

**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.

Division:	Records Management and Archives Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	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.	1.1 Assist the requesting party then endorse the request letter to the OIC for signing. 1.2 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)	Eliezar Portiles Atty. John Vincent Cernal
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.	3.1 Record the Official Receipt (O.R.) number. 3.2 Retrieve and prepare a photocopy of the document being requested 3.3 Authenticate the copy of the document	None	Within 15 minutes per request (under normal circumstances)	Eliezar Portiles
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	Eliezar Portiles
TOTAL: 4 Steps				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.

Division:	Records Management and Archives Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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.	1.1 Validate the requirements 1.2 Prepare and issue order of payment	None	Within 15 minutes per request (under normal circumstances)	Eliezar Portiles
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.	3.1 Record the Official Receipt (O.R.) number. 3.2 Process request	None	Within 15 minutes per request (under normal circumstances)	Eliezar Portiles
4	Receive the document	4.1 Release the document	None	Within 5 minutes per request	Eliezar Portiles
TOTAL: 4 Steps				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 AsBuilt Plans; and Project Details from the Construction Projects of the City Government.

Division:	Records Management and Archives Division
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Classification:	Simple; Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	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	1.1 Process request 1.2 Endorse the request to the OIC for approval 1.3 Prepare and issue order of payment.	None	Within 20 minutes per request	Ross Marie Pabuaya
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.	3.1 Assess completeness of the requirements 3.2 Process request	None	Within 10 minutes per request	Niño Santos
4	Receive the Acknowledgment Letter	4.1 Issue the Acknowledgment Letter to client	None	Within 5 minutes per request	Niño Santos
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	Eliezar Portiles
6	Receive the Acknowledgment Letter	6.1 Release the Acknowledgment Letter to client	None	Within 5 minutes per request	Eliezar Portiles
TOTAL: 6 Steps				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.

Division:	Records Management and Archives Division
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Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	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.	1.1 Assist the requesting party then endorse the request letter to the OIC for signing. 1.2 Upon approval, verify if the plan being requested is available at the Archives Section. 1.3 Prepare and issue order of payment.	None	Within 15 minutes (under normal circumstances)	Eliezar Portiles
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	Ross Marie Pabuaya
#	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.	4.1 Copy the requested plans to the USB flash drive. 4.2 Release the requested documents to client.	None	Within 15 minutes (under normal circumstances)	Niño Santos

TOTAL: 4 Steps		35 minutes per transaction, may vary depending on the number of copies of plans requested	
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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 - <u>Records Management and Archives Division:</u> 8643-1921 or 8643-1111 local 578