



**City Mayor’s Office
(Admin)**



City Mayor’s Office-Admin

I. Mandate:

The City Mayor directs and manages the operations of the city government and ensures that all programs and projects of the government are in place and functioning well; acts on all matters brought to the Mayor’s attention; presides over meetings; solemnizes marriages; officiates on all oath-taking ceremonies; attends all ceremonial functions to which the Mayor is invited, and receives all who have business with the Mayor.

The Office of the Secretary to the Mayor handles all communications to and from the City Mayor; attends to all requests for endorsement, recommendation, of every kind; receives and releases all papers covering requests for payment and disbursements of city funds; arranges meetings called by the Mayor; signs for the Mayor official documents by virtue of delegated authority and represents the Mayor whenever the need arises.

The Mayor’s Action Center (MAC) addresses the needs of an individual or community through programs provided by the City Government. It serves as “one-stop-shop” of the social programs like EBD Scholarship Program, EBD Health Program, Legal Assistance and other Social Services.

II. Vision:

We envision the City Mayor’s Office to be a center of a culture of excellence in terms of performance, competence and accountability rooted in positive, moral, and spiritual values.

III. Mission:

To ensure prompt, courteous and speedy delivery of services to all people seeking assistance at the Mayor’s Office and to ensure that all communications addressed to the City Mayor and documents for the Mayor’s action are acted upon with dispatch.

IV. Service Pledge:

We are committed to provide excellent public services and pledge to promote transparency and professionalism in rendering services.



EXTERNAL SERVICES

1. PUBLIC CUSTOMER ASSISTANCE

All Residents and other clients may request the City Mayor for recommendations, endorsements or communications for any of the following:

- Job Recommendations
- Endorsement for medical / financial assistance to other government offices and private sector or individuals
- Endorsement for educational / scholarship grant to school or other government officials

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	Citizens of Batangas City

Checklist of Requirements		Where to Securer		
For Job Recommendations <ul style="list-style-type: none"> • Barangay Clearance • Bio-data or filled-up recommendation form 		<ul style="list-style-type: none"> • Barangay Hall where the applicant resides • Applicant / Mayor’s Office 		
For Medical / Financial Assistance <ul style="list-style-type: none"> • Medical Certification or Medical Abstract • Barangay Clearance 		<ul style="list-style-type: none"> • Hospital or CSWD • Barangay Hall where the patient resides 		
For Educational / Scholarship Grant to schools or other Government Officials <ul style="list-style-type: none"> • Barangay Clearance 		<ul style="list-style-type: none"> • Barangay Hall where the applicant resides 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Job recommendations / medical or financial assistance / educational or scholarship grant to schools or other government officials	1. Accept the required documents or give the form to be fill-up	None	1 minute	Administrative Officer V (Admin. Officer III)
2. Submit the requirements	2. Prepares, encodes, and prints at the official paper of the City Mayor requested the communication.		10 minutes	Administrative Officer V (Admin. Officer III)



3.Claim the duly signed documents requested	<ul style="list-style-type: none"> The Secretary to the Mayor check/proof read the printed communication 		10 minutes	Secretary to the Mayor
	<ul style="list-style-type: none"> City Mayor / Secretary to the Mayor signs the documents 		5 minutes	City Mayor or Secretary to the Mayor
	3. Release the documents requested		2 minutes	Administrative Aide II
TOTAL		NONE	28 minutes	

2. ISSUANCE OF MAYOR’S CERTIFICATE OF UNEMPLOYMENT, GOOD MORAL CHARACTER NO DEROGATORY RECORD ON FILE, AS BONAFIDE RESIDENT, GOOD TRACK RECORD

Issue the Certifications requested by the clients

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client G2b – Government to Business
Who May Avail:	Citizens of Batangas City Businesses located in Batangas City

