



**OFFICE OF THE CITY MAYOR  
CITY MAYOR'S OFFICE  
Bacolod City**

The City Mayor's Office exercise general supervision and control over all programs, projects, services and activities of the city. Enforce all laws and ordinances relative to the governance of the city and in the exercise of its corporate powers.

**Location: 3<sup>rd</sup> floor, North Wing, Bacolod City Government Center, Barangay Villamonte, Bacolod City**  
**Phone number: (034) 432-7210, 432-7009**

**1. Online E-mail/ Inquiry**

The City Mayor's Office allows client to send information in the letter format thru specific email address. Sending email serves as an effective way to send one-way messages or engage in two-way interaction specially on matters considered as urgent.

<b>Office or Division:</b>		City Mayor's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen; G2B – Government to Business Entity; G2G - Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email request		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send email/clarification and inquiry at <a href="mailto:mayoralbee@gmail.com">mayoralbee@gmail.com</a>	1.1 Acknowledge the email of the requesting party	None	15 minutes	Assigned Staff of City Mayor's Office
	1.2 Forward the request to the Secretary to the Mayor	None	20 minutes	Assigned Staff of City Mayor's Office

	1.3 Review request and prepare the necessary response	None	15 minutes	<b>Atty. Karol Joseph Chiu</b> STTM
	1.4 Make an endorsement letter and signed by the Secretary to the Mayor for outgoing	None	1 hour (depending on the distance)	Assigned Staff of City Mayor's Office
2. Endorsed to different offices for appropriate action	2.1 Assigned department shall take action back to the client concern	None	1 hour	Assigned Staff of City Mayor's Office
	2.2 Informed the requester or back to client	None	10 minutes	Assigned Staff of City Mayor's Office
TOTAL		None	3 hours	

**Note: Depending on the distance and the numbers of recipient on the endorsement**

## 2. Financial documents: Payroll and Vouchers

The office received the financial documents for approval in compliance with government rules and regulations on financial transactions. Evaluate and process the payment of identified financial documents received by the office.

- a. Vouchers are the applicable forms for reimbursement, purchases, services, and other expenditures made.
- b. Financial help to clients in order to defray their expenses (e.g., medical, etc.) for project implementation.

<b>Office or Division:</b>	City Mayor's Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business Entity; G2G - Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>a. Any individual or legal entity doing business with the City Government of Bacolod</li> <li>b. City Government Officials and/or Employees</li> <li>c. Teaching and non-teaching Employees</li> <li>d. Local Government Units</li> <li>e. Contractors/Service providers</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Disbursement Voucher (DV)	City Accounting Office
2. Obligation Requests (OBR)	City Budget
3. Purchase Request (PR)	Bids and Awards Committee/General Services Office
4. Payrolls	City Accounting Staff

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits financial documents from City Mayor's Office	1.1 Receive and record submitted financial documents	None	5 minutes	Assigned Staff of City Mayor's Office
	1.2 Receive, record, and check completeness of financial documents	None	5 minutes	Assigned Staff of City Mayor's Office
	1.3 Final review/initials prior to signing of the City Budget Officer, City Accounting Officer	None	5 minutes	Executive Assistant for Finance
	1.4 Signs/Approve financial documents (payrolls and disbursements vouchers) Purchase Request, Obligation Request and Program of Works	None	10 minutes	Secretary to the Mayor/Supervising Administrative Officer
	1.5 Releases signed documents to City Mayor's Admin Office	None	10 minutes	Assigned Staff of City Mayor's Office
2. Receives final/signed documents	2. Informs requesting party on status of financial document back to client	None	5 minutes	Assigned Staff of City Mayor's Office
<b>TOTAL</b>		None	40 minutes	

**Note: Subject to time availability of the signatories due to scheduled/emergency meeting/s**

### 3. Processing of Incoming Correspondence Covering Various Requests and Complaints.

The documents such as request, complaints, and communications, itemize or describe the services or work being requested and consequently provided. Incident to the services provided, might involve further clarification back to the client.

<b>Office or Division:</b>	City Mayor's Office – Business Permits and License Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G - Government to Government			
<b>Who may avail:</b>	a. City Departments/Offices/Operating Units b. General Public c. Other Agency or Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter, Memo, Endorsement (Original Copy)		Client		
2. Transmittal, Routing Slip				
3. Set of supporting documents				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document/sat the receiving area	1.1 Receive, classifies, and encodes various submitted documents and/or communications (such as transmittals, memorandum, registered mails, emails). Tracking systems for reference	None	5 minutes	Assigned Staff of City Mayor's Office
	1.2 Reviews documents and prepare endorsement/letters	None	15 minutes	Assigned Staff of City Mayor's Office
	1.3 Finalize endorsement/letter for review/approval of Secretary to the Mayor or for	None	10 minutes	Secretary to the Mayor

	signature of the Mayor			
2. Received copy of signed documents	2. Returns to client a copy of documents	None	15 minutes	Assigned Staff of City Mayor's Office
TOTAL		None	45 minutes	

**4. Issuance of:**

- a. Special Permit**
- b. Transfer of Cadaver**
- c. Certificate of Appearance**
- d. Travel Order (Personal and Official)**

It shall be unlawful for any person or entity to conduct or engage in any business, trade or occupation within the territorial jurisdiction of the City of Bacolod for which a permit is required for the proper supervision and enforcement of existing laws and ordinances without first having secured a permit therefore from the City Mayor and paying the necessary fees to the City Treasurer.

