



*Republic of the Philippines*  
**CITY GOVERNMENT OF TACLOBAN**  
**MANAGEMENT INFORMATION SYSTEM DIVISION**  
*Tacloban City, Leyte*

## CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
<b>Epp (Electronic Portal Payment) and Online Assessment</b> <ul style="list-style-type: none"> <li>➤ Connect at home or at the Office.</li> <li>➤ Can be accessed anywhere in the world with the presence of an internet connection to perform online payment transaction.</li> </ul>	Input Account Number/TDN and Pin Code  If assessment is ready then proceed to payment If not, the Gross Sales  Client will view assessment and pay at the Epp portal. (EPP portal link is embedded at the LGU website)	 2 mins	Client or assisted by: - Randy B. Calahi - Joshua G. Pacalan - Heron Samson	Excellent Wifi signal connection	
<b>Web Electronic Publication</b>	1.Submits electronic copy of documents together with the Request for Web Upload  2.Head, MIS evaluates file for uploading to website  3.Upon receipt of approved request, Web Master convert electronic document into file format compatible with Agency website setting.	1 min  2 mins  5 mins  5 days	Requisitioner  Randy B. Calahi  Lovely Ebin / Roger F. Dacer  Randy B. Calahi Assisted by:	System request form approved by MIS Head	

	<p>4. Webmaster prepare code/pseudocode using PHP editor/wordpress and upload code using Web Service Protocol.</p> <p>5. Webmaster informs the document owner that request have been undertaken.</p> <p>6. Document Owner verifies the uploaded file from the agency website.</p>	<p>1 min</p> <p>2mins</p>	<p>Joshua Pacalan</p> <p>Joshua Pacalan</p> <p>Requisitioner</p>		
<b>Request for internet connection</b>	<p>1.Requisitioner submits letter request of requesting Office Head duly approved by the Local Chief Executive to MIS Head.</p> <p>2.Head, MIS evaluates location and approves JRF. Type of connection to be installed is also identified.</p> <p>3. If budget is allocated for the internet connection, as provided in the source &amp; fund by the Pre-Audit, same is forwarded to the Head, MIS.</p> <p>4. Head, MIS contact ISP (internet Service Provider) for application and installation</p> <p>5. CMT test internet speed and setup security access.</p>	<p>1 min</p> <p>1 min</p> <p>2 mins</p> <p>2 mins</p> <p>5 mins</p>	<p>Requisitioner</p> <p>Randy B. Calahi</p> <p>Archie Alcantara Assisted by: Lyvera Faye Dolina</p> <p>Randy Calahi Assisted by: Archie Alcantara</p> <p>Roger F. Dacer Mamerto Tayobong</p>	Requisitioner submits letter request approved by the Local Chief Executive	
<b>Requesting for IT Resources</b>	<p>1.Requisitioner identifies IT equipment to be purchased and submit to supply Officer (desktop, laptop, printer other IT equipments</p> <p>2.The Head, MIS evaluates request and determines of IT equipment to be purchased depending on the Office need.</p>	<p>2 mins</p> <p>2 mins</p>	<p>Requisitioner</p> <p>Randy B. Calahi Assisted by: Archie Alcantara</p>	Requisitioner submits Purchase Request to MIS Office	
<b>Request for an IT Equipment Repair</b>	Fill out the logbook/request form for fast information for the status of the equipment	1 min	Requisitioner Lyvera Faye S. Dolina	Name of Office Equipment	

	<p>Will be interviewed by the help desk and will be directly refer who will be the technician assigned.</p> <ul style="list-style-type: none"> <li>- In case no technician is available, the help desk will take note and notify the client</li> <li>-</li> </ul>	3 mins	<p>Assisted by: Marcelo Malate Lyvera Faye S. Dolina</p> <p>Assisted by: Marcelo Malate</p>	Contact Number	
<b>Request for ID issuance</b>	<p>For Regular Employees</p> <ol style="list-style-type: none"> <li>1. Fill out ID Form</li> </ol> <p>For Casual Employees</p> <ol style="list-style-type: none"> <li>1. Fill out ID Form</li> <li>2. Submit Latest Contract</li> </ol> <p>For JOB Order</p> <ol style="list-style-type: none"> <li>1.Fill out ID Form</li> <li>2. Submit Latest Contract</li> </ol>	2 mins	<p>Lyvera Faye S. Dolina Archie P. Alcantara Marcelo Malate</p>	<p>2x2 ID Picture Employee Id No. from HRMDO Signature</p>	

Submitted by:

**RANDY B. CALAHI**  
MISD- Head