



OFFICE OF THE CITY ADMINISTRATOR
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



I. Mandate

Under Section 480, Article 10 of Republic Act 7160 - the Local Government Code of 1991, the Office of the City Administrator is mandated to perform the following functions: exercise supervision and control over all City government enterprises and/or departments performing purely proprietary functions; develop plans, strategies and formulate guidelines, standards and regulations and implement the same, particularly those with the management and administration-related programs and projects; and, maintain coordination, supervision and control over all divisions, programs and project initiated by this office.

II. Vision

The Office of the City Administrator envisions taking the lead among other city departments and/or offices in the effective implementation of all approved City plans and strategies with the primary aim of serving the people of Olongapo with the highest standards.

III. Mission

The Office of the City Administrator shall be the lead coordinator among the department heads and head of offices regarding all management and administrative related programs and projects; serve as primary conduit among City Government offices in delivering effective basic services to constituents; and ensure that all City standard operating procedures, rules, regulations and policies are properly implemented and observed for the benefit of the people of Olongapo City.

IV. Service Pledge

We commit to:

1. Foster a career-oriented, motivated, responsive, and stable corps of city government employees;
2. Promote the observance and implementation of all laws and rules involving personnel administration;
3. Encourage a well-developed personnel through timely and appropriate seminars/trainings/workshops;

4. Boost employee morale through functional employee welfare and benefits mechanism;
5. Monitor and reinforce compliance of city government employees to various CSC Policies and other Laws; and,
6. Attend to all requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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Office of the City Administrator: Administrative Support Section

External Services



1. Complaint and Conflict Resolution

The Office of the City Administrator conducts interventions for conflicts and complaints involving government employees and citizens.

Office/Division:	Office of the City Administrator			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint (1 original, 1 photocopy)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
2. Submit the Letter of Complaint to Receiving Desk	2. Receive the Letter of Complaint	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	2.1 Review and evaluate the letter of complaint	None	5 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator
	2.2 Bring the Letter of Complaint to the desk of the City Administrator for comment and action	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator

	2.3 Prepare show-cause order and bring to the desk of the City Administrator for approval and signature	None	10 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator
	2.4 Issue show-cause order to the subject of complaint	None	5 Minutes	<i>Administrative Aide II</i> Office of the City Administrator or <i>Administrative Assistant II</i> Office of the City Administrator
	2.5 Receive explanation letter from subject of complaint	None	3 Days	<i>Administrative Assistant II</i> Office of the City Administrator
	2.6 Bring explanation letter to the desk of the City Administrator for comment and action	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
	2.7 Notify the complainant and respondent of the schedule of intervention meeting	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
3. Attend intervention meeting at the Office of the City Administrator	3. Facilitate intervention meeting	None	1 Hour	<i>City Administrators</i> Office of the City Administrator
TOTAL		None	3 Days, 1 Hour, 41 Minutes	



2. Processing of Promissory Note for Hospital Bill

The Promissory Note for Hospital Bill is issued to individuals who promise to pay at a fixed or determinable future time their JLGMH bill.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All patients of the James L. Gordon Memorial Hospital (JLGMH)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Promissory Note (1 original)		James L. Gordon Memorial Hospital (JLGMH) – Finance Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
2. Submit the Promissory Note to Receiving Desk	2. Receive the Promissory Note and check for completeness	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	2.1 Review the Promissory Note and check for errors	None	3 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator
	2.2 Bring the required documents to the desk of the City Administrator for approval and signing	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
	2.3 Issue the approved/signed promissory note	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
3. Bring the approved/signed promissory note to the City Legal Office	3. Receive the approved/signed promissory note	None	3 minutes	<i>Senior Administrative Assistant III</i> City Legal Office
TOTAL		None	20 Minutes	