Checklist of Requirements		Where to Securer		
For Certificate of Unemployment Barangay Certification For Certificate of Good Moral Character, No Derogatory Record on File and as Bonafide Resident Barangay Clearance For Good Track Record Original Business Permit		<ul style="list-style-type: none"> Barangay Hall where the applicant resides Barangay Hall where the applicant resides Business Permit and Licensing Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Mayor’s Certificate of Unemployment, Good Moral Character No Derogatory Record on File, as Bonafide	1. Accept/validate the required documents	None	3 minutes	Administrative Officer V (Admin. Officer III)



Resident, Good Tract Record	2. Submit the requirements	2. Prepares, encodes, and prints at the official paper of the City Mayor the requested certificate	<ul style="list-style-type: none"> • Check/proof read the printed communication • Signs the documents 	10 minutes	Administrative Officer V (Admin. Officer III)
				10 minutes	Secretary to the Mayor
				5 minutes	City Mayor or Secretary to the Mayor
3. Claim the duly signed documents	3. Release the document			2 minutes	Administrative Aide II
TOTAL		NONE		30 minutes	

3. USE OF GOVERNMENT FACILITIES

The Batangas City Government offers the use of the following facilities for seminars, conferences, gatherings, sports and other community activities:

- Batangas City Convention Centre
- Batangas City Sports Coliseum
- Teachers’ Conference Center

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	Any client

Checklist of Requirements		Where to Securer		
Letter-request addressed to the City Mayor, specifying the government facility/ies to be used stating the date, time and purpose		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter	1. Accept the request letter	None	2 minute	Administrative Aide IV
			10 minutes	Secretary to the Mayor



	<ul style="list-style-type: none"> Approved or denied the request CMO Staff will look at the log book if there is no other reservation for the requested date or dates. If there is no other reservation the requested date(s) will be logged at the log book then reserved the date. 		10 minutes	Administrative Aide IV or Administrative Aide II
2. Claim the approved request	2. Release the approved requested		1 minutes	Administrative Aide IV or Administrative Aide II
3. Order of Payment / Issuance of Contract	4. Release of Order of Payment/Issuance of Contract		5 minutes	Administrative Aide IV or Administrative Aide II
4. Payment of Fees	5. Issue the receipt	Depends on Number of Hours and facility to be used	2 minutes	Revenue Collection of the City Treasurers Office
	TOTAL		30 minutes	

4. REQUEST MESSAGES

Messages expressing welcome to visitors, congratulations to graduates, achievers and success stories, well-wishes for professional and civic organizations.

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client G2B – Government to Business
Who May Avail:	Any Client

Checklist of Requirements		Where to Securer		
Letter-request addressed to the City Mayor		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter	1. Accept the request letter	None	2 minutes	Administrative Aide IV



3. Claim the requested message	2. Approval of the Request		3 minutes	City Mayor / Secretary to the Mayor
	2. Prepared, encoded and printed at the official paper of the City Mayor the requested Mayor’s Message.		2 hour	Administrative Assistant II
	<ul style="list-style-type: none"> • check/proof read the printed messages 		15 minutes	Secretary to the Mayor
	<ul style="list-style-type: none"> • Signs the Message 		10 minutes	City Mayor
	3. Release the requested message		3 minutes	Administrative Assistant II / Administrative Aide II
	TOTAL	NONE	2 hours and 33 minutes	

5. AUTHORITY TO TRAVEL

Issue Authority to Travel for government employee who wishes to travel abroad or other cities.

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	CGO – Batangas City Employee

Checklist of Requirements		Where to Securer		
filled-up form for the details of travel		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill-up the form	1. Accept/validate the form	None	2 minutes	Administrative Officer V (Admin. Officer III)
	<ul style="list-style-type: none"> • Prepares, encodes, and prints at the official paper of the City Mayor the requested document 		10 minutes	Administrative Officer V (Admin. Officer III)
			10 minutes	



2. Claim the duly signed Authority to Travel	<ul style="list-style-type: none"> • Check/proof read the printed document • Signs the documents 		10 minutes	Secretary to the Mayor
	2. Release the documents requested		1 minute	City Mayor or Secretary to the Mayor Administrative Aide II
TOTAL		NONE	33 minutes	

