks from different departments, bureaus and offices for salary purposes and checks for commercial, utilities and other miscellaneous or account payables, the APP and its Supplemental Plan, the Contract of Service of the city for signature of the City Administrator.

<b>Office or Division:</b>	Office of the City Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G –Government to Government			
<b>Who may avail:</b>	All Employees of the Manila City Hall			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Checks for Salaries of Employees (1 original document) 1.1 Payroll (1 original copy) or 1.2 Voucher (1 original copy)		Offices Concerned-Accounting Office		
2. Checks for Utility Bills (1 original document) 2.1 Voucher (1 original copy) 2.2 Billing Statement (1 original copy)		Offices Concerned-Accounting Office		
3. Annual and Supplemental Procurement Plan (2 original copies)		Offices Concerned-Supply and Equipment Section		
4. Contract of Services (2 original copies)		Offices Concerned-Department Head		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Checks, Payrolls and / or vouchers	1. Receive and log the documents	None	2 minutes	<i>Receiving Clerk Office of the City Administrator</i>
2. Submit Checks for Utility Bills, Voucher and Billing Statement	2 Forward the documents to Executive Secretary for Signature of the City Administrator	None	1 hour	<i>Executive Secretary Office of the City Administrator</i>
3. Submit Annual and Supplemental Procurement Plan	3. The City Administrator signs the document	None	1 day	<i>City Administrator</i>
4. Submit Contract of Services	4 Release the communication	None	5 mins	<i>the Releasing Clerk Office of the City Administrator</i>
	<b>TOTAL</b>	None	1day, 1 hr, 7 mins	



## 2. Real Property Inventory

This is undertaken by the Committee on Real Property Inventory to conduct annual physical inventory of supplies, equipment of properties until December 31, 2019 of which the latter reconcile the results of the count with the property and accounting records, maintain its file copies.

<b>Office or Division:</b>	Office of the City Administrator/Committee on Real Property Inventory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All Clients from the City of Manila			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Necessary attachments from the offices concerned		Person In-Charge, Office of the City Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter to the Office of the City Administrator	1. Receives requirements:  1.1. Determine if request is for referral, memo or endorsement 1.2 Prepares communication 1.3 CA for Action 1.5. Releases communication	None	5 minutes to one day	Committee on Real Property
	<b>TOTAL</b>	None	1 day & 5 mins	





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write your feedback at a piece of paper and drop it on a drop box in front of the City Administrator's Office
How feedbacks are processed	<p>Every Friday, the Chief Administrative Officer will open the box and submits all feedbacks to the City Administrator for his information and appropriate action .</p> <p>Other feedback requiring the comment, recommendation and point of view of concerned person are answered within 3 days after the receipt of the feedback.</p> <p>The answer of the Office is relayed to the citizen</p> <p>For inquiries and follow-ups , clients may contact at this telephone number 8527-50-04</p>
How to file a complaint	<p>Answer the complaint in writing</p> <p>Note: Complaints should be filed with the following:</p> <ul style="list-style-type: none"> <li>- Name of Person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups , clients may contact at this telephone number 8527-50-04</p>
How complaints are processed	For inquiries and follow-ups , clients may contact at this telephone number 8527-50-04
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>: 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908 881 65 65 (sms)</p>

Office	Address	Contact Information
City Administrator' Office	Room 207, Second Floor Manila City Hall, Taft Avenue, Manila, Philippines	8527-50-04