



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2024-1st Edition



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

ABSENT:

NONE

RESOLUTION NO. 218
Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

CITY ORDINANCE NO. 758
Series of 2023

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

Certified Enacted:


HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





CITY HUMAN RESOURCES MANAGEMENT OFFICE

External Services





1. Application for Vacant Positions

Office or Division :	CHRMO – Personnel Transaction Division			
Classification :	Complex			
Type of Transaction :	G2C – Government to Citizen; G2G – Government to Government			
Who may avail :	All qualified internal and external applicants			
INITIAL CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter (indicating the position and item number applied for) addressed to Ms. Maxima O. Lapastora, City Human Resource Management Officer				
2. Personal Data Sheet (CS Form No. 212) with Work Experience Sheet		CSC Website		
3. Academic Credentials (Transcript of Records and Diploma, or any Certification indicating the number of units completed)		School/University/Institution where client studied/graduated		
4. Certificate of Eligibility/Ratings/License		PRC, CSC, or other government agencies granting eligibility or license to practice profession		
5. Performance Ratings in the last two (2) rating periods (if previously employed; if previous employer has no existing performance evaluation system or not employed, this need not be submitted)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit application requirements via email	1.1 Receive application and other requirements and check for completeness.	Walang Babayaran	5 minutes	HRMPSB Secretariat
	1.2 Evaluate the requirements vis-à-vis the prescribed CGC Competency-based Qualification Standards		10 minutes	HRMPSB Secretariat



	1.3 Notify the applicant of the results of the evaluation. If qualified, invite to attend assessment activities		3 working days after the end of the publication period	HRMPSB Secretariat
2. If qualified, attend assessment activities.	2.1 Conduct the assessment activities*		45 minutes	HRMPSB Secretariat
	2.2 Consolidate the results of the assessment activities and transmit the results and the appropriate rating sheets to the HRMPSB for rating	Walang Babayaran	3 working days	HRMPSB Secretariat
	2.3 Rate all applicants individually based on their assessment results		7 days	HRMPSB
	2.4 Consolidate the ratings and prepare comparative assessment results matrix and Selection Line-up		4 hours	HRMPSB Secretariat
	2.5 Deliberate on the results of the comparative assessment and finalize the selection line-up for the appropriate action of the appointing authority		2 hours	HRMPSB





	2.6 Prepare and sign the HRMPSB Resolution and Minutes		1 working day	HRMPSB Secretariat HRMPSB
	2.7 Transmit the selection line-up and the signed resolution and minutes to the appointing authority for formal selection.		5 minutes	HRMPSB Secretariat
	2.8 Select the applicant to be appointed to the vacant position		**	Appointing authority
	2.9 Notify the applicants of the selection results		3 working days upon receipt of selection results	HRMPSB Secretariat
TOTAL :		None		

*** Note that the applicant may be required to attend more than one assessment activity depending on the level of position.**

**** Pursuant to CSC ORA-OHRA, the appointing authority may select among the most qualified candidates within the nine (9) months validity of the publication of the position, otherwise, the position shall be republished.**





2. Issuance of Certified True Copies of Employment Documents

Pagbibigay ng Pinagtibay na Sipi ng mga Dokumento

Office or Division :	CHRMO – Personnel Transaction Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen; G2G – Government to Government			
Who may avail :	1. Nagmamay-ari ng dokumento; 2. Korte o anomang kinatawang administratibo na may kapangyarihang quasi-judicial o magsiyasat sa pamamagitan ng sapolitang proseso na subpoena duces tecum, upangmakatulong sa determinasyon o resolusyon ng mga nakabinbing kaso; at, 3. Opisyal o katawang pinapahintulutan ng batas o may kapangyarihan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form		CHRMO		
2. Valid ID (if the requesting body and the representative if applicable)		Kliyente		
3. Authorization Letter (if requested through a representative)		Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan at Ipasa ang Requisition Form at kailangan dokumento	1.1 Tanggapin at suriin ang dokumento	Walang babayaran	2 minuto	Administrative Assistant V
	1.2 Beripikahin at lproseso ang dokumento		5 minuto	Administrative Officer IV Administrative Officer II
	1.3 Sertipikahan ang mga dokumento		2 minuto	Department Head
2. Pagpirma sa <i>logbook</i> at pagtanggap sa pinagtibay na mga sipi ng dokumentong hinihiling.	2. Ibigay ang dokumento		2 minuto	Administrative Officer IV Administrative Officer II
TOTAL :			None	11 minuto



3. Issuance of Certificate of Employment / Engagement

Pagbibigay ng Pinagtibay na Sipi ng mga Dokumento

Office or Division :	CHRMO – Personnel Transaction Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen; G2G – Government to Government
Who may avail :	1. Nagmamay-ari ng dokumento; 2. Korte o anomang kinatawang administratibo na may kapangyarihang quasi-judicial o magsiyasat sa pamamagitan ng sapolitang proseso na subpoena duces tecum, upangmakatulong sa determinasyon o resolusyon ng mga nakabinbing kaso; at, 3. Opisyal o katawang pinapahintulutan ng batas o may kapangyarihan.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Form		CHRMO		
2. Valid ID (if the requesting body and the representative if applicable)		Kliyente		
3. Authorization Letter (if requested through a representative)		Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan at Ipasa ang Requisition Form at kailangan dokumento	1.1 Tanggapin at Suriin ang dokumento	Walang babayaran	2 minuto	Administrative Assistant V
	1.2 Beripikahin at Iproseso ang dokumento		5 minuto	Administrative Officer IV Administrative Officer II
	1.3 Sertipikahan ang mga dokumento		2 minuto	Department Head
2. Pagpirma sa <i>logbook</i> at pagtanggap sa pinagtibay na mga sipi ng dokumentong hinihiling.	2. Ibigay ang dokumento		2 minuto	Administrative Officer IV Administrative Officer II
TOTAL :		None	11 minuto	



