

**CITIZEN CHARTER  
OFFICE OF GENERAL SERVICES  
CENTRAL SUPPLY MANAGEMENT DIVISION**

**A. RECEIVING DELIVERIES OF SUPPLIES, MATERIALS AND EQUIPMENT**

Receiving of goods, supplies, materials and equipment based on approved Purchase Orders (P.O.) delivered by various suppliers.

<b>Office or Division:</b>	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) <b>Supplies Management and Inventory Section (SMIS)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens (Suppliers) G2G – Government to Government
<b>Who may avail:</b>	Suppliers (P.O. with Notice of Award/Commence Delivery)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice of Delivery	1. CSMD
2. Approved Purchase Order (P.O.)	2. BAC Secretariat
3. Delivery Receipt (D.R.)	3. Supplier
4. Sales Invoice (S.I.)	4. Supplier
5. Acceptance and Inspection Report (AIR)	5. CSMD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request for inspection of scheduled delivery  (5 days before actual delivery date)	Accept letter requests for schedule of inspection of deliveries	None	5mins.	Merdan Mirabite Maricel Reyes Jovelyn Estal
		Prepare Notice of Delivery for Asset Management Division five (5) days before date of delivery			
		Assign Supply Officer for acceptance of deliveries and processing of documents	None	5 minutes	Gilbert Malcolm
2		Prepare Acceptance and Inspection Report (AIR) Form	None	30mins	Edmar Tajodloy (Acceptance)  Assigned Property Inspector (Inspection)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Deliver Goods and provide personnel for unloading and handling of deliveries  Issue Delivery Receipt (D.R.), and Sales Invoice (S.I.)	Acceptance of delivered items as to quantity. Signs DR.	None	2 hrs for small deliveries  4 hours or more for large deliveries	Merdan Mirabite Maricel Reyes Jovelyn Estal  (Preparation of IAR)
4		Print and sign AIR Form with the presence of property inspector and end-user authorized representative	None	30 minutes	Assigned Property Inspector  (Inspection)
		Forward original IAR with DR and complete original documents to Asset Management Division (for COA notification within 24 hours upon receipt of delivery)	None	Within one hour after completion of delivery	Merdan Mirabite Maricel Reyes Jovelyn Estal  (Preparation of IAR)
End of Transaction					
<b>TOTAL: 4 Steps</b>				4hours (simple transaction) to 8 hours (for bulk deliveries)	

## B. RELEASING OF SUPPLIES, MATERIALS AND EQUIPMENT

Processing of Request Issuance Slips (RIS) and facilitate the releasing of goods, supplies, materials and equipment to City Government End-users units/requisitioners.

<b>Office or Division:</b>	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) <b>Supplies Management and Inventory Section (SMIS)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens (HOA/Other Org.)
<b>Who may avail:</b>	Local Government Offices Other National Offices (within Pasig) HOA/other organizations (within Pasig)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Supplies Availability Inquiry (SAI)	1. Accounting Office
2. Requisition and Issue Slip	2. CSMD
3. ICS for items P15,000.00 below	3. Asset Management Division
4. PAR for items above P15,000.00	4. Asset Management Division

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly accomplished Requisition and Issue Slip (RIS) with attached Supplies Availability Inquiry (SAI)	Received RIS and SAI	None	5mins.	Russiel Comti
		Check available stocks from database and process RIS (indicate quantity to be released) for approval of CSMD Head.	None	30 minutes	Sammy Inayan (Checking of Stocks) Gilbert Malcolm (Approval)
		If supplies are not available/out of stock/ or lesser in quantity, certification is issued to requesting office, for preparation of Purchase Request (PR)	None	15 minutes	Gilbert Malcolm (Certification)
		Forward approved RIS to the Warehouse Supply Officer for preparation of requested supplies	None	1 hour	Niel Mababayad (Special) Sammy Inayan (DBM/Outside)
		Inform end-user to coordinate with OGS-Asset Management for the Property Acknowledgment	None	5 minutes	Niel Mababayad (Special) Sammy Inayan (DBM/Outside)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Receipt (PAR) or ICS for items that cost P15,000 below.			Authorized Staff (DBM/Outside)
2	Receive materials / supplies / equipment	Call the end-user to inform that items requested are ready for pick-up	None	5 mins	Authorized Staff (6 <sup>th</sup> floor Depot) Authorized Staff (Sto. Tomas Depot)
		Release item to end-user to sign "Received by" portion of RIS	None	30 minutes for small quantity and sizes 1-3 hours for large quantity or sizes	Edison Ayco (6 <sup>th</sup> floor Depot) Enrico Dublado (Sto. Tomas Depot)
End of Transaction					
<b>TOTAL: 2 Steps</b>				2 hrs. & 40 mins. (earliest) to one day (for volume request)	

