

CITIZEN CHARTER

MANAGEMENT INFORMATION SYSTEMS OFFICE (MISO)

FRONTLINE SERVICES

1. INFRASTRUCTURE DIVISION (NETWORK AND DATABASE ADMIN)

Office or Division	Management Information Systems Office
Classification	Simple
	G2G - Government to Government
Who may avail:	Any requesting department or offices of City Government of Pasig and approved by the City Administrator

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Connectivity Request Form	MIS Office

#	APPLCIANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out all required information and submit connectivity request form	Retrieve connectivity request form. Assess the area or office for connection needed			Cecil Demano
2		Propose to MIS Head based on the assessment and requirements			Cecil Demano
3		Implement configuration based on the assessment and approval.			Cecil Demano

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish the feedback form and proceed to the designated drop box located at the 3rd flr. Management Information System Office (MISO)
How feedback is processed	Feedback will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.
How to file a complaint	Accomplish the Client Complaint Form and proceed to the designated drop box located at the 3rd flr. Management Information System Office (MISO)
How complaints are processed	Complaint/s will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.
Contact Information	8643-1111 loc. 777

2. ID Division

Office or Division:	Management Information Systems Office
Classification:	Simple

Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	All employees, Solo Parent, PLP Student/Facility, Social Hygiene and other verified Constituents of City Government of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. City Hall Employee - Appointment Form	HRDO
Students of Pamantasan ng Lungsod ng Pasig – Enrollment Slip + Registration Form	Pamantasang Lungsod ng Pasig
Solo Parent – DSWD Form	DSWD
Social Hygiene – CHO Form	CHO

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>City Hall Employees - submit Appointment Form and fill out the MIS ID Form</p> <p>Students of Pamantasang Lungsod ng Pasig – submit Enrollment Slip + Registration Form</p> <p>Solo Parent – submit DSWD Form</p> <p>Social Hygiene – submit CHO Form</p>	Upon submission and validation of the requirements, MIS will process their ID's starting with the encoding, ID picture and print the ID card.	None	1– 3 days	Arlen Esgana

FEEDBACK AND COMPLAINTS MECHANISM	
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How feedback is processed	Feedback will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.
How to file a complaint	Accomplish the Client Complaint Form and proceed to the designated drop box located at the 3rd flr. Management Information System Office (MISO)
How complaints are processed	Complaint/s will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.

3. TECHNICAL SUPPORT DIVISION

Office or Division:	Management Information Systems Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices of City Government of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Engage MIS Office either via call or walk in and state the concern	Assess if it can troubleshoot via phone call, if not MIS personnel will proceed to the requesting office. Issue Technical Support Slip after fixing the technical problem.	N/A	1-3 days	Cecil Demano
2	IT Equipment Request	Provide IT Equipment Request Form Assess the request and its purpose. Then provide a recommendation and specifications for the said request.	N/A	1-3 days	Cecil Demano

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How to file a complaint	Accomplish the Client Complaint Form and proceed to the designated drop box located at the 3rd flr. Management Information System Office (MISO)
How complaints are processed	Complaint/s will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.
Contact Information	8643-1111 loc. 777

4. APPLICATION SUPPORT DIVISION (SYSTEM IMPLEMENTERS)

Office or Division:	Management Information Systems Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices of the City Government of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Engage MIS Office either via call or walk in and state the concern	Assess if it can troubleshoot via phone call, if not MIS personnel will proceed to the requesting office.	N/A	1-3 days	Obet Osorio
2		Issue Incident Report Form or Service Request Form after fixing the technical problem			
3	System Enhancement / Modification	Assess if it can be done in the system, if not MIS personnel will explain the evaluation of the request to the requesting office.			
4		Provide System Change Request Form, discuss the details with the end-user then send the request to the system provider.			
5	Cancellation of Business	Provide Business Cancellation Form			
		Check if all the signatories signed the form, and if all the requirements listed are complete, if not MIS will instruct the tax payer on the deficiency.			
		MIS will process the Business Cancellation and get the copy of the accomplished business cancellation Form.			

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How to file a complaint	Accomplish the Client Complaint Form and proceed to the designated drop box located at the 3rd flr. Management Information System Office (MISO)
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