



Sangguniang Panlungsod



EXTERNAL SERVICE

1. REQUEST FOR PUBLIC DOCUMENT

Request for Copies of Ordinances, Resolutions, Minutes, Journals of Public/Committee Hearings

Office or Division:	SANGGUNIANG PANLUNGSOD
Classification:	G2G; G2B, G2C
Types of Transaction:	SIMPLE TRANSACTION
Who may avail:	BRGY. OFFICIALS, MEDIA, COMMERCIAL ESTABLISHMENTS/ BUSINESS ENTITY, STUDENTS and OTHER GOV'T OFFICES

Checklist of Requirements		Where to Secure		
1. Duly-Accomplished Reference Service Request Form		Public Assistance Desk (Lobby - Sangguniang Panlungsod of Batangas Building)		
2. Valid Identification Card (Original and Photocopy)		NONE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the PAD (Public Assistance Desk)	1.1. Ask for the clients concern	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	1.2. Issue a Reference Service Request to be duly accomplished by the client	NONE	1 minute	
	1.3. Direct the client to the Office of concerned Officer / Division	NONE	1 minute	
2. Proceed to the office of the Officer/Division Concerned	2.1. Welcome and receive the client	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.2. Ask for a valid ID and the duly-accomplished Reference Service Request Form together	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.3. Search and retrieve the requested file	NONE	3 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III



	2.4. Hand the requested document to the client for reproduction to the nearest photocopy center and to be returned within an hour or less	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
3. Return the original copy to the Records Division	3.1. Accept the returned file, ensure that there is no missing pages prior to signing the logbook and returning valid ID	NONE	2 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
Total:			11 minutes	

EXTERNAL SERVICE

2. REQUEST FOR PUBLIC DOCUMENT

Request for Authenticated or Certified True Copy of Ordinances, Resolutions, Minutes and Journals of Public/Committee Hearings

Office or Division:	SANGGUNIANG PANLUNGSOD
Classification:	G2G; G2B, G2C
Types of Transaction:	SIMPLE TRANSACTION
Who may avail:	BRGY. OFFICIALS, MEDIA, COMMERCIAL ESTABLISHMENTS/ BUSINESS ENTITY, STUDENTS and OTHER GOV'T OFFICES

Checklist of Requirements		Where to Secure		
1. Duly-Accomplished Reference Service Request Form		Public Assistance Desk (Lobby - Sangguniang Panlungsod of Batangas Building)		
2. Valid Identification Card (Original and Photocopy)		NONE		
3. Official Receipt from the City Treasurers Office (CTO)		BPOSS (People's Quadrangle)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the PAD (Public Assistance Desk)	1.1. Ask for the clients concern	NONE	1 minute	PAD (Officer of the Day)
	1.2. Issue a Reference Service Request to be duly accomplished by the client	NONE	1 minute	
	1.3. Direct the client to the Office of concerned Officer / Division	NONE	1 minute	



2. Go to the Office of the Officer/Division Concerned	2.1. Welcome and receive the client	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.2. Ask for a valid ID and the duly-accomplished Reference Service Request Form together	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.3. Search and retrieve the requested file	NONE	3 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.4. Issue computation and instruct the client to pay the corresponding certification fee at the Treasurer's office and come back with an Official Receipt	Fifty Pesos per page (P50/page)	2 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
3. Proceed to the City Treasurer's Office (CTO - Cashier at BPOSS)	NONE	NONE	NONE	Revenue Collection Clerk (CTO)
4. Pay the corresponding fee.	NONE	NONE	NONE	Revenue Collection Clerk (CTO)
5. Present the Official Receipt to the SP Records Div.	5.1. Release the certified documents and sign the logbook.	NONE	2 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
Total:			12 minutes	

EXTERNAL
SERVICE



3. REQUEST FOR APPOINTMENT / SCHEDULE OF COMMITTEE/PUBLIC HEARING/REGULAR SESSION

Request for a scheduled appointment to attend a particular Committee/Public Hearing/Regular Session

Office or Division:	SANGGUNIANG PANLUNGSOD
Classification:	G2G; G2B, G2C
Types of Transaction:	SIMPLE TRANSACTION
Who may avail:	BRGY. OFFICIALS, MEDIA, COMMERCIAL ESTABLISHMENTS/ BUSINESS ENTITY, STUDENTS and OTHER GOV'T OFFICES

Checklist of Requirements	Where to Secure
NONE	NONE

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Through phone call: Call telephone no. 722-0304 or 722-1832 and ask for assistance to schedule an appointment to Vice Mayor/Councilor	1.1. Answer the call, greet the client and ask for the client's concern/inquiry	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	1.2. Answer the client's queries	NONE	1 minute	
2. Through phone call: Call telephone no. 722-0304 or 722-1832 and inquire the contact number you want to know	2.1. Answer the call, greet the client and ask for the client's concern/inquiry	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	2.2. Look on the list and give the information/contact number needed by the client	NONE	1 minute	



3. Through phone call: Call telephone no. 722- 0304 or 722-1832 and inquire the schedule of hearings	3.1. Answer the call, greet the client and ask for the client's concern/inquiry	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	3.2. Answer the clients queries	NONE	1 minute	
4. Through personal appearanc e: Approach the PAD and ask for assistance .	4.1. Welcome and receive the client; ask for the client's concern	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	4.2. Provide assistance as needed	NONE	1 minute	
Total:			8 minutes	