6. SOLEMNIZE MARRIAGES

The City Mayor Solemnize the Marriage

Office or Division:	City Mayor’s Office
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	Any Client

Checklist of Requirements		Where to Securer		
Marriage Contract		City Civil Registrar		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Marriage License	1. Accept/validate the Marriage License	None	2 minutes	Administrative Assistant VI
2. Ask for Mayor’s Appointment and letter to City Civil Registrar for assistance	2. Schedule the Marriage and prepare letter to City Civil Registrar		3 minutes	Administrative Assistant VI
3. Bring the Mayor’s letter to City Civil Registrar and wait for the Certificate of Marriage	3. Prepare Certificate of Marriage		30 minutes	City Civil Registrar’s Personnel
4. Attend the Wedding	3. Solemnize Marriage		1 hour	City Mayor
TOTAL		NONE	1 hour and 35 minutes	



7. OBLIGATION REQUEST

Obligation Request per bill of Meralco, BCWD, Smart, Glob, Innove Telecommunication, Inc, Batelec, PLDT, Purified Water Station, Financial Assistance, Cash Advances of Batangas City Government

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2B – Government to Business
Who May Avail:	Authorized Business Establishment

Checklist of Requirements		Where to Securer		
Bill of Statement		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send the Bill of Statement	- Prepares, encodes, and prints the Obligation Request	None	30 minutes	Senior Administrative Assistant II
	- signs the OBR		10 minutes	City Mayor / City Administrator
	- Release to Budget Office		10 minutes	City Budget Office
	TOTAL	NONE	50 minutes	



INTERNAL SERVICES

1. MAYOR’S COMMUNICATIONS

Communications sent by the City Mayor like Memorandums, Executive Orders, Resolutions, Invitations and Programs for different purposes / functions both to government offices, business, organizations, individuals, barangays,

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Government G2B – Government to Business
Who May Avail:	Batangas City Government

Checklist of Requirements		Where to Securer		
Directive from higher authority or authorized person/s		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Assign task	1. Prepares, encodes, and prints at the official paper of the City Mayor the requested communication <ul style="list-style-type: none"> • Check/proof read the printed communication • Signs the documents 3. Release the documents to Record Section	None	30 minutes	Administrative Officer V (Admin. Officer III)
			30 minutes	Secretary to the Mayor
			10 minutes	City Mayor or Secretary to the Mayor
			15 minutes	Administrative Aide II
	TOTAL	NONE	1 hour and 25 minutes	



2. SPEECHES

It is a written communication to be delivered by the City Mayor or Secretary to the Mayor in an event or occasion.

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Government
Who May Avail:	Batangas City Government

Checklist of Requirements		Where to Securer		
Directive from higher authority or authorized person/s		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Assign task	1. Prepares, encodes, and prints requested speech of the City Mayor • Check/proof read the printed Speech	None	2 hours 1 hour	Secretary to the Mayor or Administrative Assistant II Secretary to the Mayor
TOTAL		NONE	3 hours	

3. ALL DOCUMENT FOR THE MAYOR’S SIGNATURE

All documents for the Mayor’s Signature like DTR’s, leave forms, trip tickets, cheques, vouchers, PO’s, PR’s and OBR’s, other notices and internal communications.

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Government
Who May Avail:	Batangas City Government

Checklist of Requirements		Where to Securer		
Documents		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Bring the documents to be signed	Received and Validate the documents	None	1 minutes	Senior Administrative Assistant I / Administrative Aide II / Administrative Aide IV /



	<ul style="list-style-type: none"> Record the document received Signs the documents Release the documents to concerned offices 		<p>2 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>Senior Administrative Assistant I / Administrative Aide II</p> <p>City Mayor or Secretary to the Mayor</p> <p>Senior Administrative Assistant I / Administrative Aide II</p>
	TOTAL	NONE	18 minutes	