Office of the City Mayor

External Services

1. Mayor's Certification for Residency

This Certification is a government-issued identification document, a proof of residency, secured by a requestor who are a bonafide resident of Muntinlupa City to be used in legal and varied purposes.

Office or Division:	Pakay Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Muntinlupa only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request or Accomplished Pakay Request form stating the request for Certificate of Residency with complete contact details and signature (QF/Mayors/A001/0) (1 original)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter
2. Barangay Certificate of Residency (latest) (1 original)	Barangay Hall
3. Valid Identification (ID) of requestor – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, School ID (must be validated for the current school year) (1 original and 1 photocopy)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, School
Additional requirements if filed through a Representative: 1. Letter of Authority authorizing the representative (1 original)	Requesting party
2. Valid Identification (ID) of requestor – any of the following (not expired) showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, School ID (must be validated for the current school year) (1 original and 1 photocopy)	GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	*Administrative Officer/Assistant* Mayor's Office
2. Present letter request or Pakay request with complete requirements. *Wait for the document to be evaluated	2. Accept letter request or Pakay request. 2.1 Preliminarily assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements. *If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting document.	None	5 minutes	*Administrative Officer/Assistant* Mayor's Office
3. Receive claim stub.	3. Issue claim stub to the client and inform client on the schedule of release – 3 working days upon receipt of complete requirements.	None	4 minutes	*Administrative Officer/Assistant* Mayor's Office

	3.1 Process request		3 working days	
Release of Certificate 4. Present claim stub	4. Receive claim stub and validate	None	2 minutes	*Administrative Officer/Assistant* Mayor's Office
5. Receive the Certificate	5. Release the Certificate to the client	None	3 minutes	*Administrative Officer/Assistant* Mayor's Office
	TOTAL:	None	3 working days and 15 minutes upon receipt of complete documents	

2. Mayor's Certification in securing Certificate of Registration of Authority to Solemnize Marriage (CRASM)

This Certification is being issued, as a pre-requisite requirement in securing Certificate of Registration of Authority to Solemnize Marriage (CRASM) from Philippine Statistics Authority (PSA), to any Pastor and/or Priest who are bonafide resident of Muntinlupa City with an intention to officiate a wedding ceremony and to any Church situated in Muntinlupa City, duly registered from Securities and Exchange Commission (SEC).

Office or Division:	Pakay Section
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Officiating Pastor / Priest of Churches situated in Muntinlupa Churches situated in Muntinlupa only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Officiating Pastor / Priest: 1. Letter request or Accomplished Pakay Request form stating the request for Mayor's certification for CRASM purposes with complete contact details and signature (QF/Mayors/A001/0) (1 original)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter
2. Certified True Copy of SEC Registration (1 original and 1 photocopy)	Securities and Exchange Commission
3. Certified True Copy of GIS from SEC (1 original and 1 photocopy)	Securities and Exchange Commission
4. Barangay Certification of Good Moral Character and Residency (latest) (1 original)	Barangay Hall
5. Endorsement/Designation/Recommendation from the head of religion / religious sect (1 original)	Church or Head of religion/religious sect

6. Valid Identification (ID) of requestor – any of the following (not expired) showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)	GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR
For Church: 1. Letter request or Accomplished Pakay Request form stating the request for Mayor's certification for CRASM purposes with complete contact details and signature (QR/Mayors/A001/0) (1 original)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter
2. Certified True Copy of SEC Registration (1 original and 1 photocopy)	Securities and Exchange Commission
3. Certified True Copy of GIS from SEC (1 original and 1 photocopy)	Securities and Exchange Commission
4. Barangay Certification of Existence of Church (latest) (1 original)	Barangay Hall
5. Valid Identification (ID) of requestor – any of the following (not expired) showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)	GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR
Additional requirements if filed through a Representative: 1. Letter of Authority authorizing the representative (1 original)	Requesting party
2. Valid Identification (ID) of Representative showing proof of identity:	GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR

UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	*Administrative Officer/Assistant* Mayor's Office
2. Present letter request or Pakay request with complete requirements. *Wait for the document to be evaluated	2. Accept letter request or Pakay request. 2.1 Preliminarily assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements. *If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting document.	None	5 minutes	*Administrative Officer/Assistant* Mayor's Office
3. Receive claim stub.	3. Issue claim stub to the client and inform client on the schedule of release – 3 working days upon receipt of	None	4 minutes	*Administrative Officer/Assistant* Mayor's Office

	complete requirements.			
	3.1 Process request		3 working days	
Release of Certificate 4. Present claim stub.	4. Receive claim stub and validate.	None	2 minutes	*Administrative Officer/Assistant Mayor's Office*
5. Receive the Certificate.	5. Release the Certificate to the client.	None	3 minutes	*Administrative Officer/Assistant Mayor's Office*
	TOTAL:	None	3 working days and 15 minutes upon receipt of complete documents	

3. Medical Assistance – Assistive Medical Devices

Assistive Medical Devices such as cane, crutches, walker, and wheelchairs are given to qualified beneficiaries who are either injured or with pre-existing medical condition needing of external support; to assist them, to improve their independent functioning, and to prevent further damage and secondary health conditions.

Office or Division:	Pakay Division
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Muntinlupa only *Requestor shall either be the patient or immediate family member representing the patient.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request or Accomplished Pakay Request form stating the request for assistive medical devices with complete contact details and signature (QF/Mayors/A001/0) (1 original)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter
2. Valid Identification (ID) of patient and/or requestor – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original and 1 photocopy)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School
3. Community Tax Certificate or Cedula for the current year of the requestor (1 original and 1 photocopy)	Barangay Hall, City Treasury Office
4. Medical Certificate or Clinical Abstract of the patient (latest) with full name, signature and license number of attending physician (1 original and 1 photocopy)	Hospital / Clinic
5. Picture of the patient (whole body) (1 original) for wheelchair request	Requesting party/individual or patient

Additional requirements if filed through a Representative:	
5. Letter of Authority authorizing the representative (1 original)	Requesting party
6. Valid Identification (ID) of Representative showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)	GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	*Administrative Officer/Assistant* Mayor's Office
2. Present letter request or Pakay request with complete requirements. *Wait for the document to be evaluated	2. Accept letter request or Pakay request. 2.1 Preliminarily assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements. *If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing	None	5 minutes	*Administrative Officer/Assistant* Mayor's Office

	supporting document.			
For request on crutches, cane and walker: 3. Receive assistive medical device.	3. Issue assistive medical device to the client.	None	4 minutes	*Administrative Officer/Assistant* Mayor's Office
For request on wheelchair: 3. Receive claim stub.	3. Issue claim stub to the client and inform client on the schedule of delivery within 5 working days. 3.1 Process request and schedule delivery	None	4 minutes 5 days	*Administrative Officer/Assistant* Mayor's Office
	TOTAL:	None	10 minutes (For crutches, cane and walker) 5 working days and 10 minutes (For wheelchair)	

4. Medical Assistance – Financial Assistance (Application)

Financial Assistance (FA) for Medical is provided to help shoulder the hospitalization expenses, purchase of medicines, medical treatment (i.e. laboratory / medical procedures, etc.) and other medical expenses. A client can avail of the assistance only once within three (3) months.