## C. LENDING OF EQUIPMENT

Facilitate the lending of equipment, furniture, movable/temporary structures (tent) requested by End-users in any official events, projects or activities of the local government offices.

<b>Office or Division:</b>	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) <b>Supplies Management and Inventory Section (SMIS)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Local Government Offices Other National Offices (within Pasig)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Letter of Request	1. City Mayor's Office
2. Accomplished Borrower's Form	2. CSMD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly filled-up Borrower's Form with approved Letter of Request	Form received by CSMD	None	5 minutes	Russiel Comti
		Equipment in-charge checks from database the availability of item requested. Seeks approval of request from Head of CSMD	None	10 minutes	Gilbert Malcolm OIC- CSMD
		Call/Text/Inform the requesting office for schedule of pick-up or delivery prior to the event of activity	None	5 minutes	Edmar Tajodloy
2	Sign acceptance of requested equipment in the Borrower's Form	Release/ deliver the item to requesting office on the day and time agreed and sign the Borrower's Form	None	4 hours	Joel Vargas
3	Coordinate with CSMD the return of borrowed equipment after the event or activity. Upon return, requesting office must sign "returned" portion of the Borrower's Form.	Receive the borrowed equipment, and sign the form and check if: 1. Complete 2. No damage/s 3. There is report submitted by requesting party in case of damaged or destroyed equipment	None	4 hours	Edmar Tajodloy Gilbert Caga

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		If there are damages or destroyed or missing items, prepare an Incident Report and proceed to proper waste disposal procedures			
End of Transaction					
<b>TOTAL: 3 Steps</b>				8 hrs. & 20mins	

## D. REQUEST FOR GARBAGE BAGS

Processing of Request Issuance Slips (RIS) and facilitate the releasing of garbage bags to requesting offices for health and sanitation purposes.

<b>Office or Division:</b>	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who may avail:</b>	Local Government Offices Other National Offices (within Pasig) HOA and Other Organizations)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Letter of Request	1. City Mayor's Office
2. Requisition and Issue Slip (RIS)	1. CSMD
3. Approved Garbage Bag Release Form	2. CSMD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly filled-up RIS Form with approved Letter of Request	Received RIS	None	5 minutes	Russiel Comti
		Check the availability of inventory item from database	None	15 minutes	Russiel Comti
		Garbage Bag Release Form prepared and approved by the Head CSMD	None	10 minutes	Gilbert Malcolm OIC-CSMD
		Call/Text/Inform the requesting office for schedule of pick-up	None	10 minutes	Russiel Comti
2	Must sign the RIS Form on the "Received by" portion	Release the item to the requesting office	None	20 minutes	Joel Vargas (Sto. Tomas Depot)
End of Transaction					
<b>TOTAL: 2 Steps</b>				60 mins.	

## E. REQUEST FOOD SUPPLIES ALLOCATION

Facilitate and coordinate the catering and supply of food requirements for official activity/ functions organized by local offices as approved by the City Mayor's Office.

