

CITIZEN CHARTER

MANAGEMENT INFORMATION SYSTEMS OFFICE (MISO)

1. CONNECTIVITY REQUEST

MIS Office is responsible in maintaining the existing data communication network installed in the different offices in Pasig City Hall especially for those that have internet connection and computerized systems installed. Any departments or offices of City Government of Pasig may request connectivity when needed.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Connectivity Request Form	MIS Office

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out all required information and submit connectivity request form	Retrieve accomplished connectivity form and subject for approval	N/A	1 day	MIS head
2		Assess the area or office for connection needed.	N/A	1-3 days	Jerry V. Obico / Infrastructure Division
3		Implement configuration based on the assessment and approval. Note: If the area has no existing network infrastructure it will undergo procurement process and check if there is allotted budget for the request	N/A	1-3 days	Infrastructure Division / Technical Division
Total	Client Step/s: 1	Office Action/s: 3	N/A	7 days	

2. ID PROVISION

MIS ID Section is responsible for the provision of ID for targeted constituents such as senior citizens, persons with disability (PWDs), solo parents, SPES, GIP and etc. Concerned department and offices that serve the targeted constituents may request provision of IDs for them.

Office or Division:	Management Information Systems Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Senior Citizens, Solo Parents, PLP Students, Social Hygiene and other verified Constituents of City Government of Pasig

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ▪ PLP Student's ID – PLP form ▪ Senior Citizen's ID – OSCA Form ▪ Solo Parent's ID – DSWD Form ▪ Social Hygiene ID – CHD Form ▪ Pasig City Slaughter's ID – Slaughter's House Form ▪ Special Program of the Employment of Students (SPES) ID – PESO Form ▪ Government Internship Program (GIP) ID – PESO Form 	<ul style="list-style-type: none"> ▪ Pamantasan Lungsod ng Pasig ▪ Office of the Senior Citizen (OSCA) ▪ City Social Welfare Department (CSWD) ▪ City Health Department (CHD) ▪ Pasig City Slaughter's House ▪ Pasig Employment and Services Office (PESO) ▪ Pasig Employment and Services Office (PESO)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>PLP Student's ID – submit approved endorsement form from PLP registrar.</p> <p>Senior Citizen's ID – submit approved endorsement form from Office of the Senior Citizen (OSCA)</p> <p>Solo Parent's ID – submit approved endorsement form from CSWD</p> <p>Social Hygiene ID – submit approved endorsement form from CHD</p> <p>Pasig City Slaughter's ID – submit approved Slaughter's House Form</p> <p>SPES and GIP ID - submit approved endorsement form from PESO</p>	<p>Upon submission and validation of the requirements, MIS will process their ID's starting with the encoding, capturing, and printing of the ID card.</p>	N/A	1–2 days	Angelica E. Delas Alas / ID Section
2		Transmit all printed IDs to requesting office	N/A	1 day	Angelica E. Delas Alas / ID Section
Total	Client Steps: 1	Office Action: 2	N/A	3 days	

3. ICT EQUIPMENT / CONNECTIVITY TECHNICAL SUPPORT REQUEST

MIS Office is responsible for continuous preventive maintenance of network connectivity and ICT equipment issued by the City Government of Pasig. End users of the LGU may request technical support if the ICT equipment is not working properly and if there is connectivity issue.

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, check and diagnose and pull out the equipment if needed.	N/A	1-2 days	For ICT equipment Issue - Cecil Demano / Technical Division For Connectivity Issue – Jerry V. Obico / Infrastructure Division
		Issue Technical Support Slip after fixing the hardware / connectivity technical problem. Issue technical report if the ICT equipment is beyond repair. If the problem of the connectivity is from Internet Service Provider this will be forwarded to them and inform the end-users. Note: If the ICT equipment is still under warranty, it will be coordinated to the supplier. Restoration of connectivity may vary depending on the damage / problem encountered by the ISP.		1-3 days	MIS Technicians
Total	Client Step/s: 1	Office Action/s: 2	N/A	5 days	

4. APPLICATIONS / INFORMATION SYSTEMS TECHNICAL SUPPORT REQUEST

MIS Office is responsible to evaluate, monitor, and maintain the installed applications and information systems in City Government of Pasig. End-users of the application and information's system may request to MIS for technical assistance or support if they encounter issues / concerns.

