

**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.

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

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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Section Chief / Mechanic
		Preparation of assessment and /or recommendation for repair works	None	20 mins	Section Chief / Mechanic
		Preparation Job Order for Repair	None	20 mins	Section Chief / Encoder
		Posting to index History Card/Folder Card Bin	None	10 mins	Clerk / Encoder
		Signing of Job Order for Repair	None	10 mins	Motorpool Head / Section Chief / Mechanic / End User
		Prepare Documents for the procurement of spare parts. (Purchase Request) and Submit to OGS-Admin after Signing of Division Head.	None	(36hrs.) depends on Dept./ Offices Service Vehicle Request of Spare Parts	Section Chief / Encoder

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Conduct Actual inspection of delivered spare parts	None	30 mins or more depend on delivery	Section Chief / Mechanic
		Proceed with the repair if spare parts pass the standards specification by mechanic	None	2 hours or More depends on Repair	Mechanic
2	Acknowledge repair and accept vehicle equipment	Final inspection and preparation for releasing of the vehicle	None	1 hour	Motorpool Head / Section Chief / Mechanic
TOTAL: 2 Steps				32hrs. & 15mins. (4 working days & 15mins)	

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.

Office or Division:	Motorpool Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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 the Receiving Memo of their PMS schedule.	Received and review the vehicle Schedule of PMS	None	5mins.	Clerk/Encoder
		Actual PMS procedure	None	1hr.	Mechanic
		Final inspection preparation for releasing of the vehicle	None	10mins.	Motorpool Head / Mechanic / Section Chief
3	Fill up PMS Request form for Accomplishment	File the PMS form and Logbook of daily operation and signing of End user/driver			Clerk/Encoder
TOTAL: 2 Steps		1hr. & 25mins.			

C. REQUEST FOR CARPOOLING AND SERVICE EQUIPMENT

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

Office or Division:	Motorpool Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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 request letter via Email at OGS Motorpool.	Received Request Letter	None	5mins.	Clerk/Encoder
		Asses / Evaluate for Approved.	None	30mins.	Section Chief / MVRMS
		Prepare Trip Ticket and issue to assigned Motorpool Driver	None	10mins.	Clerk/Encoder
		Actual trip of the Driver personnel	None	1 hour (depends on destination)	Motorpool Driver
		Summary of request and Destination	None	10mins.	Clerk/Encoder
2	Acknowledge service request after completion of requirement	Logbook of daily operation and signing of End User/Driver	None	10mins.	Clerk/Encoder
TOTAL: 2 Steps				2hrs. & 5mins.	

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 - <u>Motorpool Division:</u> 8643-1921 or 8643-1111 local 510