<b>Office or Division:</b>	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) <b>FOOD SUPPLIES MANAGEMENT SECTION (FSMS)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Local Government Offices Other National Offices (within Pasig)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Letter of Request	1. City Mayor's Office
2. Food Order Request Form	2. CSMD
3. Attendance Sheet of Attendees	3. Requesting Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit approved Letter of Request and filled-up Food Order Request Form	Received by CSMD	None	5 minutes	Maria Kristine Sindon
		Coordinate with Community Kitchen (CK) and requesting office	None	2 hours or as needed	Diana Rose Villafuerte
		For special events and activities, coordination with higher authorities is case-to-case basis	None		
2	Submit attendance sheets after event.	Process collection of attendance sheet and safekeeping of documents for purposes of liquidation and processing of payment to supplier.	None	1 day after the event (8hrs.)	Maria Kristine Sindon
End of Transaction					
<b>TOTAL: 2 Steps</b>				10 hrs. & 5mins.	



## F. REQUEST FOR PRINTING SERVICES

Facilitate the reproduction/printing of all forms, documents and other printing needs of City government offices.

<b>Office or Division:</b>	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) <b>CENTRAL PRINTING SECTION (CPS)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Local Government Offices Other National Offices (within Pasig)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Letter of Request	1. City Mayor's Office
2. Accomplished Printing Form	2. CSMD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit approved Letter of Request and submit filled-up Printing Form, including copy paper.	Received Request Form	None	5 minutes	Ma. Therese An Authorized Staff
		Request Form approved by Head of CSMD	None	10 minutes	Gilbert Malcolm OIC-CSMD
		Printing staff must sign the Printing Form, including starting date and time the printing process was accomplished/completed	None	1 hour (at least) Processing time depends on volume of printing request	Ma. Therese An Roland Calixto Authorized Staff
		Call/Text/Inform the requesting office for date and time of release	None	10 minutes	Ma. Therese An Authorized Staff
2	Received the printed materials and sign the printing form as "released to"	File the Printing Form	None	30 minutes to	Roland Calixto Authorized Staff
End of Transaction					
<b>TOTAL: 2 Steps</b>				At least 1 hour and 55 mins.	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located at the Ugnayansa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How feedback is processed	Feedbacks are gathered and processed by the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client thru USAP on the action taken.
Contact Information	Ugnayan sa Pasig: 8643-1111 local 550 Facebook page: Ugnayan Sa Pasig OGS – <b><u>Central Supply Management Division:</u></b> 8643-1921 or 8643-1111 c/o local 510

**CITIZEN'S CHARTER  
OFFICE OF GENERAL SERVICES  
ASSET MANAGEMENT DIVISION**

**A. ISSUANCE OF ORDER OF PAYMENT FOR LEASED PROPERTIES**

*Brief Description of the service:*

The City Government of Pasig allows interested Pasigueños to lease several City owned spaces and properties subject to the rules imposed by the CG. The OGS- Asset Management Division issues the order of payment for leased properties upon the execution of a valid contract between the parties involved.

<b>Office or Division:</b>	Asset Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Citizens of Pasig who desire to lease on commercial spaces owned by the City Government of Pasig

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
New Lessees: Contract of Lease	OGS- Asset Management Division
Existing Lessees: Copy of the Official Receipt (last/previous payment)	City Treasurer's Office

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Present the copy of the Official Receipt (OR) of the last payment of rental fees	Verify if the monthly rental fees (as stated in the Contract of Lease) are updated for payment  Prepare the Order of Payment	None	2-5 minutes  10 minutes	Receiving Clerk  Authorized Staff
2	Receive/Claim the Order of Payment	Issuance of the Order of Payment	None	2 minutes	Releasing Clerk
3	Present the order of payment at the Treasurer's Office and Pay the fees stated therein.	Processing of payment and issuance of Official Receipt	<b>P7,920/month</b> - Canteen  <b>P3,300/month</b> Canteen, Central Park, and PCGH Kiosks	5-10 minutes	Authorized Staff/ Cashier