Office or Division:	Management Information Systems Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Offices of the City Government of Pasig Clients who avail online services of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Forgot user name and password / email in Pasig Pass</p> <ul style="list-style-type: none"> ▪ For the owner of the QR: Please Bring 1 Valid ID ▪ For Authorized Representative: Bring 2 Valid IDs (Owner and the representative), Authorization letter <p>Retrieval of business establishment scanner</p> <ul style="list-style-type: none"> ▪ For the owner of the establishment: Please Bring 1 Valid ID, copy of Business Permit ▪ For Authorized Representative: Bring 2 Valid IDs (Owner and the representative), copy of Business Permit, Authorization letter 	N/A

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Engage MIS Office either via call, email or walk in and state the concern	<p>Assess if it can troubleshoot via phone call / email if not MIS personnel will proceed to the requesting office.</p> <p>Issue Incident Report Form or Service Request Form after fixing the system technical problem or grant the request. Record to the logbook if the issue resolve through phone (online services system)</p> <p>If the issue / concern can't be resolved by MIS personnel, this will be forwarded to partner developer to resolve.</p> <p>Note: Issues resolve time will vary to the complexity of the error encountered.</p>	N/A	1-2 days	<p>Aleli R. Dela Cruz / Income Generating System Division – Income generating System</p> <p>Primarose V. Etorma / Non-income Generating systems</p>
Total	Client Step/s: 1	Office Action/s: 1	N/A	2 days	

5. SYSTEM ENHANCEMENT / MODIFICATION REQUEST

MIS Office is in charge of research, formulation and coordination with the different offices concerned in developing the Information Systems Plan of Pasig City. End-users may request information system enhancement / modification as long it will help the business process flow to be more efficient and effective.

Office or Division:	Management Information Systems Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Offices of the City Government of Pasig who utilizing the existing information systems provided by MIS office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
System Change Request Form	MIS Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out all required information and submit accomplished system enhancement / modification form	Retrieve accomplished system enhancement / modification form and subject for approval	N/A	1 – 2 days	MIS Head
2		<p>If approved, assess the requested modification / enhancement if can be done in the system by the MIS personnel and if not, MIS will explain the assessment to the end-user.</p> <p>Request will forward to partner developer if the enhancement / modification is cover by the existing contract, and if not, this will undergo to procurement process and check if there's allocated budget for this request.</p> <p>Note: Deployment of request for enhancement / modification in IS will vary to the complexity of the request this include the development and testing of the updates.</p>	N/A	1 – 60 days	<p>Aleli R. Dela Cruz / Income Generating System Division – Income generating System</p> <p>Primarose V. Etorma / Non-income Generating systems</p>
Total	Client Step/s: 1	Office Action/s: 2	N/A	62 days	

6. ICT EQUIPMENT / APPLICATION / INFORMATION SYSTEM REQUEST

One of the functions / duties of MIS Office is to be responsible for provision of ICT equipment, research, development and implementation of information systems. Department or offices of City Government of Pasig may request ICT

equipment / application / information system provided this will help the operation of the requesting office to be more efficient and effective and has an allocated budget for the request.

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
ICT Request Form	MIS Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out all required information and submit ICT request form	Retrieve accomplished ICT request form and subject for approval.	N/A	1 day	MIS Head
		Assess and evaluate the request and its purpose. Then provide a recommendation and specifications for the said request.	N/A	1-3 days	Roberto A. Osorio / Project Management Division
		If available, provide requested ICT equipment / application / information system Note: If not available, the request will undergo procurement process and check if there is allocated budget for the said request	N/A	1-3 days	For application and IS request: Aleli R. Dela Cruz / Income Generating System Division – Income generating System Primarose V. Etorma / Non-income Generating systems For ICT request: Cecil V. Demano / Technical Division
Total	Client Steps: 1	Office Action: 3	N/A	7 days	

7. ICT EQUIPMENT/ SOFTWARE/ INFORMATION SYSTEM EVALUTATION AND RECOMMENDATION

Any departments or offices of City Government of Pasig may request to MIS office for ICT related plan evaluation and recommendation. This includes providing technical specifications and required functionalities / features of ICT equipment, applications, and information systems.

