



CITIZEN'S CHARTER INFORMATION TECHNOLOGY UNIT



The **Information Technology Unit (IT Unit)** is responsible for the planning, development, maintenance, and support of information and communication technology systems of the Local Government Unit. It provides technical, operational, and frontline services in support of efficient, transparent, and citizen-centered government service delivery, in compliance with **Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018)**.

The IT Unit offers the following **frontline services**:

1. Issuance of Recommendation of IT Equipment / Technical & Scientific Equipment to Purchase (Simple)
2. Request for Technical Inspection of Newly Purchased IT Equipment (Simple/Complex depending on the quantity of IT Equipment)
3. Issuance of ARTA ID (Simple)
4. Issuance of LGU Employees ID (Simple)
5. Request for CCTV Review (Simple)
6. Issuance of Copy of CCTV Footage (Complex)
7. Request for Photo Documentation of Events and Activities (Simple)
8. Request for IT Assistance during Presentations, Meetings, and LED Display (Simple)
9. Request for Graphical Lay-out Designs (Complex)
10. Issuance of Citizen's ID (Simple)
11. Request for Troubleshooting and Repair of IT Equipment with corresponding Technical Pre/Post Inspection (Simple/Complex depending on the issues of the equipment)
12. Issuance of Payslip of Permanent, Casual, and Co-Term Employees (Simple)
13. Monitoring and Processing of Internet Subscriptions and Payments of Different Offices (Highly Technical)
14. Issuance of LBP Whitelist Form to Loan Applicants – Permanent Employees (Simple)

NOTE FOR POSTING AND ARTA VALIDATION:

Processing times indicated herein are **maximum processing times** pursuant to RA 11032. If a transaction cannot be completed within the stated time due to force majeure or circumstances beyond the control of the office, the client shall be informed in writing.

1. Issuance of Recommendation of IT Equipment / Technical & Scientific Equipment to Purchase

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: LGU offices and departments

Checklist of Requirements | Where to Secure

- Purchase Request / Endorsement | Requesting Office
- Technical specifications | Requesting Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit request	Evaluate specifications and recommend appropriate equipment	None	3 working days	Roel Niño B. Bombita Judy Ann A. Belchez (IT Staff)
Receive recommendation	Issue signed recommendation	None	Same day	Aileen B. Basco (IT Unit Head)

2. Request for Technical Inspection of Newly Purchased IT Equipment

Office or Division: IT Unit
Classification: Simple/Complex depending on the quantity of IT equipment
Type of Transaction: G2G
Who May Avail: LGU offices and other NGAs

Checklist of Requirements | Where to Secure

- Delivery Receipt, Purchase Order, Purchase Request and IT Recommendation (for post-inspection) | GSO/ Requesting Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
File request	Conduct inspection and testing	None	1–3 working days (simple-qty: 5 units and below) 1-10 working days (complex-qty: 6 units and above)	Roel Niño B. Bombita Judy Ann A. Belchez (IT Personnel)
Receive report	Issue inspection report	None	Same day	Aileen B. Basco (IT Unit Head)

3. Issuance of ARTA ID

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2C / G2G
Who May Avail: LGU employees

Checklist of Requirements | Where to Secure

- Duly accomplished application form | IT Unit
- Office endorsement | Requesting Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit application	Verify information and capture photo	None	1 working day	Justine Boñon Jana Aliah Buendia (IT Personnel)
Claim ID	Print and release ARTA ID	None	1-3 working days	Justine Boñon Jana Aliah Buendia (IT Personnel) Aileen B. Basco (IT Unit Head)

4. Issuance of LGU Employees ID

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: LGU employees

Checklist of Requirements | Where to Secure

- Accomplished ID form | IT Unit
- Appointment / Contract | HR Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit requirements	Encode data, Verify information and capture photo	None	1–3 working days	Justine Boñon Jana Aliah Buendia (IT Personnel)
Claim ID	Print and release ID	None	Same day	Justine Boñon Jana Aliah Buendia (IT Personnel) Aileen B. Basco (IT Unit Head)

5. Request for CCTV Review

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2C
Who May Avail: PNP, General Public

Checklist of Requirements | Where to Secure

- Duly accomplished request form | IT Unit
- Incident report | Requesting Office/Individual

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit request	Review CCTV footage	None	1-3 working days	Mark Giebert Boncolmo Roderick Lualhati Roel Niño Bombita (Any IT Personnel)
Receive result	Provide findings	None	Same day	Mark Giebert Boncolmo Roderick Lualhati Roel Niño Bombita (Any IT Personnel) Aileen B. Basco (IT Unit Head)

6. Issuance of Copy of CCTV Footage

Office or Division: IT Unit
Classification: Complex
Type of Transaction: G2C
Who May Avail: PNP, General Public