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			<p><b>P300/sq.meter</b> for Pasig City Sports Center &amp; Revolving Tower Commercial Spaces</p> <p><b>P1,500/day</b> for the Notarial Section</p> <p><b>P2,500/unit</b> for the Photocopying section</p> <p><b>P650/ month</b> for TBAR Kiosks</p> <p>For other big establishments- based on the fees stated in the long term Contract of Lease.</p>		
4	Forward a photocopy of the official receipt to the OGS- Asset Management Division	File the copy of the official receipt & update the record of payment of the concerned lessee	none	5 minutes	Authorized Staff
<b>TOTAL: 4 Steps</b>				24-32 minutes	

**B. ISSUANCE OF GATE PASS**

Any movement (entry, pull-out for repair, transfer to other offices, exit) of asset/property/ies owned by the City Government in and out of the premises of the City Hall must be secured with an official gate pass. Likewise, all personal and/or private properties of employees and private partners/companies must be issued with a gate pass.

<b>Office or Division:</b>	Asset Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B- Government to Business G2G- Government to Government
<b>Who may avail:</b>	City Hall employees, concerned offices, private companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	To be prepared by the concerned office/employee/company

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of request for the issuance of gate pass stating the assets/properties concerned.	1.1 Receive the Letter of Request	None	1 minute	Receiving Clerk
		1.2 Property Inspector prepares the gate pass (duplicate copies) for signature of the City Administrator, PSD, & GSO signatories.	none	25-30 minutes	Property Inspectors
2	Receive the gate pass to be presented to the security- in-charge and leave one copy for record purposes.	Issue/ release the gate pass to the requesting party	None	1 minute	Property Inspector/ Releasing Clerk
<b>TOTAL: 2 Steps</b>				27-32 minutes	

### C. RETURN OF UNSERVICEABLE PROPERTY/IES

All unserviceable city owned properties must be returned to the warehouse for inspection, recording and proper disposal.

<b>Office or Division:</b>	Asset Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All city government departments, units, offices, & divisions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Property Return Slip (PRS)	OGS- Asset Management Division

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure PRS Form and fill-out the information required	Issue PRS Form (with Control No.) duly signed by the OGS-OIC	None	2-5 minutes	Property Officer
2	Submit the PRS Form to OGS- Asset Management Division	Receive the accomplished PRS Form  Schedule proper turn-over of properties.	None	5-10 minutes	Property Officer
3	Coordinate with OGS- Asset Management Division for the Turn-over.	Properties will be brought to the warehouse, evidenced by the PRS Form.  Warehouse staff will document the turn-over	None	Depends on the volume of the property/ies which will be returned	Warehouse men
<b>TOTAL: 3 Steps</b>				<b>At least 30 minutes</b>  depending on the volume of property/ies to be returned	

#### D. ISSUANCE OF CLEARANCE FROM PROPERTY ACCOUNTABILITY

All personnel who will be resigning, retire or transfer to other government office must be cleared from property accountabilities as prior to processing of separation pay. Serviceable properties maybe transferred to another accountable personnel thru the re-issuance of Property Acknowledgement Receipt (PAR), while unserviceable city owned properties must be returned to the warehouse for checking, recording and proper disposal.

<b>Office or Division:</b>	Asset Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Resigned, Retired, Transferred, & family of Deceased Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the OGS- Asset Management Division (AMD) OIC requesting the list of property accountability/ies	From the requesting Employee
Community Tax Certificate (CTC)	Treasurer's Office
Employee's ID	Issued by the CGO Pasig

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a request for clearance from accountability/ies	Receive the letter of request	None	1 minute	Receiving Clerk
		Check Inventory System if there are any property/ies accountable to the requesting employee	None	5-10 minutes	Property Officer
		If there are any accountabilities, Property Officer/s will prepare Re-PAR and Re-ICS for signature if the new end-user, Property Officer & OGS-Asset Management Division OIC	None	5-10 minutes or depending on the volume of the property/ies concerned	Property Officer
		Preparation of Clearance from Property Accountability	None	10-15 minutes	Assigned Property Inspector/ authorized Staff
2	Receive the Clearance	Release Clearance from Property Accountability	None	1 minute	Releasing Clerk
<b>TOTAL: 2 Steps</b>				22-37 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located at the Ugnayansa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How feedback is processed	Feedbacks are gathered and processed by the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client thru USAP on the action taken.
Contact Information	Ugnayan sa Pasig: 8643-1111 local 550 Facebook page: Ugnayan Sa Pasig OGS – <b><u>Asset Management Division:</u></b> 8643-1921 or 8643-1111 c/o local 510