3. Receiving of Correspondence

The Office of the City Administrator receives any written or digital communication which may come in the form of letters, memoranda, emails, postal mail, and other documents submitted by clients. All correspondences are received, recorded and acted upon properly.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Correspondence (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Correspondence to Receiving Desk	1. Receive the Correspondence	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	1.1 Review and evaluate the Correspondence and recommend course of action	None	5 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator
	1.2 Bring the Correspondence to the desk of the City Administrator for comment and action	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
TOTAL		None	13 Minutes	



4. Request for Deferment of Closure Order

Business owners who received a Closure Order may request for deferment which will grant the requestor temporary resumption of business operation.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All business owners/managers who received a Closure Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Closure Order (1 original or photocopy)		Business Permit and Licensing Office (BPLO)		
2. Letter Requesting for Deferment of Closure Order (1 original)		Business Owner or Manager		
3. Business Permit Application or Renewal of Business Permit Application (1 original)		Business Permit and Licensing Office (BPLO)		
4. Assessment of Fees and Penalties (1 original)		Business Permit and Licensing Office (BPLO)		
5. Authorization Letter to represent the business owner (1 original and 1 photocopy)		Business Owner or Manager being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
2. Submit the required documents to Assistance Desk	2. Receive the required documents and check for completeness	None	3 minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	2.1 Bring the required documents to the desk of the City Administrator for approval	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator

	2.2 Issue the approved request	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
3. Bring 1 copy of the approved request for deferment of closure order to the Business Permit and Licensing Office (BPLO)	3. Receive the copy of the deferment of closure order	None	3 minutes	<i>Licensing Officer I</i> Business Permit and Licensing Office
TOTAL		None	17 Minutes	



5. Transportation Assistance

The Transportation Assistance is issued to indigent individuals seeking to travel to their intended destination.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requesting for transportation assistance (1 original, 1 photocopy)		Requestor		
Action Slip (1 original)		Office of the City Mayor – Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Assistance Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
2. Submit the required documents to Receiving Desk	2. Receive the required documents and check for completeness	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	2.1 Prepare Transportation Assistance Letter	None	5 Minutes	<i>Administrative Officer III</i> Office of the City Administrator
	2.2 Bring the Transportation Assistance Letter and required documents to the desk of the City Administrator for approval and signing	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator

	2.3 Issue the approved/signed Transportation Assistance Letter	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
3. Bring the approved/signed promissory note to the Office of the City Mayor	3. Coordinate with the bus terminal and instruct the requestor to proceed to the bus terminal	None	3 minutes	<i>Representative to Public Transport</i> Office of the City Mayor
TOTAL		None	22 Minutes	



Office of the City Administrator: Administrative Support Section

Internal Services



1. Endorsement of Request for Replacement of Lost ATM Card to DBP

The Development Bank of the Philippines – Subic Branch requires that all holders of DBP ATM Savings Account under the LGU Olongapo City who lost their ATM cards are required to submit an endorsement letter from the City Administrator together with an affidavit of Lost ATM card prior to the processing of the request for replacement.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of Olongapo City LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Affidavit of Lost ATM card (1 original)		DBP Subic Branch or Office of the City Administrator (for the affidavit) City Legal Office or any Notary Public (for the notarization)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the Assistance Desk	1. Give the Log Book to the Client	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	1.1 Give Affidavit of Lost ATM card	None	1 Minute	<i>Administrative Assistant II</i> Office of the City Administrator
	1.2 Call the City Legal Office to notify about the request of the Client	None	1 Minute	<i>Administrative Assistant II</i> Office of the City Administrator
	1.3 Instruct the Client to have the Affidavit notarized	None	1 Minute	<i>Administrative Assistant II</i> Office of the City Administrator
2. Proceed to the Front Desk of the City Legal Office and present Affidavit of Lost ATM card	2. Bring the Affidavit of Lost ATM card to the desk of the City Legal Officer for Signature	None	5 Minutes	<i>Front Desk Officer</i> City Legal Office

