



City Administrator’s Office



I. Mandate:

The Office of the City Administrator develops plans and strategies upon approval of the City Mayor and implement the same particularly those which have to do with the management and administration-related programs and projects. To be in the frontline of the delivery of support services to our City Officials so that the City Government can deliver services to the public courteously, accurately, promptly and speedily as mandated by law.

II. Vision:

An office with competent employee where commitment to serve is the primordial goal; an office run by employees with integrity, dedication, honesty and sensitive to the needs of the people.

III. Mission:

To maximize the capability of each employee in the performance of their job geared towards a dynamic performing office to serve the people.

IV. Service Pledge:

E – Efficient and effective public service to constituents of Batangas City.

B – Bracing new ideas and innovations to provide and ensure high quality standard of service.

D – Dedicated to extend immediate actions to client’s complaints, feedbacks and suggestions.

We act as EBD, Eto Batangueño Disiplinado!

V. Feedback and Suggestion



SERVICES

1. Handling Complaints and Grievances

The Office of the City Administrator handles written complaints and grievances against any city employee or government office acted upon immediately.

Office or Division:		City Mayor’s Office – Office of the City Administrator		
Classification:		Simple		
Types of Transaction:		G2C – Government to Client G2B - Government to Business Owners		
Who may avail:		All		
Checklist of Requirements		Where to Secure		
Properly filled up Complaint Form (Notarized, 2 original copies)		Annalyn Faytaren Supervising Administrative Officer Office of the City Administrator or Herminia Villena Administrative Officer V Office of the City Administrator		
Supporting documents (1 original, 1 photocopy)		Complainant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the client logbook	1. Give the logbook to the client.	None	1 minute	<i>Employee of the Day</i> Office of the City Administrator
2. Fill up and submit the notarized complaint form and supporting documents to the employee-in-charge	2. Receive and review the filled up form and supporting documents. 2.1. The employee in charge will give notice to the respondent (Backroom Operation)	None	1 day	<i>Annalyn Faytaren</i> <i>Supervising Administrative Officer</i> Office of the City Administrator or <i>Herminia Villena</i> <i>Administrative</i>



				<i>Officer V</i> Office of the City Administrator
3. Wait for the action to be taken after a thorough investigation has been made.	3. Send the resolution made by the Complaints and Grievance Committee to the complainant pursuant to the 2017 Rules in Administrative Cases.	None	5 days	<i>Annalyn Faytaren</i> <i>Supervising Administrative Officer</i> Office of the City Administrator or <i>Herminia Villena</i> <i>Administrative Officer V</i> Office of the City Administrator
Total:	None		6 days and 1 minute	

2. Handling complaints from 8888

The Office of the City Administrator handles written complaints from DILG and Malacanang (8888) against government to government agencies and those endorsed to the City Administrator by the Office of the City Mayor.

Office or Division:	City Mayor’s Office – Office of the City Administrator			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	All			
Checklist of Requirements	Where to Secure			
Endorsement Letter (1 copy)	Department of Interior and Local Government (DILG) or City Mayor's Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submit the endorsement letter to the employee in charge.	1. Receive the required documents. 1.1 Record the received document in a logbook.	None	2 minutes	Employee-in-charge Office of the City Administrator
2. Wait for the action to be taken after a thorough investigation of the involved agency or office.	2. Instruct the client to wait for further actions. (Backroom Operation)	None	3 days	Agency / Office-in-charge
Total:		None	3 days and 2 minutes	

FEEDBACK AND SUGGESTION MECHANISM	
How to send feedback and suggestions?	Answer the client feedback /suggestion form and drop it at the designated drop box in front of the Office of City Administrator. Contact info: (043) 723-4381
How feedback and suggestion is processed?	Every Friday, the officer in charge opens the drop box and compiles and records all feedback / suggestions submitted. Feedback and suggestions requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback/suggestion. The answer of the office is then relayed to the client. The client will be advised to contact Ms. Annalyn Faytaren at (043) 723 – 4381, for any concern.
Contact Information of Office of the City Administrator	(043) 723-4381



**Office of the City Administrator
CCTV Control Room**



I. Vision:

To provide the best and most technologically advanced electronic security products

II. Mission:

To provide the best security and detection of traffic congestion, fire and vehicular accidents. To protect every Batangueños in providing safe environment for a peaceful and better future.

III. Service Pledge:

We commit to:

1. Act and take decisions in a manner that is fair and honest.
2. Respond to internal and external customers with a sense of urgency.
3. Embrace new ideas and new technologies in an effort to raise the standard of excellence.
4. Maintain the highest level of integrity with respect to our clients as well as our co employees.

IV. List of Services

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1. Review of CCTV Records



The Office of the City Administrator - CCTV Control Room secures and operates the reviewing of CCTV records by the request of the client.

Office or Division:	City Mayor's Office - Office of the City Administrator - CCTV Control Room			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
Government Issued Identification		BIR, Post Office, DFA, SSS, GSIS, Philhealth, Pag-ibig, COMELEC, LTO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the client logbook.	1. Give the logbook to the client.	None	1 minute	CCTV Operator on duty City Mayor's Office
2. Give the date, time, and location of the incident to the operator.	2. Review the file if available and present it to the requesting party.	None	10 minutes	CCTV Operator on duty City Mayor's Office
Total:		None	11 minutes	

2. Provide copy of requested video file



The Office of the City Administrator - CCTV Control Room secures and operates the reviewing of CCTV records by the request of the client.

Office or Division:	City Mayor's Office - Office of the City Administrator - CCTV Control Room			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
Government Issued Identification		BIR, Post Office, DFA, SSS, GSIS, Philhealth, Pag-ibig, COMELEC, LTO		
Police Report or Police Blotter (1 photocopy)		Police Station		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the client logbook.	1. Give the logbook to the client.	None	1 minute	CCTV Operator on duty City Mayor's Office
2. Give the date, time, and location of the incident to the operator.	2. Review the file if available and present it to the requesting party.	None	10 minutes	CCTV Operator on duty City Mayor's Office
3. Wait for the copy of the video file, if existing.	3. Process the request copy of the video file.	None	10 minutes	CCTV Operator on duty City Mayor's Office
Total:		None	21 minutes	



V. Feedback and Suggestion

FEEDBACK AND SUGGESTION MECHANISM	
How to send feedback and suggestions?	<p>Answer the client feedback /suggestion form and drop it at the designated drop box inside the CCTV Control Room.</p> <p>Contact info: (043) 723-4381</p>
How feedback and suggestion is processed?	<p>Every Friday, the employee in charge opens the drop box and compiles and records all feedback / suggestions submitted.</p> <p>Feedback and suggestions requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback/suggestion.</p> <p>The answer of the office is then relayed to the client.</p> <p>The client will be advised to contact (043) 723 – 4381, for any concern.</p>
Contact Information of	(043) 723-4381