**CITIZEN'S CHARTER**  
**OFFICE OF GENERAL SERVICES**  
**ASSET MANAGEMENT DIVISION - BUILDING MAINTENANCE SECTION**

**A. REQUEST FOR REPAIR / MAINTENANCE WORKS**

The Building Maintenance Section serves the CGO Pasig Departments and Divisions which requires simple and complex repairs (e.g. aircon and elevator) and maintenance works for its offices/ structures. Simple repair works include but is not limited to: busted lights, replacement of doorknobs, tiles, breakers, outlets, extension wirings, door closers, acoustic ceilings, walls, office tables, chairs, and other carpentry works, masonry and other electrical works.

<b>Division:</b>	Building Maintenance Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Any City Government Department or Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	From the Requesting Office
Daily Walk-in log sheet	Building Maintenance Section
Job Order Form	Building Maintenance Section

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request letter/ Telephone Call Request/ Fill out daily log sheet (for walk-in requests)	Check Availability of BMS Staff and assign staff who will work onthe request  Proceed to the concerned office/ areaand perform the maintenance/ repair works	None  None	5-10 minutes  Depends on the nature of the repair/ maintenance works	BMS-OIC  BMS Staff
2	Fill-out and sign job-order form once the repair works are completed	Encode and file the job order form	None	5-10 minutes	BMS Clerk
<b>Total: 2 Steps</b>				At least 20mins.	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located at the Ugnayansa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How feedback is processed	Feedbacks are gathered and processed by the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client thru USAP on the action taken.
Contact Information	Ugnayan sa Pasig: 8643-1111 local 550 Facebook page: Ugnayan Sa Pasig OGS – <b><u>Building Maintenance Section:</u></b> 8643-1921 or 8643-1111 local 273

**CITIZEN CHARTER  
OFFICE OF GENERAL SERVICES  
ADMINISTRATIVE DIVISION**

**A. REQUEST FOR FUEL ALLOCATION FOR THE CITY GOVERNMENT EQUIPMENT AND VEHICLES**

*Brief Description of the service:*

City Government drivers assigned to various service vehicles of Departments, Divisions and Office request for fuel allocation if without fleet cards, or in instances where their allocation per fleet card have been fully consumed before the end of each month.

<b>Office or Division:</b>	OGS - Administrative Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Authorized Drivers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Property Acknowledgement Receipt (PAR) formerly Memorandum Receipt Form (MR)	OGS-Asset Mgt. Division
2. OGS Request Form (RF)	OGS-Admin. Division
3. OGS Purchase Order (PO)	OGS-Admin. Division

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill-up OGS request form and present Memorandum Receipt (MR) of the assigned government equipment and/or vehicle  (Daily schedule from 8-11 AM)	Receive document	None	3mins.	Joel Santos / Carmela Gorteza
2	Present the signed and approved request form for the issuance of Purchase Order	Release OGS-Purchase Order form and assign control number	None	2mins.	Joel Santos / Carmela Gorteza
3	Present the signed and approved Purchase Order (PO) to Petron representative for the issuance of fuel (located at M. Eusebio Ave., Brgy. San Miguel, Pasig City)  (Daily schedule from 1-4 PM)	Endorse authorized personnel to Petron for fuel allocation	Thru OGS Admin Cards	15 mins.	Joel Santos / Carmela Gorteza

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Return processed Purchase Order with the Original Receipt attached	Receive document for consolidation of City's fuel consumption and processing of Petron fleet card payments	None	2mins	Joel Santos / Carmela Gorteza
<b>TOTAL: 4 Steps</b>				<b>22 minutes</b>	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located at the Ugnayansa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How feedback is processed	Feedbacks are gathered and processed by the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client thru USAP on the action taken.
Contact Information	Ugnayansa Pasig: 8643-1111 local 550 Facebook page: Ugnayan Sa Pasig OGS - <b><u>Administrative Division:</u></b> 8643-1921 or 8643-1111 local 510

