

**MUNICIPAL ADMINISTRATOR'S OFFICE**

**MAO-001 | MAKING AN APPOINTMENT/REQUEST TO THE MUNICIPAL ADMINISTRATOR**  
**Service Category**

<b>Office or Division:</b>	Municipal Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter/ request form/ appointment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits letter request/ for appointment through letter, form, telephone, email.  For Walk-in: Fill up appointment request form	<ul style="list-style-type: none"> <li>➤ Receives letter of request/ appointment form.</li>   <li>➤ Set the day and time for the appointment as Administrator's and client's availability</li> </ul>	NONE	3 minutes	Radjita Abuan <i>Maria Victoria A. Florendo</i> <i>Arlene P. Hoover</i>    <i>Joan V. Hermosura</i>
Sign visitors log book	Assist the client to the Administrator	NONE		Joan V. Hermosura

# **MUNICIPAL ADMINISTRATOR'S OFFICE**

## **Request for Gasoline Allotment**

**MAO-002 | REQUEST FOR GASOLINE ALLOTMENT**  
**Service Category**

<b>Office or Division:</b>	Municipal Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Municipal Employees/NGAs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>➤ Liquidation of past gasoline allocation</li> <li>➤ Trip ticket</li> </ul>		Municipal Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements Liquidation and trip ticket. Submits duly approved Gas Request Slip.	<ul style="list-style-type: none"> <li>➤ Receives/ reviews/ liquidation/ trip ticket/ GRS</li> <li>➤ Issuance of ctc</li> </ul>	NONE	3 minutes	<i>Radjita Abuan</i> <i>Administrative Aide IV</i> <i>Ferdinand B. Hulog</i> <i>Administrative Aide VI</i>  <i>Radjita Abuan</i> <i>Administrative Aide IV</i>
Receives Gas Request Slip and signs in the registry.	Releases requested Gas Purchase Slip	NONE	3 minutes	Ferdinand B. Hulog Administrative Aide VI
Releasing of Gas Slip		NONE	3-5 minutes	Ferdinand B. Hulog Administrative Aide VI

**MUNICIPAL ADMINISTRATOR'S OFFICE**  
**Request for IT Maintenance**

**MAO-003 | REQUEST FOR IT MAINTENANCE**  
**Service Category**

<b>Office or Division:</b>	Municipal Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Municipal employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Slip		Municipal Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Job Request Slip.	<ul style="list-style-type: none"> <li>➤ Receive Job Request Slip and forwards to the Municipal Administrator for approval.</li> </ul>	NONE	3 minutes	Robert Bob Duncan <i>Administrative Assistant II</i>  Alvin Ramos <i>Administrative Asst. I</i>  Willy Caccam <i>Administrative Aide III</i>
	<ul style="list-style-type: none"> <li>➤ Provides IT maintenance</li> <li>➤ Proceeds to the concerned office for technical assistance or repair.</li> <li>➤ Receives and repair the IT equipment</li> </ul>	NONE	Depends upon the part/s to be repaired	Robert Bob Duncan <i>Administrative Assistant II</i>  Willy Caccam <i>Administrative Aide III</i>  Alvin Ramos <i>Administrative Asst. I</i>
Receives and sign the feedback form.	<ul style="list-style-type: none"> <li>➤ Releases the IT equipment.</li> </ul>	NONE		Robert Bob Duncan <i>Administrative Assistant II</i>  Willy Caccam <i>Administrative Aide III</i>  Alvin Ramos <i>Administrative Asst. I</i>

