

3. RECEPTION/ACTION ON VARIOUS COMPLAINTS

Receiving of various complaints, criticisms or suggestions that need immediate action/s for the various complaints received by the office.

Office or Division:	City Administrator's Office/Office of the City Mayor			
Classification:	Simple Transaction			
Type of Transaction:	Government to citizen			
Who may avail:	Department Heads/Section Chiefs, employees and suppliers/contractors who have business transactions in the City Government.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayor's Clearance -Barangay Clearance Certificate - Police Clearance Certificate - Court Clearance Certificate - Proof of Payment Motorcade/Parade Permit - Letter Request - Route - Proof of Payment Film Shooting Permit - Letter Request - Authority for the use of the location, if private - Proof of Payment Travel Authority (for employees) - Approved Leave Application		Barangay San Juan Police Station RTC Treasury Office Supplied by applicant Supplied by applicant Treasury Office Supplied by applicant Treasury Office CHRDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter complain with documents	1.Receiving of various complaints, grievances, criticisms /suggestions, etc.	none	5 minutes	Administrative Aide
	2. Interview, conversation with the complainant		10 minutes	Executive Assistant
	3. Evaluation to determine action to be taken		1 hour	City Administrator

	4. Referral to concerned office		3 minutes	Administrative Aide
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END OF TRANSACTION