Office or Division:	Pakay Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Qualified Indigent Residents of Muntinlupa only *Requestor shall either be the patient or immediate family member representing the patient.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Pakay Request form stating the request for financial assistance for medical purposes with complete contact details and signature (QF/Mayors/A001/0) (1 original)	Mayor's Office - Pakay counter
2. Valid Identification (ID) of patient and/or representative – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, School ID (must be validated for the current school year) (1 original and 1 photocopy)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, School
3. Community Tax Certificate or Cedula for the current year of the requestor (1 original and 1 photocopy)	Barangay Hall, City Treasury Office
4. Medical Certificate or Clinical Abstract of the patient (latest) with full name, signature and license number of attending physician (1 original and 1 photocopy)	Hospital / Clinic

5. Hospital Billing statement (for payment of hospital bill) or Prescription (for medicines) or Laboratory request / Medical procedures with date and name of patient (latest/issued not later than 3 months) signed by the attending physician with license number indicated (1 original and 1 photocopy)	Hospital / Clinic			
6. Barangay Certificate of Indigency of the requestor (1 original)	Barangay Hall			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	*Administrative Officer/Assistant* Mayor's Office
2. Present Pakay request with complete requirements *Wait for the document to be evaluated	2. Accept Pakay request. 2.1 Preliminarily assess the completeness of Pakay request, qualification of client and validity of supporting documents / requirements. *If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting document.	None	9 minutes	*Administrative Officer/Assistant* Mayor's Office

	2.2 If qualified and complete, encode request to Pakay Management System (PMS).			
	2.3 Evaluate the type, kind and amount of Financial Assistance (FA).			
	a. *P3,000 and below – FA shall be released through Petty Cash Fund (PCF) and will be scheduled for release (every Friday only)*			
	b. *P3,001 to P5,000 – FA shall be released in form of Cheque/and will be processed for ten (10) days.*			
	c. *P5,001 and above – FA shall be based on the assessment and recommendation of Social Services Department (SSD). A social case study report is required as supporting document for assistance.*			

3. Receive FA claim stub.	3. Issue FA claim stub to the client for FA P5,000 and below. Inform client on the schedule of release.	None	5 minutes	*Administrative Officer/Assistant* Mayor's Office
3.1 Receive FA claim stub and request slip. Proceed to Social Services Department (SSD) for interview. Wait for the release date of FA.	3.1 Issue Request Slip for Social Case Study and Recommendation for Financial (Medical) Assistance (QF/Mayors/A007/0) together with FA claim stub. Advise client to proceed to SSD. Inform client on the schedule of release.			
	TOTAL:	None	15 minutes	

5. Medical Assistance - Financial Assistance (Release)

Approved Financial Assistance for Medical amounting to P3,000 and below is released by Pakay Division through Petty Cash Fund while approved amount above P3,000 is released by Treasury Office through Cheque.

Office or Division:	Pakay Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Approved Financial Assistance for Medical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Financial Assistance (FA) Claim stub (1 original)	Mayor's Office - Pakay counter
2. Valid Identification (ID) – any of the following (not expired) showing proof of identity: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Passport, Police Clearance, School ID (must be validated for the current school year) (1 original and 1 photocopy)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, DFA, PNP Local / Satellite Office, School
Additional requirements if claimed through a Representative: 3. Special Power of Attorney (SPA) (1 original)	Requesting party or Notary Public
4. Valid Identification (ID) of Representative showing proof of identity: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Passport, Police Clearance, School ID (must be validated for the current school year) (1 original and 1 photocopy)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, DFA, PNP Local / Satellite Office, School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	*Administrative Officer/Assistant Mayor's Office*
2. Present the FA Claim stub with complete requirements *Wait for the requirements to be validated 2.1 Proceed to Treasury Office is approved FA is above P3,000	2. Receive and validate the claim stub Check the following: a. Identification of the claimant b. If through a representative, Special Power of Attorney (SPA) and valid ID of representative c. Approved Pakay request on file *If incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting document. 2.1 Inform client to proceed to Treasury Office if approved FA is above P3,000 and present the complete requirements.	None	5 minutes	*Administrative Officer/Assistant Mayor's Office*
3. Receive the FA	3. Release financial assistance to the client through Petty Cash Fund	None	4 minutes	*Administrative Officer/Assistant Mayor's Office*

3.1 Count the released petty cash and sign the Acknowledgment Receipt if cash received is complete.	3.1 Prepare Acknowledgement Receipt and have it signed by the claimant			
	TOTAL:	None	10 minutes	

6. Medical Assistance - Mayor's Endorsement/Referral Letter to National Agencies

This Endorsement/Referral Letter is being issued to all applicant/requestor who intend to avail Financial (Medical) Assistance to PAGCOR, PCSO, Office of the Vice President, and other National Agencies and charities.