# **MUNICIPAL ADMINISTRATOR'S OFFICE**

## **Request for Policy Formulation**

**MAO-004 | REQUEST FOR POLICY FORMULATION**  
**Service Category**

<b>Office or Division:</b>	Municipal Administrator's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Municipal Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>➤ Duly noted letter</li> <li>➤ Transmittal/endorsement –policy</li> <li>➤ references</li> </ul>			The Person Requesting	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document <ul style="list-style-type: none"> <li>• noted letter</li> <li>• transmittal</li> <li>• request form</li> <li>• endorsement</li> <li>• reference</li> </ul>	<ul style="list-style-type: none"> <li>➤ Receives/check/ review <ul style="list-style-type: none"> <li>- Letter</li> <li>- /transmittal</li> <li>- Endorsement</li> <li>- references</li> </ul> </li> </ul>	NONE	3 minutes	Divina A. Panelo Clarissa A. Patacsil Ferdinand B. Hulog
<ul style="list-style-type: none"> <li>• Activity and Project proposal</li> <li>• Resolution</li> </ul>	<ul style="list-style-type: none"> <li>➤ Receives and prepares draft for Municipal Administrator's notation, initial and approval</li> </ul>	NONE	30 minutes	Ferdinand B. Hulog
	<ul style="list-style-type: none"> <li>➤ Forward and endorse to the Municipal Mayor's approval and signature.</li> </ul>	NONE		Ferdinand B. Hulog
Receives or acknowledges transmittal/endorsement request acted upon.	<ul style="list-style-type: none"> <li>➤ Releases the required action (for transmittal/endorsement to concerned office/ entities)</li> </ul>	NONE	3 minutes	Divina A. Panelo Clarissa A. Patacsil Ferdinand B. Hulog
	END			



# **MUNICIPAL ADMINISTRATOR'S OFFICE**

**Receiving of Incoming  
letters/communications/correspondence**

**MAO-005 | RECEIVING OF INCOMING LETTERS/ COMMUNICATIONS/  
CORRESPONDENCE  
Service Category**

<b>Office or Division:</b>	Municipal Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-G2G			
<b>Who may avail:</b>	General Public/NGA's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter/correspondence/communication		The Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit correspondence letters/ communication documents	<ul style="list-style-type: none"> <li>➤ Receives, check attachment and stamps date and time, document/letters, correspondence. Review appropriate source and records internal registry(Scans DTS, CSR)</li> </ul>	NONE	3mins	<p>Arlene P. Hoover</p> <p>Maria Victoria A. Florendo</p>
	<ul style="list-style-type: none"> <li>➤ Review the document and advice client when to follow up and action</li> <li>➤ Attaches routing slip to be taken forward to Administrators Office and Municipal Mayor for action.</li> </ul>	NONE	3mins	<p>Arlene P. Hoover</p> <p>Maria Victoria A. Florendo</p>

# **MUNICIPAL ADMINISTRATOR'S OFFICE**

**Receives/Reviews/Countersign**

**MAO-006 | RECEIVES/REVIEWS/COUNTERSIGN INTERNAL DOCUMENT**  
**Service Category**

<b>Office or Division:</b>	Municipal Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Municipal Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request/Purchase Order/Disbursement Voucher/Obligation Request/Canvass, Certifications, and other		Municipal Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Purchase Request, Purchase Order, Disbursements Voucher, Obligation Request, Canvass, Certifications	<ul style="list-style-type: none"> <li>➤ Receives review, records in the registry.</li> <li>➤ Forwards the documents to the Municipal Administrator for countersign</li> </ul>	NONE	3mins	Joan V. Hermosura Admin Aide Ferdinand B. Hulog Admin Aide VI
	<ul style="list-style-type: none"> <li>➤ Submits Internal Documents for Signature of the Municipal Mayor</li> </ul>	NONE	3mins	Joan V. Hermosura Admin Aide Ferdinand B. Hulog Admin Aide VI
Reviews	<ul style="list-style-type: none"> <li>➤ Releases the countersigned document to the Office of the Mayor for approval.</li> </ul> <p align="center">END.</p>	NONE	3 mins	Joan V. Hermosura Admin Aide Ferdinand B. Hulog Admin Aide VI

**Municipal Administrator's Office  
Feedback Mechanism**

**MAO-007 FEEDBACK MECHANISM**

**Service Category**

<b>Office or Division:</b>	ADMIN OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Client			
<b>Who may avail:</b>	Bauangeños			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Drop feedback from at the feedback box (manual)	Offices in-charge shall open the box weekly	None	1 day	<i>Divina Panelo Bonnie Pedralvez Clarissa Patacsil Ferdinand B. Hulog</i>
	Preparation of Report regarding action taken, status and implementation	None	1 hour	<i>Divina Panelo Bonnie Pedralvez Clarissa Patacsil Ferdinand Hulog</i>
Send feedback at the official page of the Municipality	Download feedback, comment or reactions	None	5 minutes	<i>Bonnie Pedralvez</i>
	Endorse feedback to the respective offices and concerned	None	2 minutes	<i>Divina Panelo</i>
	Preparation of report regarding action taken, status and implementation	None	1 hour	<i>Divina Panelo Bonnie Pedralvez Clarissa Patacsil Ferdinand B. Hulog</i>