



Republic of the Philippines
Region IV-A (CALABARZON)
Province of Cavite
CITY OF GENERAL TRIAS

OFFICE OF THE SANGGUNIANG PANLUNGSOD

CITY ORDINANCE NO. 18-06 (SPECIAL)

Author : SP Member Florencio D. Ayos
Chair, Committee on Ways and Means

Sponsors : SP Member Hernando M. Granados
SP Member Gary A. Grep
SP Member Jowie S. Carampot
SP Member Mario C. Amante
SP Member Kerby J. Salazar
SP Member Jonas Glyn P. Labuguen
SP Member Walter C. Martinez
SP Member Christopher N. Custodio
SP Member Vivencio Q. Lozares, Jr.
SP Member Constanca S. Felizardo

INSTALLING THE CLIENT QUEUING SYSTEM IN THE CITY GOVERNMENT OF GENERAL TRIAS.

WHEREAS, long queue is one of the greatest stress-givers for a huge number of industries, be it in government or in private sector resulting to slow service, stressed clients and employees, and congested area in the building;

WHEREAS, nowadays the old style manual queuing system can be improved with the help of technology software solution devices that provide assistance to clients by giving them reference numbers that will queue them to transact with the different offices in the City Hall more systematically;

WHEREAS, the City Government of General Trias aims to provide better services to meet the clients satisfaction especially during time of paying taxes;

WHEREFORE, on motion of SP Member Florencio D. Ayos duly seconded by SP Member Christopher N. Custodio,

Be it enacted by the Sangguniang Panlungsod of General Trias that:

SECTION 1. TITLE. This Ordinance shall be known as "Client Queuing System in the City Government of General Trias".

SECTION 2. OBJECTIVE. This Ordinance is enacted to create a pleasant customer experience with a queue management system that ensures clients are served in a fair manner and waiting lines move smoothly.

SECTION 3. DEFINITION OF TERMS.

- a. Queue Management System - With the use of tickets, clients do not have to stand in long queue form in various situations and locations. It is also known to improve and make operations efficient than before, make transactions fast and cost effective, manage and streamline queues in order to improve customer waiting periods and staff productivity.
- b. Client Digital Number Display - a display that gives the information in the form of characters (numbers or letters).

SECTION 4. ADMINISTRATIVE PROVISION. As client walks into office, he/she shall get a ticket with a corresponding number based on the type of transaction or service needed. He/she can then be seated in the waiting area provided and wait for his/her ticket number to be flashed on the client digital number display queuing the client to the next counter available and make transaction.



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SECTION 5. IMPLEMENTING AGENCIES. The Office of the City Treasurer and City Business Permit and Licensing Office are the priority departments for the installation of a queuing management system.

SECTION 6. EFFECTIVITY. This Ordinance shall take effect upon approval and after posting in three (3) conspicuous places within the City.

ENACTED under THIRD/FINAL READING on 10 APRIL 2018.


JONAS GLYN P. LABUQUEN
 SP Member


GARY A. GREPO
 SP Member


JOWIE S. CARAMPOT
 SP Member


MARIO C. AMANTE
 SP Member


WALTER C. MARTINEZ
 SP Member


CHRISTOPHER N. CUSTODIO
 SP Member


FLORENCIO D. AYOS
 SP Member

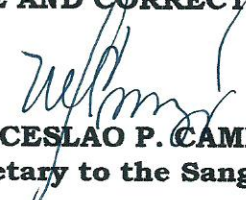

VIVENCIO Q. LOZARES, JR.
 SP Member


HERNANDO M. GRANADOS
 SP Member

KERBY J. SALAZAR
 SP Member
 (On Official Business)

CONSTANCIA S. FELIZARDO
 SP Member/LNB President
 (On Official Business)

CERTIFIED TRUE AND CORRECT:


WENCESLAO P. CAMINGAY
 Secretary to the Sanggunian

ATTESTED:


MAURITO C. SISON
 City Vice Mayor/Presiding Officer

APPROVED:


ANTONIO A. FERRER
 City Mayor