**CITIZEN'S CHARTER  
OFFICE OF GENERAL SERVICES**

**RECORDS MANAGEMENT AND ARCHIVES DIVISION**

**A. Request for Certified True Copy of Official Documents**

Upon request, the Records Management and Archives Division issues certified true copy of Official Documents of the City Government to the public. The Records Section manages the records that include Executive Order, Office Order, Memorandum Order, and other similar documents.

<b>Division:</b>	Records Management and Archives Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Government agencies, businesses, and citizens shall be allowed to have copies of official documents of the city government for reference. Students may avail of the service free of charge.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed Request Letter	Requesting Party
2. At least one government issued I.D. card or School I.D. card for students	Various Government Offices or School

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to Records Section Office. Submit request letter addressed to the OIC of RMAD for approval.	Assist the requesting party then endorse the request letter to the OIC for signing.  Upon approval, verify if the document being requested is available and prepare, if approved.  1.3 Prepare and issue order of payment.	None	Within 15 minutes per request (under normal circumstances)	Authorized Staff, Officer in Charge
2	Pay to the cashier and secure Official Receipt (O.R.).	2.1 Process payment and issue O.R,	P50 per copy of the document  *None for students		Cashier

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Proceed to Records Section Office, present O.R.	Record the Official Receipt (O.R.) number.  Retrieve and prepare a photocopy of the document being requested  Authenticate the copy of the document	None	Within 15 minutes per request (under normal circumstances)	Authorized Staff, Officer in Charge
4	Receive the Certified True Copy of the requested document	4.1 Release the Certified True Copy of the requested document to client.	None	Within 5 minutes per request	Authorized Staff
<b>TOTAL: 4 Steps</b>				Within 35 minutes per request	

## B. Issuance of Fidelity Bond

Upon request, the Records Management and Archives Division issues Fidelity Bond to the concerned government office.

<b>Division:</b>	Records Management and Archives Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Barangay Captain or Barangay Treasurer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Prosecutor and/or Judicial Clearance	MTC
2. Sangguniang Panlungsod Clearance	Sangguniang Panlungsod

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the requirements to Records Section Office.	Validate the requirements  Prepare and issue order of payment	None	Within 15 minutes per request (under normal circumstances)	Authorized Staff
2	Pay to the cashier and secure O.R.	2.1 Process payment and issue Official Receipt (O.R.).	P50		Cashier
3	Proceed to Records Section Office, present O.R.	Record the Official Receipt (O.R.) number.  Process request	None	Within 15 minutes per request (under normal circumstances)	Authorized Staff, Officer in Charge
4	Receive the document	4.1 Release the document	None	Within 5 minutes per request	Authorized Staff
<b>TOTAL: 4 Steps</b>				Within 35 minutes per request	



### C. Request for Archives' Acknowledgment Letter

Upon request, the Records Management and Archives Division issues Acknowledgment Letter to any contractor, at least a day after the receipt and validation of the required documents such as; Original and As-Built Plans; and Project Details from the Construction Projects of the City Government.