Office or Division:	Pakay Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Muntinlupa only *Requestor shall either be the patient or immediate family member representing the patient.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request or Accomplished Pakay Request form stating the request for endorsement/referral letter with complete contact details and signature (QF/Mayors/A001/0) (1 original)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter
2. Valid Identification (ID) of patient and/or representative – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original and 1 photocopy)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School
3. Medical Certificate or Clinical Abstract of the patient (latest) with full name, signature and license number of attending physician (1 original and 1 photocopy)	Hospital / Clinic
4. Official Quotation from Hospital / Treatment Center or Facility (1 original and 1 photocopy)	Hospital, Treatment Center or Facility

Additional requirements if filed through a Representative:	Requesting party		
7. Letter of Authority authorizing the representative (1 original)			
8. Valid Identification (ID) of Representative showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)	GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	*Administrative Officer/Assistant* Mayor's Office
2. Present letter request or Pakay request with complete requirements. *Wait for the document to be evaluated	2. Accept letter request or Pakay request. 2.1 Preliminarily assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements. *If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing	None	5 minutes	*Administrative Officer/Assistant* Mayor's Office

	supporting document.			
3. Receive claim stub.	3. Issue claim stub to the client and inform client on the schedule of release – 3 working days upon receipt of complete requirements. 3.1 Process request	None	4 minutes 3 working days	*Administrative Officer/Assistant* Mayor's Office
Release of Certificate 4. Present claim stub.	4. Receive claim stub and validate.	None	2 minutes	*Administrative Officer/Assistant* Mayor's Office
5. Receive the Endorsement / Referral Letter.	5. Release the Endorsement/ Referral Letter to the client.	None	3 minutes	*Administrative Officer/Assistant* Mayor's Office
	TOTAL:	None	3 working days and 15 minutes upon receipt of complete documents	

7. Receiving of Documents

All documents addressed to the City Mayor from individual, office or agency are received and recorded for tracking purposes.

Office or Division:	Administrative Division
Classification:	Simple/Complex/Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request or documents of agency, office or individual with complete contact details: name, telephone /mobile number and email address, if any. (1 original, 1 photocopy or receiving copy)			Prepared by requesting agency, office or individual unless indicated otherwise	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	*Administrative Officer/Assistant* Mayor's Office
2. Present letter request / document addressed to the City Mayor. *Wait for the document to be evaluated	2. Accept letter request / document. 2.1 Preliminarily assess the completeness of the request and its supporting documents If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting document	None	2 minutes	*Administrative Officer/Assistant* Mayor's Office

3. Receive the receiving copy.	3. Receive the letter request / document and release the receiving copy *Receiving copy should be duly stamped as "Received" with the date and time of receipt, name of the responsible person and office contact number	None	2 minutes	*Administrative Officer/Assistant* Mayor's Office
	3.1 Encode the received letter request/document to the Document Tracking System (DTS) and assign a tracking number.		3 minutes	
	TOTAL:	None	8 minutes	

8. Lending of Tents, Tables, and Chairs

Lending of tents, tables, and chairs are just a few of the free services we offer to our constituents who require this equipment or furniture for community gatherings or celebrations.

