

## 1. SECURING CERTIFIED TRUE COPIES OF CITY COUNCIL DOCUMENTS

The Sangguniang Panlungsod serves the residents of San Juan who are in need of some documents promulgated by the City Council.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>				
<b>Who may avail:</b>	Constituents of San Juan and Business Establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request specifying the document needed		Constituents or company		
Official Receipt of Payment		Treasury Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request	- Receive the request	-	2 minutes	Any Staff Available
	- Research the request	-	10 minutes	Staff who receive
	- Issue Order of Payment	P20.00/page	1 minute	Staff who receive
2. Payment of fees	Treasury Department issue receipt	P20.00/page	5 minutes	Cashier of windows 18, 19 & 20
3. Present Official Receipt	Record O.R. No. and document(s) requested in Anti-Red Tape Act (ARTA) Report logbook	-	2 minutes	Staff who receive
4. Receive certified copy of document requested	Released of requested document	-	2 minutes	Staff who receive

**END OF TRANSACTION**