Internal Services





4. Issuance of Certified Copy of Payslips

Office or Division :		CHRMO – Personnel Transaction Division		
Classification :		Simple		
Type of Transaction :		G2G – Government to Government		
Who may avail :		All Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payslip (photocopy) 2. Government ID (photocopy)		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang photocopy ng payslip at ID	1.1 Tanggapin at suriin ang dokumento	Walang babayaran	2 minuto	Administrative Assistant II Administrative Assistant V
	1.2 Sertipikahan at lagdaan ang dokumento		2 minuto	Department Head
2. Tanggapin ang Sertipikadong Dokumento	2. Ibigay ang Sertipikadong Dokumento		2 minuto	Administrative Assistant II Administrative Assistant V
TOTAL :		None	6 minuto	





5. Application for Official Leave of Absence

Application for Leave of Absence

Office or Division :	CHRMO – Career Planning & Personnel Assistance Division	
Classification :	Simple	
Type of Transaction :	G2G – Government to Government	
Who may avail :	City Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Filled up Application Form	
	2. Medical Certificate	Hospital
	3. Solo Parent ID (photocopy)	City Social Services Office
	4. Birth Certificate of the child (photocopy) - for maternity leave	City Civil Registry Office
	5. Birth Certificate & Marriage Certificate (photocopy) - for paternity leave	
	6. Clearance from Money and Property Accountability (if traveling abroad, or taking leave for more than 30 days)	City Treasury Office and City General Services Office
	7. Contract of Agreement for Study Leave	City Human Resource Management Office
	8. Barangay Protection Order (BPO), Temporary/ Permanent Protection Order (TPO/PPO), or Police Report and Medical Certificate (for VAWC leave)	Barangay, Court or Police Station
	9. Proof of Resignation, Retirement or Separation from the service (for terminal leave)	City Human Resource Management Office
	10. Letter of Request to the City Mayor (indicate valid and justifiable reasons)	
	11. Pre-Adoptive Placement Authority (authenticated copy)	Department of Social Welfare and Development (DSWD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Application for Form na aprubado ng Department Head at mga kailangang dokumento	1. Tanggapin at suriin ang Application Form	Walang babayaran	2 minuto	Administrative Assistant V
	1.1 Iproseso ang dokumento at palagdaan sa Department Head		5 minuto	Administrative Assistant V Administrative Officer IV Guidance Service Specialist I Administrative Officer V
	1.2 Dalhin sa City Administrator para pa-aprubahan		5 minuto	Administrative Assistant II
2. Tanggapin ang dokumento	2. Ibigay at itala ang aprubadong Leave of Absence		5 minuto	Administrative Assistant II
TOTAL :		None	17 minuto	

6. Request for Special Payroll

Office or Division :	CHRMO – Personnel Transaction Division
Classification :	Simple
Type of Transaction :	G2G – Government to Government
Who may avail :	City Employees, Job Order Worker & COS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Overtime Request	
2. Daily Time Record	
3. Accomplishment Report	
4. Approved Leave Application (for Monetization)	
5. Guidelines Governing the Grant and Release of Remuneration (as applicable)	Authorized Agency or authority issuing guidelines



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Approved Overtime Request at mga kinakailangang dokumento	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	5 minuto	Administrative Assistant II
	1.2. Beripikahin ang mga dokumento: Kung Kumpleto: Iproseso ang special payroll Hindi Kumpleto: Ibalik ang mga dokumento		1 araw	Administrative Officer II Administrative Officer V
	1.3 Palagdaan sa Department Head		5 minuto	
2. Kuhanin ang payroll at palagdaan sa mga sumusunod na opisina: Admin Office, Budget Office at Accounting Office				
TOTAL :		None	1 araw at 10 minuto	

Note: Makukuha ang sweldo para sa special payroll sa loob ng pitong (7) araw.





7. Issuance of ID Cards

Office or Division :	CHRMO – Personnel Transaction Division			
Classification :	Simple			
Type of Transaction :	G2G – Government to Government			
Who may avail :	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up Request Form		City Human Resource Management Office		
2. Affidavit of Loss (for lost ID Cards)		Any Legal Office		
3. Old ID Card (for replacement or damaged cards)		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Request Form	1.1 Tanggapin at suriin ang Request Form	Walang babayaran	5 minuto	CHRMO Staff
	1.2 Bigyang ng Claim Slip / Stub		2 minuto	
	1.3 Iproseso ang ID		10 minuto	
2. Tanggapin ang ID	2 minuto			
TOTAL :		None	19 minuto	



VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	<ol style="list-style-type: none">1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite.2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i>chrnocalamba2001@gmail.com</i></p>
How to file a complaint	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	<ol style="list-style-type: none">1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565