<b>Office or Division:</b>	City Mayor's Office – Business Permits and License Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B - Government to Business Entity
<b>Who may avail:</b>	a. Taxpayers who intend to set up a business in Bacolod City b. Client group – relatives of the departed individuals c. Bacolod City residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For purpose A only:</b>	
1. Special Permit (Original Copy)	Client  Business Permits and License Office
2. SP Resolutions (for events that need Sangguniang Panlungsod's approval such as cockfighting)	
3. Official Receipts	
<b>For purpose B only:</b>	
1. Registered Death Certificate	
<b>For purpose C only:</b>	
1. Attendance at the Office	
<b>For purpose D (Official Travel) only:</b>	
1. Invitation to travel	
2. Authority to travel	
3. Citizen's Charter Service Form	

4. Travel Clearance				
5. Affidavit of No Pending Case				
6. Certificate of No Property Accountability				
7. Certificate of No Money/Business Accountability				
8. Application for leave from HR				
9. Travel Declaration and Acceptance of Terms and Risk Form-B1				
<b>For purpose D (Personal Travel) only:</b>				
1. Leave Form				
2. Request letter				
<b>For purpose E only:</b>				
1. Official receipts showing payments of taxes fees and other levies prescribed by this ordinance				
2. SP Resolutions (for cockfights)				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application and requirements to the Assigned Staff	1.1 Receive application and requirements	None	10 minutes	Assigned Staff of City Mayor's Office
	1.2 Interview applicant	None	15 minutes	Assigned Staff of City Mayor's Office
	1.3 Validate all details in the application form is signed by other Offices	None	20 minutes	Assigned Staff of City Mayor's Office
	1.4 Signs/Approves	None	10 minutes	Secretary to the Mayor
2. Receive copy of signed documents from Secretary to the Mayor	2. Returns to client a copy of documents	None	15 minutes	Assigned Staff of City Mayor's Office
<b>TOTAL</b>		None	1 hour and 10 minutes	

## 5. Request for Issuance of Mayor's Clearance/ Certification

The City Mayor's Office issued Mayor's Clearance to individuals mostly seeking employment. Clearances from the Court and PNP must be secured and presented by the requesting individual to show proof that he/she has no criminal record.

<b>Office or Division:</b>	City Mayor's Office – Business Permits and License Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Bacolod City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Mayor's Permit (Original Copy)		Business Permits and License Office		
2. Barangay Clearance		Barangay		
3. Police Clearance		Police Station 1		
4. 2x2 Picture		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document/s at the receiving area	1.1 Receive submitted documents	None	5 minutes	Assigned Staff of City Mayor's Office
	1.2 Record and check completeness of the documents	None	5 minutes	Assigned Staff of City Mayor's Office
	1.3 Signs/Approves documents	None	5 minutes	Secretary to the Mayor
2. Receives final/signed documents	2. Returns documents back to client	None	3 minutes	Assigned Staff of City Mayor's Office
<b>TOTAL</b>		None	18 minutes	

## 6. Financial Assistance (Sponsorship)

Financial Assistance is given to individuals, groups, and barangays seeking/ requesting for financial support for their activities, projects, sports and endeavors.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter with approval from the City Mayor		Client		
2. Budget Proposal				
3. Pictures				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provides letter of request for approval of the City Mayor	1. Assigns financial assistance to particular administrative staff then prepares the obligation request and disbursement voucher for processing	None	1 day  (upon submission of complete requirements by the requesting party)	Assigned Staff of City Mayor's Office
2. Includes original requirements as attachments	2.1 Submits documents to: a. City Budget Office b. City Accountant's Office c. City Administrator's Office d. City Treasurer's Office	None	1 hour  (depending on the availability of the signatories)	Assigned Staff of City Mayor's Office



	2.2 Signs/Approves financial documents	None	15 minutes	Secretary to the Mayor
	2.3 Informs clients of deficiencies, if any, or when the check is ready for release	None	10 minutes	Assigned Staff of City Mayor's Office
3. Receives final documents, signed by other Offices	3. Returns to client a copy of documents	None	10 minutes	Assigned Staff of City Mayor's Office
TOTAL		None	1 day, 1 hour and 35 minutes	