



Republic of the Philippines
City of Lapu-Lapu
Office of the City Administrator

COMMITTEE ON DISCIPLINE AND INVESTIGATION

30 March 2026

FRONTLINE SERVICES OFFERED:

1. Filing of an administrative complaint against a government employee
2. Request for Certified True Copies of records

A. FILING OF ADMINISTRATIVE COMPLAINT AGAINST A GOVERNMENT EMPLOYEE

→ **Who may avail of the service:**

1. Any person with personal knowledge of the act or omission of a government employee, including the issuance of a stamped copy as proof of receipt

→ **Requirements:**

1. Two (2) copies of a duly accomplished written complaint affidavit, subscribed and sworn to by the complainant, containing the following:
 - a. Full name and address of the complainant;
 - b. Full name and address of the person complained of, as well as his/her position and office;
 - c. A chronological narrative of the relevant and material facts which shows the acts or omissions allegedly committed;
 - d. Clearly legible duplicate original or certified true copies of documentary evidence and affidavits of the complainant's witnesses, if any; and
 - e. Certification or statement of non-forum shopping;
2. Supporting documents, if any; and
3. Valid identification of the complainant.

→ **Fees and Charges:**

None.

→ **Schedule of Service Availability**

Monday to Friday, 8:00 AM to 5:00 PM, subject to holidays or government-sanctioned activities.

HOW TO AVAIL OF THE SERVICE (PROCESS)

| Steps | Follow these steps | | It Will Take You | Please Approach |
|-------|--|--|------------------|--------------------------------------|
| | Client | Staff | | |
| 1 | File the complaint with the requirements to the CODI Secretariat | 1. Receive, documents and verify the completeness | 20 minutes | -James Louie Avila, CODI Secretariat |
| | | 2. Affix a "Received" stamp on one of the copy, reflecting the | 5 minutes | -James Louie Avila, CODI Secretariat |

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|---|---|--|------------|--------------------------------------|
| | | date and time of receipt | | |
| | | 3. Record the complaint in the database and assign docket number | 30 minutes | -James Louie Avila, CODI Secretariat |
| 2 | Receive stamped copy as proof of filing | 4. Release the stamped copy to the client | 5 minutes | -James Louie Avila, CODI Secretariat |

Total processing Time: 1 hour

B. REQUEST FOR CERTIFIED TRUE COPIES OF RECORDS

→ **Who may avail of the service:**

1. Any person with a valid interest in the requested records

→ **Requirements:**

1. Written letter request signed by the client with a description of the document requested; and
2. Valid identification of the requesting party;

→ **Fees and Charges:**

None.

→ **Schedule of Service Availability**

Monday to Friday, 8:00 AM to 5:00 PM, subject to holidays or government-sanctioned activities.

HOW TO AVAIL OF THE SERVICE (PROCESS)

| Steps | Follow these steps | | It Will Take You | Please Approach |
|-------|---|--|------------------|--------------------------------------|
| | Client | Staff | | |
| 1 | Submit the requirements to the CODI Secretariat | 1. Receive and review completeness of requirements | 25 minutes | -James Louie Avila, CODI Secretariat |
| | | 2. Verify availability and locate the requested record | 1 hour | -James Louie Avila, CODI Secretariat |
| | | 3. Prepare and certify true copies of the document/s | 3 days | -James Louie Avila, CODI Secretariat |
| 2 | Claim the certified true copies | 4. Release the certified true copies to the client | 5 minutes | -James Louie Avila, CODI Secretariat |

Total processing Time: 3 days, 1 hour, and 30 minutes

Prepared by:

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Reviewed by:

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Committee Member*

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Approved by:

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*City Administrator
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