<b>Division:</b>	Records Management and Archives Division
<b>Classification:</b>	Simple; Complex
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Authorized Liaison Officer of any Contractor who successfully completed the requirements.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form	Records Section Office
2. Company issued I.D. Card	Employer / Contractor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to Records Section Office. Fill out request form and present a company issued I.D. card	Process request  Endorse the request to the OIC for approval  Prepare and issue order of payment.	None	Within 20 minutes per request	Authorized Staff, Officer in Charge
2	Pay to the cashier and secure O.R.	2.1 Process payment and issue Official Receipt (O.R.).	P50 per letter		Cashier
3	Proceed to Archives Section Office. Present O.R.; Company I.D. card; and accomplished request form.	Assess completeness of the requirements  Process request	None	Within 10 minutes per request	Authorized Staff
4	Receive the Acknowledgment Letter	4.1 Issue the Acknowledgment Letter to client	None	Within 5 minutes per request	Authorized Staff
5	Proceed to Records Section Office. Submit the Acknowledgment Letter.	5.1 Endorse the Acknowledgment Letter to the OIC for signature.	None	Within 5 minutes per request	Authorized Staff, Officer in Charge
6	Receive the Acknowledgment Letter	6.1 Release the Acknowledgment Letter to client	None	Within 5 minutes per request	Authorized Staff
<b>TOTAL: 6 Steps</b>				Within 45 minutes per request	

## D. Request for Digital Copy of Engineering Plans

Upon request, the Records Management and Archives Division issues digital copy of plans to the public. The Archives Section maintains the Digital Archives that include structural plans from the Construction Projects of the City Government.

<b>Division:</b>	Records Management and Archives Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Government agencies, businesses, and citizens shall be allowed to have digital copy of plans from the city government construction projects for research and reference. Students may avail of the service for free.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly signed Request Letter	Requesting party
2. At least one government issued I.D. card or School I.D. card for students	Various Government Offices or School
3. At least one USB Flash Drive or any digital media storage with at least 1 GB capacity	Provided by the requesting party

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to Records Section Office. Submit request letter addressed to the OIC of RMAD for approval.	Assist the requesting party then endorse the request letter to the OIC for signing.  Upon approval, verify if the plan being requested is available at the Archives Section.  Prepare and issue order of payment.	None	Within 15 minutes (under normal circumstances)	Authorized Staff, Officer in Charge
2	Pay to the cashier and secure O.R.	2.1 Process payment and issue Official Receipt (O.R.).	P50 per copy of plan  *None for students		Cashier
3	Proceed to Records Section Office, present O.R.	3.1 Record the Official Receipt (O.R.) number.	None	Within 5 minutes	Authorized Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.	Proceed to Archives Section Office, provide USB flash drive to the Authorized Staff to receive the plans requested.	Copy the requested plans to the USB flash drive.  Release the requested documents to client.	None	Within 15 minutes (under normal circumstances)	Authorized Staff
<b>TOTAL: 4 Steps</b>				35 minutes per transaction, may vary depending on the number of copies of plans requested	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located at the Ugnayansa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How feedback is processed	Feedbacks are gathered and processed by the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client thru USAP on the action taken.
Contact Information	Ugnayansa Pasig: 8643-1111 local 550 Facebook page: Ugnayan Sa Pasig OGS - <b><u>Records Management and Archives Division</u></b> : 8643-1921 or 8643-1111 local 578

**CITIZEN CHARTER  
OFFICE OF GENERAL SERVICES  
MOTORPOOL DIVISION**

**A. REPAIR AND MAINTENANCE OF SERVICE VEHICLE**

As requested, technical assistance, initial assessment and/or repair works for the repair and maintenance of service vehicles assigned to various City Government Department, Division and Offices is provided.

<b>Office or Division:</b>	Motorpool Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Authorized Drivers Head of Office

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Memorandum Receipt	Head of Office
2. OR/CR	Head of Office

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Bring the government issued service vehicle to Motorpool Division	Actual Inspection of the Service Vehicle	None	30 mins or more depends on trouble shooting	Dominador Padlan Jeremiah Ortiz (Mechanic)
		Preparation of assessment and /or recommendation of works	None	20 mins	Dominador Padlan Jeremiah Ortiz (Mechanic)  Christopher John Gamboa (Motorpool Head)
		Preparation Job Order for Repair	None	20 mins	ROGELIO G. ROSALES JR. / DONATO GALILA Clerk/Encoder
		Posting to index History Card/Folder Card Bin	None	10 mins	DONATO GALILA / RHEENA CONTREVIDA Clerk / Encoder
		Signing of Job Order for Repair	None	10 mins	Christopher John Gamboa (Motorpool Head)
		Prepare Documents for the procurement of spare parts. (Purchase Request)	None	(36hrs.) depends on Dept./ Offices Service Vehicle Request of	BAC Office

