



Office of the City Administrator

Internal Services





MANDATE

Develop plans and strategies and approval, implement management and administrative related programs and projects.

Assist in the coordination of the works of all Departments and Offices of the City Government of Cotabato

Establish and maintain a sound personnel continuing organizational development

Be in the frontline of the delivery of administrative support services in disaster preparedness of Cotabato City and Recommend to the Sangguniang Panlungsod and advise the City Mayor as the case may be on all other matters relative to the management and administration of the City Government of Cotabato; and

Exercise other powers and perform other duties as may be prescribed by laws and ordinances.

VISION

Highly responsive, effective and efficient OFFICE OF THE CITY ADMINISTRATOR always in the forefront in the initiation, implementation, and administration of programs, projects, activities of the City Mayor as well as in the organizational development of the City Government of Cotabato as a whole to attain the COTAVISION of a service-oriented local government unit.

MISSION

Propose and institute effective management and administrative reforms in all the departments and offices of the City Government;

Instill professionalism in the bureaucracy through an effective and fair implementation of a system of reward and corrective measures;

Organize the smooth delivery, of administrative support services particularly those related to the situations during and the aftermath of manmade & natural disaster & calamities;

Undertake other related activities as the Chief Executive may directs Strengthen and enhance the existing mechanisms and strategies utilized in the delivery of service by all the departments and offices.

SERVICES

1. External Services

- a. Receiving of Documents (invitations, courtesies, Memorandum of Agreement)
- b. Feedback and complaints mechanisms

2. Internal Services

- a. Assessment, monitoring, and endorsements of department reports and other activities to the Local Chief Executive



- b. Attendance in meetings concerning the city government programs, projects and activities
- c. Supervision to plans and manuals regarding the city government projects, programs and other activities
- d. Supervision to Barangay affairs.
- e. Feedback and complaints mechanisms

SERVICES AND HOW TO AVAIL THEM

EXTERNAL

- Receiving of Documents (invitations, courtesies, Memorandum of Agreement)

Office/Division	OFFICE OF THE CITY ADMINISTRATOR			
Classification	Simple or Complex or Highly Technical			
Type of Transaction	G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Pertinent documents		Concerned individual/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Documents	Receives and checks documents	None	3 minutes	Administrative Staff
	Recording of documents	None	3 minutes	Administrative Staff
	For Action	None	15 minutes - 1 day	City Administrator/Executive Assistant
	Releases/ Endorses documents	None	10 minutes	Administrative Staff
	TOTAL	None	1 day and 31 minutes	

INTERNAL

- Assessment, monitoring, and endorsements of department reports and other activities to the Local Chief Executive

Office/Division	OFFICE OF THE CITY ADMINISTRATOR			
Classification	Simple or Complex or Highly Technical			
Type of Transaction	G2G – Government to Governement. employee or agency			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Pertinent documents		Concerned individual/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents and Endorsements from concerned	Receives and checks documents	None	3 minutes	Administrative Staff



departments and personnel				
	Recording of documents		3 minutes	Administrative Staff
	For Action		10 minutes- 1 day	City Administrator/ Executive Assistant
	Releases/ Endorses documents		10 minutes	Administrative Staff
TOTAL		None	1 day and 26 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Financial Documents (ALOBS, Disbursement Vouchers, Purchase Request)	Receives and checks documents	None	5 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	For Signature and Initial	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Releases/ Endorses documents to next concerned department	None	10 minutes	Administrative Staff
TOTAL		None	1 day and 30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERESON RESPONSIBLE
Submit Travel Orders	Receives and checks documents	None	3 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	For Signature and Initial	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Releases/ Endorses documents to next concerned department	None	10 minutes	Administrative Staff
TOTAL		None	1 day and 28 minutes	



- Attendance to meetings concerning the city government programs, projects and activities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit programs, letters, Programs Projects and Activities (PPA) for meetings	Receives and checks documents, checks the date of the invitation	None	5 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	Review the PPA and draft any recommendation, attach disposition slip	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Endorse the recommendation reviewed and signed by the administrator and endorse to concerned offices.	None	10 minutes	Administrative Staff
TOTAL		None	1 day and 30 minutes	

- Supervision to plans and manuals regarding the city government projects, programs and other activities including Barangay Affairs

CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit programs, letters, Programs Projects and Activities (PPA) for review and approval signature	Receives and checks documents	None	5 minutes	Administrative Staff
	Recording of documents	None	5 minutes	Administrative Staff
	Research and evaluate the PPA	None	10 minutes- 1 day	City Administrator/ Executive Assistant
	Endorse the recommendation reviewed and signed by the administrator to the Local Chief	None	10 minutes	Administrative Staff



	Executive			
TOTAL		None	1 day and 30 minutes	

Feedback and complaints mechanism

External

CLIENT STEPS	ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of complaints	Receives and checks documents	5 minutes	Administrative Staff
	Recording of documents	5 minutes	Administrative Staff
	Interview and Discussion	10 minutes- 1 day	City Administrator/ Executive Assistant
	Assess and endorse to complainant to the concerned offices	10 minutes	Administrative Staff
	TOTAL	1 day and 30 minutes	

Internal

CLIENT STEPS	ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of complaints	Receives and checks documents	5 minutes	Administrative Staff
	Recording of documents	5 minutes	Administrative Staff
	Interview and Discussion/ Initiate an internal investigation to determine the probable cause	10 minutes- 1 day	City Administrator/ Executive Assistant
	Assess and recommend necessary action to legal office and the Human Resource Management Office	10 minutes	Administrative Staff
	Notify the Local Chief Executive for further action	5 minutes	Executive Assistant
	TOTAL	1 day and 30 minutes	



OFFICE OF THE CITY ADMINISTRATOR
Organizational Structure