Office or Division	Management Information Systems Office
Classification	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Any requesting department or offices of City Government of Pasig who have approved ICT project in their AIP
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Request Form	MIS Office

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out all required information and submit accomplished ICT request form	Provide ICT Equipment Request Form	N/A	1 day	Roberto A. Osorio / Project Management Division
		Retrieve the accomplished ICT request form, and assess and evaluate the request and its purpose. Then provide a recommendation and specifications for the said request.	N/A	1-3 days	Roberto A. Osorio / Project Management Division
2		Propose the solution to the MIS Head based on the assessment and requirements for approval	N/A	1-2 days	MIS Head
Total Client Steps: 1		Office Action: 3	N/A	6 days	

8. BUSINESS CANCELLATION REQUEST

To register a business, client should submit all the requirements to Business Permit and License Department and pay the corresponding amount to claim the Mayor's Permit. However, there is some client who did not able to pay initially or did not push through their business. In order to clear the record of the applicant, he/she should request for cancellation of business account so they will not encounter problem in the future if they decided to register again. Cancellation of business account is subject for approval of BPLD, and treasurer's office provided the business is proven to be non-operating since the registration.

Office or Division:	Management Information Systems Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Business Permit taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ▪ Business Cancellation Form ▪ Affidavit of No Operation ▪ Certification from Barangay of Non-Operation ▪ Inspection Report from BPLD of Non-Operation 	<ul style="list-style-type: none"> ▪ MIS office ▪ Barangay Hall of the barangay where the business is located ▪ Business Permit and License Department

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out all required information and submit the accomplished business cancellation form and the complete requirements	Provide Business Cancellation Form	N/A	1 day	Business Permit System Application Support Team
2		Retrieve the accomplished business cancellation form. Check if all the signatories signed the form, and submitted all requirements listed. If completed, MIS will execute the business cancellation and if not, MIS will instruct the tax payer on the deficiency.	N/A	1 day	Application Support – Business Permit System Team
Total	Client Step/s: 1	Office Action/s: 2	N/A	2 days	

9. BUSINESS INFORMATION REQUEST

MIS office may generate and provide business information request provided the request is approved by the head of business permit and license department (BPLD), and to the city administrator. The amount to be paid is based on the request and assessment of MIS office.

Office or Division	Management Information Systems Office
Classification	Simple
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen
Who may avail:	Any requesting department or offices of City Government of Pasig, National Government, students and other constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Business Information Request Form	BPLD – Admin Office

#	APPLCIANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill out all required information and submit accomplished business information request form	Retrieve the accomplished business information request form. Check if all the signatories signed the form, and submitted all requirements listed. If completed, MIS will process the request and if not, MIS will instruct the tax payer on the deficiency.	N/A	1 day	Business Permit System Application Support Team
2		Generate the requested report and determine the amount to be paid	Senior High School – 3.00 / page	1-2 days	Business Permit System Application Support Team

			College – 10.00 / page Softcopy – 600.00		
3	Pay the corresponding amount to the cashier based on the assessment of MIS office	After payment, MIS will release the requested information through printed copy, softcopy or email.	N/A	1 day	Business Permit System Application Support Team
4	Received the requested information and record to the logbook				Requested taxpayer client
Total	Client Steps: 3	Office Action: 3		4 days	

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 floor, Management Information System Office (MISO)
How feedback is processed	Feedback will be received / retrieved by Ms. Florenda G. Abad, MIS administrative division head 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 floor, Management Information System Office (MISO)
How complaints are processed	Complaint/s will be received / retrieved by Ms. Florenda G. Abad, MIS administrative division head 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. 0 or 1316