Office or Division:	Logistics Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Muntinlupa only *Requestor must either be a resident of Muntinlupa City and the activity/event is conducted within the city.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Letter request and/or Accomplished Request Form stating the type and number of equipment and/or furniture needed with complete details of the activity/event and signature
    a. Type of activity/event
    b. Venue
    c. Date and time of activity
    d. Full name of contact person
    e. Contact No.
    f. Type and no. of equipment/furniture needed
(QF/Mayors/A001/0)
(1 original, 1 photocopy)
	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter

2. Valid Identification (ID) of client and/or requestor – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / accomplished request form with complete details of the activity/event and signature.	1. Review/evaluate completeness and validity of request *If required details is incomplete or invalid, inform the client of any deficiency. Identify/enumerate all the required details to be included.*	None	5 minutes	*Administrative Officer/Assistant Mayor's Office*
2. Present valid Identification (ID)	2. Validate identification of client			
	3. Request of service is assessed based on the schedule and availability of equipment/ furniture and is recorded for reservation *If a request cannot be accommodated, inform the client of the reason.*	None	5 minutes	Logistics Staff
3. Accept the receiving copy.	4. Accept request letter / application form and release the receiving copy *Remind client to present the receiving copy upon delivery of service.*	None	5 minutes	*Administrative Officer/Assistant Mayor's Office*

	Receiving copy should be duly stamped as "Received" with the date and time of receipt, name of the responsible person and office contact number			
Delivery of equipment/ furniture on the date of the event/activity:				
4. Present receiving copy	5. Coordinate with client to confirm location of activity/ event	None	5 minutes	Logistics staff
	6. Unload equipment/ furniture and setup equipment, if necessary	None	2 hours	Logistics staff
5. Review and sign the application form to confirm the delivered equipment/ furniture.	7. Present the copy of application form to client for confirmation of delivered equipment/ furniture	None	5 minutes	Logistics staff
Retrieval of equipment/ furniture after the event/activity:				
	7. Account and record the number and condition of the retrieved equipment / furniture *Discrepancy in numbers and/or condition of retrieved equipment/ furniture must be reported in the*	None	2 hours	Logistics staff

	remarks section of the application form			
6. Review and signed the application form to confirm the number and condition of retrieved equipment/ furniture.	8. Present the copy of the application form to client for confirmation of the number and condition of the retrieved equipment/ furniture *Inform the client if there is discrepancy in numbers and/or condition of retrieved equipment/ furniture*	None	5 minutes	Logistics staff
	TOTAL:	None	4 hrs 30 mins	

9. Lending of Sound System

Free use of sound system for our constituents who require this equipment for personal, communal, or neighborhood events or activities.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Muntinlupa only *Requestor must either be a resident of Muntinlupa City and the activity/event must be conducted within the city.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter request stating the type and number of equipment needed with complete details of the activity/event and signature
    a. Type of activity/event
    b. Venue
    c. Date and time of activity
    d. Full name of contact person
    e. Contact No.
(1 original, 1 photocopy)
	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter

2. Valid Identification (ID) of client and/or requestor – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete details of the activity/event and signature.	1. Review/evaluate completeness and validity of request *If details is incomplete/ invalid, inform the client of its deficiency. Identify/enumerate all required details.*	None	5 minutes	Administrative Officer/Assistant Mayor's Office

2. Present valid Identification (ID)	2. Validate identification of client			
3. Accept the receiving copy.	3. Accept request letter / application form and release the receiving copy *Advise the client that the request will be further evaluated based on the availability of the services requested and may call to follow up the status of their request* **Receiving copy should be duly stamped as "Received" with the date and time of receipt, name of the responsible person and office contact number*	None	5 minutes	Administrative Officer/Assistant Mayor's Office
	4. Request of service is assessed based on the availability of equipment and schedule and recorded for reservation *Inform the client thru the provided contact no. if the request can be accommodated, or provide an explanation if it cannot.*	None	5 minutes	Administrative Officer/Assistant Mayor's Office

Delivery of equipment on the date of the event/activity:				
4. Present receiving copy	5. Coordinate with client to confirm location of activity/ event.	None	5 mins	Sound System Staff
	6. Setup equipment.	None	1 hour	Sound System Staff
5. Accomplish the Sound System Report Form and feedback survey form	7. Present the Sound System Report Form and Feedback survey form to be accomplished by the client	None	5 mins	Sound System Staff
	TOTAL:	None	1 hour 25 mins	

