

**SERVICE STANDARD OF THE
OFFICE OF THE CITY TREASURER
ADMINISTRATIVE DIVISION
City Government of Paranaque**

FRONTLINE SERVICES

1. Receiving memos / letters from other offices /agencies/taxpayers
2. Processing of the City Treasury Employees leave forms.
3. Processing of the City Treasury Employees permit to leave.
4. Receiving of all documents for review and signature of the City Treasurer.
5. Assist all taxpayers /visitors at the Treasury Office.

SERVICE STANDARD OF THE
OFFICE of the CITY TREASURER-ADMINISTRATIVE DIVISION
City Government of Paranaque

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday
8:00 a.m. To 5:00 p.m. No noontime break

SERVICES OFFERED:

1. Receiving memos / letters from other offices /agencies/taxpayers

WHO MAY AVAIL OF THE SERVICE:

Liason Officers/representative of other offices, taxpayers

WHAT ARE THE REQUIREMENTS:

receiving copy
I.D.

DURATION:

Minimum of 2 minutes per transaction (under normal circumstances)

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORM
1	Present memo/letter	Receive the document	1 minute per transaction	Kathleen Anne Marie G. Trajano/Perlita Atega/ Rosalba	none	
		Stamp "received" and sign	1 minute per transaction	Kathleen Anne Marie G. Trajano/Perlita Atega/ Rosalba Ala		
2	Claim the receiving copy.	Release the received copy	1 minute per transaction	Kathleen Anne Marie G. Trajano/Perlita Atega/ Rosalba Ala		
END OF TRANSACTION						

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SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday
8:00 a.m. To 5:00 p.m. No noontime break

SERVICES OFFERED:

2. Processing of the City Treasury Employees leave forms.

WHO MAY AVAIL OF THE SERVICE:

City Treasurer's Office employees

WHAT ARE THE REQUIREMENTS:

DURATION: 10 minutes per employee

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Approach in charge of the of preparing leave forms.(should at least be five (5) days before if vacation leave	Prepare/printing of permit to leave form	1 minute	Fidela Arapo	none	
2		Distribute leave forms to concerned employees.	1 to 2 minutes per employee	Fidela Arapo/Joerick Mancilla	none	
3	Signing of leave form (employee and division chief) and return to Admin Division	Submit to the Office of the Treasurer for signature.	minimum of 1 minute per employee	Fidela Arapo/Joerick Mancilla	none	
4		Upon signing, submit the leave forms to HRMO.	3-5 minutes	Fidela Arapo/Joerick Mancilla	none	
		File all leave forms for record purposes.	1minute per leave form	Fidela Arapo/Joerick Mancilla	none	
END OF TRANSACTION						

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Monday to Friday
8:00 a.m. To 5:00 p.m. No noontime break

SERVICES OFFERED:
3. Processing of the City Treasury Employees permit to leave.

WHO MAY AVAIL OF THE SERVICE:
Office of the City Treasury Employees.

WHAT ARE THE REQUIREMENTS:
medical certificate if more than 5 days absent(for sick/maternity leave)

DURATION:

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Approach in charge of permit to leave forms.(should be at least one (1) day before field work	Prepare and print leave form	1 minute per employee	Fidela Arapo		
		Distribute permit to leave forms to concerned employees.	1 to 2 minutes per employee	Fidela Arapo/Joerick Mancilla	none	
2	Signing of permit to leave form (employee and division chief) and return to Admin Division	Submit to the Office of the Treasurer for signature.	minimum of 1 minute per employee	Fidela Arapo/Joerick Mancilla	none	
		Upon signing, submit the forms to HRMO.	3-5 minutes	Fidela Arapo/Joerick Mancilla	none	
		File all forms for record purposes.	1 minute per leave form	Fidela Arapo/Joerick Mancilla	none	
END OF TRANSACTION						

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SERVICES OFFERED:

4. Receiving of all documents for review and signature of the City Treasurer.

WHO MAY AVAIL OF THE SERVICE:

Liason Officers/representative of other offices

WHAT ARE THE REQUIREMENTS:

DURATION:

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present document/s.	Receive/evaluate the document/s.	1-5 minutes per transaction(depending on the need/s of the document)	Kathleen Anne Marie G. Trajano/Perlita Atega	none	
		Stamp "received" and sign	1 minute per transaction	Kathleen Anne Marie G. Trajano/Perlita Atega		
2	Claim the received copy	Release the receiving copy.	1 minute per transaction	Kathleen Anne Marie G. Trajano/Perlita Atega		
END OF TRANSACTION						

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SERVICES OFFERED:

5. Assist all taxpayers /visitors at the Treasury Office.

WHO MAY AVAIL OF THE SERVICE:

Taxpayers and other clients

WHAT ARE THE REQUIREMENTS:

DURATION:

minimum of 1 day depending on the client's concern

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Approach the front desk assistance desk	Inquire the client regarding his concern,	1-2 minutes per transaction (depending on the need/s of the client)	Gloria Pascual/Lileth Naguit	none	
		Endorse the client to concerned division	2 minutes per transaction	Gloria Pascual/Lileth Naguit		
2	Relay the concern .	Assist/endorse the client to the Division OIC/ City Treasurer	1 minute per transaction	Kathleen Anne Marie G. Trajano/Perlita Atega/Rosalba V. Ala		
		Discuss/address client's concern for proper action.	minimum of 1 day depending on the concern.	Phillip L. Yam/G.B. Bernas IV		
END OF TRANSACTION						