

# **CITY ADMINISTRATOR'S OFFICE**

## **Bacolod City**

Provides assistance to the City Mayor in the general administration of the local government unit and develop plans, project and strategies to upgrade and implement the same upon approval of the City Mayor and the SP.

**Location:** 3<sup>rd</sup> Floor, Southwing, Bacolod City Government Center, Circumferential Road, Brgy. Villamonte, Bacolod City.

**Phone number/s:**

### **I. MANDATE**

Provides assistance to the City Mayor in the general administration of the local government unit and develop plans, project and strategies to upgrade and implement the same upon approval of the City Mayor and the SP.

### **II. VISION**

To develop plans & strategies that would upgrade & streamline, modernize office operation/ facilities/ services to confirm to current trends. To assist the City Mayor in the executive management and general administration of the City Government. To coordinate with all the heads of office/departments in the implementation of various development programs and projects of the city. Assist in the formulation of policies that would given men & women equal access to opportunities & resources and provide a favorable climate for economic ventures to thrive, to entice investor to do business in our city. To exercise administrative control over market operation & market personnel except market revenue collectors.

### **III. MISSION**

Program assistance in the Executive Management and General Administration of the City Government.

### 1. REQUEST OF MABBCAB (Manual Application)

MABB (Mayor Albee B. Benitez) CAB is the City's Carpooling Service Program for efficient and optimize use of transportation facilities and to ensure that all concerned are properly served.

<b>Office or Division</b>	City Administrator's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Offices / Department Heads / Admin. Officers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li><b>Daily Trip Ticket</b> (2 Original Copies)</li> </ul>			City Administrator's Office	
<ul style="list-style-type: none"> <li><b>Travel Order</b> (outside Bacolod City)</li> </ul>			City Mayor's Office – Secretary to the Mayor	
<b>How to Avail of the Service:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Office of the City Administrator for advance booking and reservations.	1.1 Provide a Daily Trip Ticket Form to be filled up.	None	5 minutes	<i>Clerk II / Administrative Asst. III / MABB CAB Coordinator</i>
	1.2 Receive the Daily Trip Ticket for Signature of the Overall Coordinator for reserved / walk-in bookings.	None	5 minutes	<i>Administrative Assistant II (Overall Coordinator)</i>
	1.3 After receiving Daily Trip Ticket, the Clerk II / Coordinator will check the unit's availability to be used with corresponding Driver.	None	15 minutes	<i>Clerk II / MABB CAB Coordinator</i>
	1.4 Daily Trip tickets will be transmitted to MABBCAB Dispatcher	None	10 minutes	<i>Administrative Asst. II / MABBCAB Dispatcher</i>
	1.5 At the Dispatching Area, the Dispatcher will check the assigned vehicle and	None	15 minutes	<i>Driver assigned / MABBCAB Dispatcher</i>

	<p>if the vehicle is out of the parking area, the following must be secured and checked before departure:</p> <ul style="list-style-type: none"> <li>• Record Odometer</li> <li>• Fuel Check list</li> <li>• Vehicular Check</li> <li>• Passengers list</li> </ul>			
2. Submit Daily Trip Ticket and avail service at scheduled trip.	2.1 Once completed with signatures from both the Overall Coordinator and the assigned Driver, the form should be submitted for verification.	None	5 minutes	<i>Administrative Asst. II / Assistant City Administrator</i>
	2.2 The requesting office / client will proceed to pick up point for departure.	None	5 minutes	<i>Driver assigned</i>
<b>TOTAL</b>		None	1 hour	

## 2. ISSUANCE OF CERTIFICATE OF RECOGNITION

Under the City Administrator's Office, the Socio-Economic Enterprise Unit (SEEU) Markets is in charge of issuing of Certificate of Recognition to market blocks/stalls/tables pursuant to Local Market Committee (LMC) Resolution.

<b>Office or Division</b>	City Administrator's Office / SEEU - Markets	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2B – Government to Business Entity	
<b>Who may avail</b>	Existing block/ stall / table awardee or an actual occupant in any public market	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• <b>COMELEC ID or Certification from COMELEC</b> attesting that aforementioned applicant was currently a registered voter of Bacolod City (2 photocopies)</li> </ul>		COMELEC
<ul style="list-style-type: none"> <li>• <b>Certification of Barangay Residency</b> (2 photocopies)</li> </ul>		Barangay Office

<ul style="list-style-type: none"> <li><b>Certification from the market collector's office</b> that signifies that the said applicant has an updates market rental and is not delinquent. (1 original copy)</li> </ul>		City Treasurer's Office – Market Satellite Office		
<b>How to Avail of the Service:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Office of the Market Supervisor for issuance of Certificate of Recognition providing all the needed requirements.	1. Issuance of Certificate of Recognition Form after checking all the needed requirements are complete	None	2 hours	<i>Market Supervisor IV assigned in the three (3) respective public markets.</i>
2. After acquiring the form (Certificate of Recognition Form) from the Office of Market Supervisor, proceed to the City Administrator's Office for signing of the City Administrator. (None that in the absence of the City Administrator, the alternate signatory will be the Assistant City Administrator)	2.1 Receiving the Certificate of Recognition	None	10 minutes	<i>Administrative Assistant II / Market Supervisor II</i>
	2.2 Signing of Certificate of Recognition Form	None	2 hours	<i>City Administrator / Assistant City Administrator</i>
	2.3 After signing the Certificate of Recognition, it will be logged into a tracking system / QR Code to record	None	15 minutes	<i>Market Inspector II</i>
3. Receive the Certificate of Recognition	3. Release the Certificate of Recognition	None	5 minutes	<i>Market Supervisor II / Market Inspector II</i>
<b>TOTAL:</b>		None	4 hours and 25 minutes	