10.   Hatid Serbisyo

With Hatid-serbisyo, we hope to assist our constituents in reaching their destination safely and quickly by providing much-needed transportation without any cost.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Muntinlupa only *Requestor must be a resident of Muntinlupa City and the activity/event must be conducted within the city.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request and/or Accomplished Request Form stating its purpose with complete details such as its route, date and signature (QF/Mayors/A003/0) (1 original, 1 photocopy)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter
2. Valid Identification (ID) of client and/or requestor – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / application form with complete details of its purpose, route, date and signature.	1. Review/evaluate completeness and validity of the request *If details is incomplete/invalid, inform the client of any deficiency. Identify/enumerate all the details*	None	5 minutes	*Administrative Officer/Assistant* Mayor's Office

	needed to be included.			
2. Present valid Identification (ID)	2. Validate identification of client			
	3. Request is assessed based on the availability of transportation service on the event date and record it for reservation *Advise the client if the request cannot be accommodated citing its reason.*	None	5 minutes	Administrative Officer/Assistant Mayor's Office
3. Accept the receiving copy.	4. Release the receiving copy to client *Receiving copy should be duly stamped as "Received" with the date and time of receipt, name of the responsible person and office contact number*	None	5 minutes	Administrative Officer/Assistant Mayor's Office
On the date of the event/activity:				
4. Confirm and sign the Hatid Serbisyo Service Report Form	5. Present a Hatid Serbisyo Service Report Form to client for confirmation of its arrival in the location *Transport clients/ passengers to point*	None	5 minutes	Hatid Serbisyo Staff

	of destination/ point of origin			
5. Accomplish the feedback survey form	6. Present a Feedback survey form to be accomplish by the client	None	5 minutes	Hatid Serbisyo Staff
	TOTAL:	None	25 minutes	

11. Bulaklak para sa Patay

This service offers immediate assistance to people and/or families who are grieving the loss of a family member. After a loved one passes away, there are many ways we may support the family, and one service provided by the city government is the sending of a wreath for the deceased during the wake to pay respect to the dead.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Resident of Muntinlupa City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request and/or Accomplished Request Form with the following details: a. name of the deceased b. date and address where the wreath will be delivered c. name, contact no. and signature of the requestor (QF/Mayors/A003/0) (1 original, 1 photocopy)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Pakay counter
2. Valid Identification (ID) of client and/or requestor – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / application form.	1. Review/evaluate completeness and validity of the request *If details is incomplete/invalid, inform the client of any deficiency.*	None	5 minutes	*Administrative Officer/Assistant Mayor's Office*

	Identify/enumerate all the details needed to be included.			
2. Present valid Identification (ID)	2. Validate identification of client			
3. Accept the receiving copy.	3. Release the receiving copy to client *Receiving copy should be duly stamped as "Received" with the date and time of receipt, name of the responsible person and office contact number*	None	5 minutes	Administrative Officer/Assistant Mayor's Office
On the date of the delivery:				
4. Confirm and sign the Service Delivery Report Form	4. Present a Service Delivery Report Form to client for confirmation of its arrival in the location *Conduct documentation of proof of delivery*	None	5 minutes	Hatid Serbisyo Staff
5. Accomplish the feedback survey form	5. Present a Feedback survey form to be accomplish by the client	None	5 minutes	Hatid Serbisyo Staff
	TOTAL:	None	20 minutes	

Office of the City Mayor

Internal Services

1. Approval and signature of documents by the City Mayor

All documents for approval / signature and action of the City Mayor shall be received and tracked by Administrative Division of Office of the Mayor.

The Office of the Secretary shall facilitate in securing the approval and signature of the City Mayor.

