

# SERVICE NAME

A. SECURING CERTIFIED TRUE COPIES OF APPROVED RESOLUTIONS AND ORDINANCES.

Description of the service

– This service provides certified true copies of approved resolutions and ordinances requested by clients for official, legal or reference purposes.

Office of Division	Office of the Secretary to the Sangguniang Panlungsod			
Classification	Simple Transactions			
Type of Transaction	Transactions involving the general public, private entities, and government agencies.			
Who may avail	General Public, Government Agencies, Private Entities.			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request (Walk-in or Letter) with details of document</li> </ul>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FESS TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete details	Receive and verify request	None	10 minutes	Receiving Clerk
2.	Retrieve document from records / system; if unavailable or system is down, conduct manual retrieval from physical files.	None	1 hour (system)  Up to 2 days (manual retrieval)	Records Personnel
3.	Certify Document	None	5 minutes	SP Secretary / Authorized Signatory
4. Pay required fees at City Treasurer's Office	Prepare billing and advise client	P 20.00 per page + Documentary Stamp Tax (as applicable), to be paid at the City Treasurer's Office	10 minutes	Records Personnel
5. Present Official Receipt (O.R.)	Verify payment and release document	None	10 minutes	Records Personnel
TOTAL		P 20.00 per page + Documentary Stamp Tax (as applicable), to be paid at the City Treasurer's Office	- 1 hour and 35 minutes (Standard processing time through system).  - up to 2 days and 35 minutes (if manual retrieval is necessary due to system unavailability).	

## # SERVICE NAME

### B-1. RESPONSE TO SIMPLE LETTERS OF INQUIRY (NON-LEGISLATIVE REQUESTS)

#### Description of the service

– This service covers the receipt and response to simple inquiries that can be answered using readily available information and do not require extensive review or coordination.

Office of Division	Office of the Secretary to the Sangguniang Panlungsod			
Classification	Simple Transactions			
Type of Transaction	Transactions involving the general public, private entities, and government agencies.			
Who may avail	General Public, Government Agencies, Private Entities.			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Inquiry or Request (either Walk-in, Email or Written Letter)</li> </ul>			Client	
CLIENT STEPS	AGENCY ACTION	FESS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of inquiry or request through any of the following: * Walk-in * Email * Written Letter	Receive, stamp, and log the document	None	10 minutes	Receiving Clerk
2.	Evaluate request and prepare using available information.	None	Within 3 working days	SP Secretary / Assigned Staff
3. Receive response	Release response via email or printed copy	None	5 - 20 minutes	Assigned Personnel
TOTAL		None	Within 3 working days and approximately 31 minutes	

#### Important Notes:

- This service applies only to simple inquires that can be answered using available records or information.
- Examples include requests for status of documents, verification of records, and general information.
- Non-legislative requests refer to the communications that can be acted upon administratively by the office, including requests for information, clarification, or status of records, and which do not require deliberation or approval by the Sangguniang Panlungsod.
- Requests requiring legislative action (e.g. inclusion in the agenda, Committee hearings, enactment of ordinances or resolutions) are not covered by this services.

## # SERVICE NAME

### B-2. RESPONSE TO COMPLEX LETTERS OF INQUIRY AND NON-LEGISLATIVE REQUESTS

#### Description of the service

– This service covers the receipt, evaluation, and response to inquiries that require review, validation, or coordination with other offices before a response can be provided.

Office of Division	Office of the Secretary to the Sangguniang Panlungsod			
Classification	Complex Transactions			
Type of Transaction	Transactions involving the general public, private entities, and government agencies.			
Who may avail	General Public, Government Agencies, Private Entities.			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Inquiry or Request (either Walk-in, Email or Written Letter)</li> </ul>			Client	
CLIENT STEPS	AGENCY ACTION	FESS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of inquiry or request through any of the following: * Walk-in * Email * Written Letter	Receive, stamp, and log the document	None	10 minutes	Receiving Clerk
2.	Forward to SP Secretary	None	1 minute	Receiving Clerk
3.	Review, evaluate, prepare and coordinate with concerned offices, if necessary;	None	Up to 7 working days	SP Secretary / Assigned Staff
4. Receive response	Release response via email or printed copy	None	5 - 20 minutes	Assigned Personnel
TOTAL		None	Up to 7 working days and approximately 31 minutes	

#### Important Notes:

- This service applies to complex inquiries that require verification, validation, or coordination with other offices.
- Requests requiring legislative action (e.g. inclusion in the agenda, Committee hearings, enactment of ordinances or resolutions) are not covered and shall be referred accordingly.
- The Office does not guarantee action on matters requiring deliberation by the Sangguniang Panlungsod.
- Non-legislative requests refer to the communications that can be acted upon administratively and do not require deliberation or approval by the Sangguniang Panlungsod.
- Processing time may vary depending on the complexity of the request, volume of communications received, and the need for coordination with other offices.
- Processing time excludes delay caused by factors beyond control of the office including coordination with other government offices or agencies and waiting for required information or documents.
- Clients shall be informed accordingly in case of such delays.

# SERVICE NAME

C. ISSUANCE OF CERTIFICATION OF POSTING AT THE SANGGUNIANG PANLUNGSOD BULLETIN BOARD

Description of the service

– This service covers the posting of notices at the designated bulletin board of the Sangguniang Panlungsod and the issuance of a certification attesting that the notice was posted for the required period.

Office of Division	Office of the Secretary to the Sangguniang Panlungsod			
Classification	Simple Transactions			
Type of Transaction	Transactions involving utility service providers, private entities, and government agencies.			
Who may avail	Utility service providers ( e.g., water and electric companies), government agencies, and other entities requiring certification of posting.			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request for posting Notice to be Posted			Client Client	
CLIENT STEPS	AGENCY ACTION	FESS TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with Notice	Receive and verify completeness	None	15 minutes	Receiving Clerk
2.	Record request and schedule of posting	None	15 minutes	Records / Admin. Staff
3.	Post Notice on the Sangguniang Panlungsod bulletin board	None	20 minutes	Assigned Personnel
4. Wait for posting period	Monitor posting within the designated bulletin board	None	Depends on the required posting period	Assigned Personnel
5. Request Certification	Prepare Certification for Posting	P 20.00 per page + Documentary Stamp Tax ( as applicable) to be paid at the City Treasurer's Office	1 hour	Records Personnel
6. Claim Certification	Release Certification of Posting	None	20 minutes	Records Personnel
TOTAL		P 20.00 per page + Documentary Stamp Tax ( as applicable) to be paid at the City Treasurer's Office	2 hours and 10 minutes	

Important Notes:

- Processing time excludes the required posting period.
- Payment shall be made at the City Treasurer's Office.
- Only complete and legible notices shall be accepted.
- The certification issued by the Office **only** covers posting made at the Sangguniang Panlungsod bulletin board.
- The certification does not include postings in other bulletin boards or areas within City Hall.
- The office does not validate or endorse the contents of the notices or the application of the requesting party.