**3. REQUEST OF ENDORSEMENT LETTER TO BUSINESS PERMITS & LICENSING OFFICE FOR BUSINESS PERMIT RENEWAL (Transportation)**

<b>Office or Division</b>	City Administrator's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Business Entity			
<b>Who may avail</b>	Modernize / Traditional Jeepney Coordinators			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li><b>OR / CR of Vehicle</b> (2 photocopies)</li> </ul>			Land Transportation Office (LTO)	
<ul style="list-style-type: none"> <li><b>Updated Franchise Verification</b> (Present the Original Copy and 2 Photocopies)</li> </ul>			Land Transportation Franchising and Regulatory Board (LTFRB) Regional Office 6	
<ul style="list-style-type: none"> <li><b>Mayor's Permit</b> (issued last year 2023)</li> </ul>			Business Permits & Licensing Office	
<ul style="list-style-type: none"> <li><b>Special Permit</b> (issued last year 2023)</li> </ul>			Land Transportation Franchising and Regulatory Board (LTFRB) Regional Office 6	
<b>How to Avail of the Service:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Documents to the City Administrator's Office	1.1 Receive the documents	None	2 minutes	<i>Market Inspector II / Admin. Asst. III / Admin. Asst. II / Clerk II</i>
	1.2 Review and evaluate the submitted complete documents	None	10 minutes	<i>Administrative Assistant II</i>
	1.3 Upon checking the completed documents, preparation of Endorsement Letter to BPLO	None	10 minutes	<i>Administrative Assistant II</i>
	1.4 Review and Signature of the Endorsement Letter to BPLO	None	20 minutes	<i>City Administrator / Assistant City Administrator</i>
	1.5 Endorsement Letter is logged into a tracking system / QR Code to record	None	10 minutes	<i>Market Inspector II / Admin. Asst. III / Admin. Asst. II / Clerk II</i>

	1.6 Endorsement Letter will be forwarded to BPLO	None	10 minutes	<i>Administrative Assistant II</i>
2. Receive Endorsement Letter	2. Release copy of Endorsement Letter	None	5 minutes	<i>Market Supervisor II / Market Inspector II</i>
<b>TOTAL</b>		None	1 hour and 5 minutes	

#### 4. ISSUANCE OF IDENTIFICATION CARD

Pursuant to City Ordinance No. 1009 Series 2002, issuance of the ID Card is to protect the vendors from being deprived of their source of livelihood within the territorial jurisdiction of the City of Bacolod.

<b>Office or Division</b>	City Administrator's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Citizen			
<b>Who may avail</b>	Street Vendors, ambulant vendors or peddlers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• COMELEC ID or Certification from COMELEC attesting that aforementioned applicant was currently a registered voter of Bacolod City (2 photocopies)</li> </ul>			COMELEC	
<ul style="list-style-type: none"> <li>• Registration Form</li> </ul>			City Administrator's Office	
<ul style="list-style-type: none"> <li>• Health Card (2 photocopies)</li> </ul>			City Health Office	
<b>How to Avail of the Service:</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the Complete Documents	1.1 Receive the documents	None	20 minutes	<i>Market Supvr. II / Market Insp. II / Clerk II</i>
	1.2 Review and evaluate the submitted complete documents	None	5 minutes	<i>Market Supvr. II / Admin. Asst. II / Clerk II</i>
	1.3 Upon checking the completed documents, preparation of Endorsement Letter to be forwarded to MITCS	None	10 minutes	<i>Administrative Assistant III / Administrative Assistant II</i>
	1.4 Approval of Endorsement Letter to	None	15 minutes	<i>City Administrator /</i>

	be signed by City Administrator / Assistant City Administrator			<i>Assistant City Administrator</i>
2. Submission of Endorsement Letter to MITCS	2. Signed Endorsement Letter and complete documents will be forwarded to MITCS	None	10 minutes	<i>Administrative Assistant II</i>
3. Issuance of Individual Tracking Code of Client's ID	3.1 Client will proceed to MITCS for encoding individual details	None	30 minutes	<i>MITCS Admin. Officer</i>
	3.2 MITCS Admin. Officer will provide the printed ID for the signature of the City Administrator	None	3 hours	<i>MITCS Admin. Officer</i>
4. Signing the Identification Card	4. Printed ID will be signed by the City Administrator / Assistant City Administrator	None	20 minutes	<i>City Administrator / Assistant City Administrator</i>
5. Receive the Identification Card	5. Signed ID will be release to the Client	None	5 minutes	<i>Market Supvr. II / Market Insp. II / Clerk II</i>
<b>TOTAL</b>		None	4 hours and 55 minutes	

### FEEDBACK AND COMPLAINT MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the City Administrator</p> <p>Contact info: 4336191 or ctadbcd@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the City Administrator's Office Clerk opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p>

How to file a complaint

Answer the client Complaint Form and drop it at the designated drop box in front of the City Administrator's Office:

Complaints can also be filed via telephone / email. Make sure to provide the following information:

- Name of person being complained
- Incident
- Evidence