Checklist of Requirements | Where to Secure

- Police or Barangay Blotter | PNP Station/Barangay Hall
- USB Drive

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit request	Extract and secure footage	None	3–7 working days	Mark Giebert Boncolmo Roderick Lualhati Roel Niño Bombita (IT Personnel)
Claim copy	Release copy of footage	None	Same day	Mark Giebert Boncolmo Roderick Lualhati

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
				Roel Niño Bombita (IT Personnel) Aileen B. Basco (IT Unit Head)

7. Request for Photo Documentation of Events and Activities

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: LGU offices

Checklist of Requirements | Where to Secure

- Event request form/Request Letter | Requesting Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit request	Provide photo documentation	None	Event-based	Alvin Banawon or Justine Boñon (IT Personnel)
Receive output	Turn over photos	None	1–3 working days	Alvin Banawon or Justine Boñon (IT Personnel) Aileen B. Basco (IT Unit Head)

8. Request for IT Assistance during Presentations, Meetings, and LED Display

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: LGU offices

Checklist of Requirements | Where to Secure

- Request form | Requesting Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
File request	Set up and provide technical support	None	As scheduled	Roderick Lualhati Gary Dollentas Mark Giebert Boncolmo Freddie Camelo

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
				Fredrick Gascon (Any IT Personnel) Aileen B. Basco (IT Unit Head)

9. Request for Graphical Lay-out Designs

Office or Division: IT Unit
Classification: Complex
Type of Transaction: G2G
Who May Avail: LGU offices

Checklist of Requirements | Where to Secure

- Approved content and specifications | Requesting Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit request	Design and revise layout	None	5–7 working days	John Karlo Lim Francis Brillantes
Receive output	Release final design	None	Same day	Judy Ann A. Belchez IT Personnel Aileen B. Basco IT Unit Head

10. Issuance of Citizen’s ID

Office or Division: IT Unit (4th Floor Annex Bldg.)
Classification: Simple
Type of Transaction: G2C
Who May Avail: Residents of the LGU

Checklist of Requirements | Where to Secure

- Application form | IT Unit
- Proof of residency | CBMS Office

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Apply	Verify data and capture biometrics	None	1 day	Fredrick Gascon Freddie Camelo
Claim ID	Print and release ID	None	Same day	Francis Brillantes Alvin Banawon Aileen B. Basco (IT Unit Head)

11. Request for Troubleshooting and Repair of IT Equipment

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: LGU offices

Checklist of Requirements | Where to Secure

- Service request form | IT Unit

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
File request	Diagnose and repair equipment	None	1–3 working days	Mark Giebert Boncolmo Roderick Lualhati Gary Dollentas Freddie Camelo Judy Ann A. Belchez Roel Niño Bombita (Any IT Personnel)
Claim Inspection Report /Repaired item	Release of inspection report & repaired item	None	1–3 working days	Any IT Personnel Aileen B. Basco (IT Unit Head)

12. Issuance of Payslip of Permanent, Casual, and Co-Term Employees

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: LGU employees

Checklist of Requirements | Where to Secure

- Request / ID | Employee

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Request payslip	Generate and print payslip then submit to Treasurer’s Office for signature	None	1–3 working days	Gary Dollentas Mark Giebert Boncolmo
Release of Payslip	Contact requesting employee	None	1–3 working days	Gary Dollentas

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
				Mark Giebert Boncolmo Aileen B. Basco (IT Unit Head)

13. Monitoring and Processing of Internet Subscriptions and Payments

Office or Division: IT Unit
Classification: Highly Technical
Type of Transaction: G2G
Who May Avail: LGU offices

Checklist of Requirements | Where to Secure

- Billing statements | Internet Service Provider

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit bills	Monitor usage and process payments	None	Up to 20 working days	Ma. Katrina Borejon (IT Personnel) Aileen B. Basco (IT Unit Head)

14. Issuance of LBP Whitelist Form to Loan Applicants (Permanent Employees)

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: Permanent LGU employees

Checklist of Requirements | Where to Secure

- Duly accomplished LBP whitelist form | IT Unit

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit duly accomplished form	Check for completeness of info, Encode and submit to LBP e-mail, and generate whitelist	None	1–7 working days	Aileen B. Basco (IT Unit Head)

15. Issuance of Program of Work (POW) for CCTV Projects

Office or Division: IT Unit
Classification: Simple
Type of Transaction: G2G
Who May Avail: Barangays and LGU Offices

Checklist of Requirements | Where to Secure

- Approved Barangay Resolution | Requesting Barangay

Client Steps / IT Unit Actions

Client Steps	IT Unit Actions	Fees	Processing Time	Person Responsible
Submit Barangay Resolution approved by the City Mayor	Check for completeness of info, Encode and generate POW	None	1–7 working days	Aileen B. Basco (IT Unit Head)

Submitted by:

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IT-in-Charge