**City Housing and Settlements Department Management Information System User Manual- For Officers**

**Introduction**

The City Housing and Settlements Department Management Information System (CHSD-MIS) is designed to streamline the management of housing and settlements permits. It offers an online platform for both permit and certificate applications, as well as housing applications, giving equal emphasis to application submissions and permit processing.

This manual will be for the Admin Side of the Management Information System. Specifically, this manual is for Permits Officers, Housing Officers, and IT Administrators.

**System Overview**

**Permits Officers Admin Panel**

Features:

**Dashboard**: Comprises the total number of pending, processing, and processed permits. It includes a graph displaying the total applicants per day and a calendar that shows applicants' appointment dates to notify officers of scheduled visits. This appointment schedule serves purely as a notification for officers and does not limit the number of applicants per day.

**Permit Panels (Building Permit, Occupancy, Electrical Inspection)**: Enables officers to update the status of applicants' permits, add profiles for walk-in applicants, and create accounts for them. The system generates permits with fields automatically populated from the applicant’s online submission. Officers can validate uploaded files by approving or disapproving each file and add comments to inform applicants of any issues or missing items in their requirements. Applicants can re-upload files to complete their requirements. Additionally, the system can generate an order of payment for applicants to submit to the treasury.

**Housing Officers Admin Panel**

Features:

**Dashboard** – Displays the total number of applicants over time, including counts of applications that are pending, processed, or submitted. The dashboard also features a chart showing applicants in danger zones versus safe areas and a distribution of applicants across various barangays.

**Housing Application Tab** – Allows housing officers to update the status of housing applications, notifying applicants of any status changes. Officers can also review and print submitted applications, as well as process applications for walk-in applicants.

**Application Reports Tab** – Provides advanced search functionality for submitted housing applications, with options to export reports based on search results or to export all submitted data at once.

**Follow-Up Requests Tab** – Displays applicants who have requested follow-ups on their applications, allowing officers to address follow-ups for applications still pending after a designated period.