3. Receive the notarized Affidavit of Lost ATM card	3. Issue the notarized Affidavit of Lost ATM card	None	1 Minute	<i>Front Desk Officer</i> City Legal Office
4. Bring the notarized Affidavit of Lost ATM card to the Assistance Desk of the Office of the City Administrator	4. Prepare letter endorsing the request of the client for replacement of his/her lost ATM card to DBP	None	5 minutes	<i>Administrative Officer III</i> Office of the City Administrator
5. Sign the Log Book and receive the signed endorsement letter with the notarized Affidavit of Lost ATM card and bring to DBP	5. Issue and log the signed endorsement letter and the notarized Affidavit of Lost ATM card	None	3 minutes	<i>Administrative Assistant II</i> Office of the City Administrator
TOTAL		None	20 Minutes	



2. Signing of Annual Physical Check-up Form

Pursuant to City Ordinance No. 46, Series of 2007, otherwise known as “An Ordinance providing for the Annual Physical and Dental Check-up of Olongapo City Government Employees”, all employees of Olongapo City LGU are entitled to a free Annual Physical and Dental Check-up. The schedule of physical and dental examination is to be undertaken by the Human Resource Management Office (HRMO) and it shall be based on the day of the employee’s birthdate.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Eligible Employees of LGU Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Annual Physical Check-up Form signed by the Chief Administrative Officer of the Human Resource Management Office		Human Resource Management Office - Compensation and Benefits Section or Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Annual Physical Check-up Form to Receiving Desk	1. Receive the Annual Physical Check-up Form and check for completeness	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	1.1 Check Annual Physical Check-up Form for inconsistencies or errors	None	5 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator
	1.2 Bring the Annual Physical Check-up Form to the desk of the City Administrator for signature	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
2. Receive the signed Annual Physical Check-up Form	2. Log and Issue the signed Annual Physical Check-up Form	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
TOTAL		None	16 Minutes	



3. Signing of Clearance Form for Leave of Absence Application

Leave of Absence is a right granted to employees not to report for work with or without pay as may be provided by law and as prescribed in Administrative Code of 1987 (Executive Order No. 292). For travel abroad or when leave is more than six (6) days, the Clearance Form duly signed by the concerned department heads is required prior to the approval of the Application for Leave of Absence.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Eligible Employees of LGU Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form duly signed by the heads of GSO, HRMO, Budget Office, Treasury, and Accounting (1 original)		Human Resource Management Office - Compensation and Benefits Section or Front Desk		
CSC Form No. 6 (Leave Form) signed by Department Head (1 photocopy)		Human Resource Management Office - Compensation and Benefits Section or Front Desk		
If applying for Study Leave: Approved Study Leave Contract (1 original)		Human Resource Management Office - Compensation and Benefits Section or Front Desk		
If on Sick Leave for 6 days or more: Medical Certificate (1 original)		Human Resource Management Office - Compensation and Benefits Section or Front Desk		
If applying for Parental Leave: Solo Parent ID (1 photocopy)		Human Resource Management Office - Compensation and Benefits Section or Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Receiving Desk	1. Receive the required documents and check for completeness	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	1.1 Check documents for inconsistencies or errors	None	5 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator

	1.2 Bring the required documents to the desk of the City Administrator for signature	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
2. Receive the signed Clearance Form and attachments	2. Log and Issue the Clearance Form and attachments	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
TOTAL		None	16 Minutes	



4. Signing of DBP Loan Application

The City Administrator is one of the signatories in the processing of DBP Loan Applications.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Eligible Employees of LGU Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DBP Loan Application Form duly signed by the Requestor and Co-Maker (1 original)		Human Resource Management Office - Compensation and Benefits Section		
Certification of Net Take Home Pay (1 original)		Human Resource Management Office - Compensation and Benefits Section		
Service Record with Certification of No Pending Administrative/Criminal Case (1 original)		Human Resource Management Office - Compensation and Benefits Section		
Latest One Month Pay Slip (1 photocopy) or Payroll Certified True Copy by the Payroll Master or the HRMO Head (1 original)		Human Resource Management Office - Compensation and Benefits Section		
Two (2) Valid IDs with Signature (1 photocopy)		Human Resource Management Office - Compensation and Benefits Section		
Endorsement Letter (1 original)		Human Resource Management Office - Compensation and Benefits Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Receiving Desk	1. Receive the required documents and check for completeness	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	1.1 Check documents for inconsistencies or errors	None	5 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator

	1.2 Bring the required documents to the desk of the City Administrator for signature	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
2. Receive the signed DBP Loan Application	2. Log and issue the signed DBP Loan Application	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
TOTAL		None	16 Minutes	



5. Signing of Employee Contract

The City Administrator is one of the signatories in the processing of Employee Contracts.

Office/Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices of LGU Olongapo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Contract (1 original)		Human Resource Management Office - Recruitment/Selection/Grievance Section		
Personal Data Sheet (1 original)		Human Resource Management Office - Recruitment/ Selection/ Grievance Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Receiving Desk	1. Give the Log Book to the client	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
2. Submit the required documents to Receiving Desk	2. Receive the required documents and check for completeness	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	2.1 Check documents for errors	None	5 Minutes	<i>Supervising Administrative Officer</i> Office of the City Administrator
3. Personal Appearance of Employee	3. Inform the employee of the schedule of personal appearance	None	3 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
	3.1 Facilitate personal appearance of employee	None	2 Days	<i>Administrative Officer II</i> Office of the City Administrator

	3.2 Bring the required documents to the desk of the City Administrator for signature	None	5 Minutes	<i>Administrative Officer II</i> Office of the City Administrator
	3.3 Log the signed contract	None	3 Minutes	<i>Administrative Assistant II</i> Office of the City Administrator
	3.4 Bring the signed contract to the Human resource Management Office	None	5 minutes	<i>Administrative Aide II</i> Office of the City Administrator
	3.5 Receive the signed contract			<i>Administrative Assistant IV</i> Human Resource Management Office - Recruitment/ Selection/ Grievance Section
TOTAL		None	2 Days, 24 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Fill out the client feedback form and drop it at the designated drop box at the Front Desk of the Office of the City Administrator. Clients may also write a feedback letter and submit it to the Receiving Desk of the Office of the City Administrator. Feedbacks may also be sent via the ff:</p> <p>Contact Info: (047) 223-9244 or caolongapo@gmail.com or cityadministrator@olongapocity.gov.ph</p>
How feedbacks are processed?	<p>The Administrative Officer III opens the drop box daily and compiles and records all feedback forms submitted.</p> <p>Feedback letters submitted to the Receiving Desk undergoes the process mentioned under Administrative Support - External Services: 1. Complaint and Conflict Resolution.</p> <p>Feedback requiring answers are forwarded to the concerned individuals/offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 223-9244 or email at cityadministrator@olongapocity.gov.ph.</p>
How to file a complaint?	<p>Fill out the Complaint Form and drop it at the designated drop box at the Front Desk of the Office of the City Administrator. Clients may also write a complaint letter and submit it to the Receiving Desk of the Office of the City Administrator.</p> <p>Complaints can also be filed via email at cityadministrator@olongapocity.gov.ph. Make sure to provide the following information:</p>

	<ul style="list-style-type: none"> - Name of person being complained - Incident (details of what transpired) - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (047) 223-9244 or email at cityadministrator@olongapocity.gov.ph.</p>
<p>How complaints are processed?</p>	<p>The Administrative Officer III opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Compliant letters submitted to the Receiving Desk undergoes the process mentioned under Administrative Support - External Services: 1. Complaint and Conflict Resolution.</p> <p>Upon evaluation, the Administrative Officer III shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Administrative Officer III will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Administrative Officer III will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (047) 223-9244 or email at cityadministrator@olongapocity.gov.ph.</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>