



RECORDS MANAGEMENT OFFICE

CITIZEN'S CHARTER

MAY 2022 (1st EDITION)



RECORDS MANAGEMENT SERVICES

Dissemination of Memo/Documents

Office or Division:	Office of the City Mayor – Central Records Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Memo/Document		From Office Originated		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Handover Memo/Documents for dissemination	Identify, classify memo / documents received	N/A	15 minutes	Jonah F. Solicito
	Disseminate Hard copy thru: Manual distribution	N/A	1 day	Roan Ruth A. Morales Angeline C. Membreve
	E-mail		1 hour	Erica May A. Silpedes
	Filing of original documents	N/A	10 minutes	Roan Ruth A. Morales
TOTAL:		N/A	1 day and 15 minutes (manual distribution) 1 hour (via e-mail)	



RETRIEVAL OF INACTIVE 201 FILES AND ARCHIVAL RECORDS

Office or Division:	Office of the City Mayor – Central Records Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up Request Form	Verify the documents requested	N/A	5 minutes	Jonah F. Solicito
	Provide copy	N/A	30 minutes	Josephine C. Entena Jenny N. Lazo
	Logging Details	N/A	5 minutes	Allan N. Lopena
TOTAL:		N/A	40 minutes	