Office or Division:	Administrative Division / Office of the Secretary to the Mayor
Classification:	Simple/Complex/Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Documents tracked and endorsed by Administrative Division of Mayor's Office
 	
  a. Letter of Request and Work Program
  b. Purchase Request (PR)
  c. B.A.C. Resolution and other-related B.A.C. documents
  d. Purchase Order (PO)
  e. Disbursement Voucher (DV)
  f. Supplemental AIP
  g. Ordinance, Resolution and Executive Order
  h. Memorandum of Agreement/Understanding (MOA/MOU)
  i. Employment Contract and Appointment
  j. Salaries & Wages, Honorarium and Benefits (Payroll)
  k. Leave application of Officials
  l. Commutation of Leave Credits / Terminal Pay
  m. Others
	Administrative Division of Mayor's Office
	
	Prepared by requesting agency, office or individual unless indicated otherwise

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Endorse documents received for approval and/or signature of the City Mayor to Office of the Secretary to the Mayor (OSM) Documents received from 8:00am to 12:00pm shall be endorse by 12:00pm to OSM Documents received from 12:01pm to 4:00pm shall be endorse by 4:00pm to OSM	1. Accept document/s 1.1 Preliminarily assess the completeness of the request and its supporting documents If document is incomplete, inform the Administrative Division of any deficiency. Identify and enumerate all the missing supporting document 1.2 Sort documents 1.3 Forward documents to the Office of the City Mayor for action and approval	None	30 minutes	*Administrative Officer* Office of the Secretary
2. Wait for the documents to be approved/signed	2. Approval/signing of documents a. Simple letter request b. Complex transactions c. Highly technical transactions / applications	None	3 working days 7 working days 20 working days	*City Mayor / Concerned Designated Official*
3. Receive outgoing documents	3. Release outgoing documents to Administrative Division	None	30 minutes	*Administrative Officer* Office of the Secretary

4. Release outgoing documents to appropriate office/department		None	3 working days	*Administrative Officer/Assistant* Administrative Division
	TOTAL:	None	3 – 20 working days and 1 hour	

2. Foreign Travel Authority (Personal/Private purpose)

Item No. 5.0.9 to 5.0.13 of DILG Memorandum Circular No. 2019-83 provides that the Local Chief Executive or the City Mayor shall take appropriate action on all personal or private trips that does not extend to more than three (3) months of the City Vice Mayor, Punong Barangay, Local Department Head and Local Government Employee.

The application for Foreign Travel for personal/private purpose shall be filed to City Human Resources Management Department (CHRMD), will ALL the required supporting documents, at least seven (7) working days, prior to the date of departure.

The CHRMD shall evaluate and process all requests and submit appropriate recommendation to the Office of the Mayor for consideration.

Office or Division:	Office of the Secretary to the Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	City Vice Mayor, Punong Barangay, Local Department Head, Local Government Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement from City Human Resources Management Department (CHRMD) (1 original)	CHRMD
2. Letter from the client stating the application for Travel Authority on a personal or private trip with complete details: Complete name (as shown on the passport and air ticket), current position and office/department, air ticket details – date of departure and arrival, destination and contact details. (1 original, 1 photocopy or receiving copy)	Prepared by employee
3. Approved and Filed Leave Form with leave credits (1 photocopy)	Employee
4. Roundtrip air ticket (1 photocopy)	Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement/ recommendation with complete requirements	1. Accept endorsement/ recommendation 1.1 Preliminarily assess the completeness of the request and its supporting documents. If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting document	None	3 minutes	*Administrative Officer/Assistant* Mayor's Office
2. Receive the receiving copy.	2. Receive endorsement/ recommendation and release the receiving copy *Receiving copy should be duly stamped as "Received" with the date and time of receipt, name of the responsible person and office contact number 2.1 Process request	None	2 minutes 3 working days	*Administrative Officer/Assistant* Mayor's Office
3. Receive the Certificate	3. Release the approved Authority to Travel to CHRMD.	None	5 minutes	
	TOTAL:	None	3 working days and 10 minutes	