			Spare Parts	
		Conduct Actual	30 mins or more	Dominador Padlan Jeremiah Ortiz (Mechanic)
		Inspection of delivered spare parts	depend on delivery	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Proceed with the repair if spare parts pass the standards specification by mechanic	None	2 hours or More depends on Repair	Dominador Padlan Jeremiah Ortiz (Mechanic)
2	Acknowledge repair and accept vehicle equipment	Final inspection and preparation for releasing of the vehicle	None	1 hour	Dominador Padlan Jeremiah Ortiz (Mechanic)  Christopher John Gamboa (Motorpool Head)
<b>TOTAL: 2 Steps</b>				4 hours for simple repairs	

## B. PREVENTIVE MAINTENANCE SCHEDULE (PMS)

Annual preventive maintenance is scheduled for all City Government issued service vehicle assigned to various Department, Division and Offices. Particularly for equipment that are no longer covered by warranty.

<b>Office or Division:</b>	Motorpool Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	City Government Offices / Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for the PMS schedule	Head of Office/Agency

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request letter for PMS or fill-up Request Form	Received and review the vehicle Schedule of PMS	None	5mins.	DONATO GALILA / RHEENA CONTREVIDA Clerk / Encoder
		Actual PMS procedure	None	1hr.	DOMINADOR PADLAN / JERIMIAH ORTIZ /ROLANDO ATIENZA / JOEMAR BASTE/RODERICK INFANTE/ORLAND O DOMINGO (Mekaniko)
		Final inspection preparation for releasing of the vehicle	None	10mins.	Motorpool Head/Mechanic/ Assistant Admin/ Supervisor/ End-User
2	Acknowledge PMS and accept vehicle equipment	Logbook of daily operation and signing of End user/driver	None	10mins.	DONATO GALILA / RHEENA CONTREVIDA Clerk / Encoder
<b>TOTAL: 2 Steps</b>				1hr. & 25mins.	



### C. REQUEST FOR SERVICE EQUIPMENT

Upon request, provision of generator set/towing trucks/heavy equipment and transport support services.

<b>Office or Division:</b>	Motorpool Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Local Government Offices/ Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Request Letter	Head of Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit approved request letter	Received Request Letter	None	5mins.	CHRISTOPHER JOHN B. GAMBOA Motorpool Head DONATO GALILA / RHEENA CONTREVIDA Clerk / Encoder
		Prepare Trip Ticket and issue to assigned Motorpool Driver	None	10mins.	DONATO GALILA / RHEENA CONTREVIDA Clerk / Encoder
		Actual trip of the Driver personnel	None	1 hour (depends on destination)	CRISOSTOMO ANTINERO/JESUS LAXAMANA JR./ CARLOS MADERA/RODERICK APUYAN/ROLANDO JABSON/ JUN DELA CRUZ/RENATO ABAN/EMMANUEL EVANGELISTA / EDUARDO SALAZAR/JOSELITO ASUNCION/ ALLAN DAGANIOWILLY REYES/ Motorpool Driver
		Summary of request and Destination	None	10mins.	DONATO GALILA / RHEENA CONTREVIDA Clerk / Encoder
2	Acknowledge service request after completion of requirement	Logbook of daily operation and signing of End User/Driver	None	10mins.	DONATO GALILA / RHEENA CONTREVIDA Clerk / Encoder
<b>TOTAL: 2 Steps</b>				1hr. & 35mins.	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located at the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How feedback is processed	Feedbacks are gathered and processed by the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayan sa Pasig (USAP) Office at the Second Floor, Pasig City Hall
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office who shall act on the complaint and provide feedback to the client thru USAP on the action taken.
Contact Information	Ugnayan sa Pasig: 8643-1111 local 550 Facebook page: Ugnayan Sa Pasig OGS - <b><u>Motorpool Division:</u></b> 8643-1921 or 8643-1111 c/o local 510