

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

A. RECEIVING DELIVERIES OF SUPPLIES, MATERIALS AND EQUIPMENT

Brief description: Receiving of supplies, materials and equipment based on approved Purchase Orders (P.O.).

Office or Division:	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) Supplies Management and Inventory Section (SMIS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens (Suppliers)
Who may avail:	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.)	1. BAC Secretariat
3. GEPS 2	2. BAC Secretariat
4. Delivery Receipt (D.R.)	4. Supplier
5. Sales Invoice (S.I.)	5. Supplier
6. Inspection and Acceptance Report (IAR)	6. CSMD
7. Warranty Certificate (if required)	7. Supplier

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request for inspection of scheduled delivery (5 days before actual date)	Accept letter requests for schedule of inspection of deliveries	N/A	5mins.	Authorized Staff
		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	N/A	5 minutes	OIC-CSMD

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Deliver Goods and provide personnel for unloading and handling of deliveries	Inspection and Acceptance of delivered items at the presence of end-user or his authorized representative	N/A	2 hrs for small deliveries 4 hours for large deliveries 6 hours in exceptional cases	Authorized Staff (Acceptance) Assigned Property Inspector (Inspection)
3	Issue Delivery Receipt (D.R.), and Sales Invoice (S.I.)	Prepare Inspection and Acceptance Report (IAR) and signs acceptance portion by the end-user/requisitioner	N/A	30mins to 1 hour After inspection and acceptance of deliveries	Authorized Staff (Preparation of IAR) End-user for signature of acceptance portion
		Forward IAR with complete original documents to Asset Management Division (for COA notification)	N/A	1 working day from signing of IAR (8hrs.)	Merdan Mirabite Maricel Reyes JovelynEstal
End of Transaction					
TOTAL: 3 Steps				21hrs. & 10mins.	

B. RELEASING OF SUPPLIES, MATERIALS AND EQUIPMENT

Brief description: Releasing of supplies, materials and equipment to end-users/requisitioners.

Office or Division:	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) Supplies Management and Inventory Section (SMIS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens (HOA/Other Org.)
Who may avail:	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		5mins.	Authorized Staff
		Check available stocks and writes down quantity to be released and RIS must be approved by Head CSMD		1 hour	Authorized Staff (Checking of Stocks) OIC-CSMD (Approval)
		If not available, out of stock, lesser in quantity, issue certification to requesting office, and prepare Purchase Request (PR) for procurement of common supplies		1 hour	OIC-CSMD (Certification)
		Forward approved RIS to the Warehouse Supply Officer for preparation of requested supplies		1 working day (8hrs.)	Authorized Staff (Special) Authorized Staff (DBM/Outside)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Inform end-user to coordinate with OGS-Asset Management for the Property Acknowledgment Receipt (PAR) or ICS for items that require such		15 minutes	Authorized Staff (Special) Authorized Staff (DBM/Outside)
		Inform the end-user that items requested are ready for pick-up		1 working day (8hrs.)	
		Release item to end-user to sign "Received by" portion of RIS		30 minutes for small quantity and sizes 1-3 hours for large quantity or sizes	Authorized Staff (6 th floor Depot) Authorized Staff (Sto. Tomas Depot)
End of Transaction					
TOTAL: 2 Steps				21hrs. & 20mins.	

C. BORROWING OF EQUIPMENT

Brief description: To provide borrowing of equipment as needed in any official events, projects or activities of local government offices.

Office or Division:	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) Supplies Management and Inventory Section (SMIS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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	Received by CSMD	N/A	5 minutes	Authorized Staff
		Equipment in-charge must check the availability of request and inform the requesting office for status	N/A	2 hours	Authorized Staff
		Call/Text/Inform the requesting office for schedule of pick-up or delivery prior to the event of activity	N/A	2 hours	Authorized Staff
2	Must sign the Borrower's Form for acceptance of the requested equipment	Release the item to the requesting office on the day and time agreed and sign the Borrower's Form	N/A	1 working day (8hrs.)	Authorized Staff
3	Coordinate CSMD after the event or activity for return of the borrowed equipment. Upon return, requesting office must sign the Borrower's Form.	Receive the borrowed equipment, must sign the form and check if: <ol style="list-style-type: none"> 1. Complete 2. No damage/s 3. There is report submitted by requesting party in case of damaged or destroyed equipment 	N/A	1 working day (8hrs.)	Authorized Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		If there is damages or destroyed or missing equipment make Incident Report and proceed to proper waste disposal procedures			
End of Transaction					
TOTAL: 3 Steps				20hrs. & 5mins.	

D. REQUEST FOR GARBAGE BAGS

Brief description: To supply garbage bags to requesting offices for health and sanitation purposes.

Office or Division:	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens
Who may avail:	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 by CSMD	N/A	5 minutes	RussielComsti
		CSMD must check the availability of request	N/A	20 minutes	RussielComsti
		If available, Garbage Bag Release Form must be prepared and approved by the Head CSMD	N/A	10 minutes	Gilbert Malcolm
		Call/Text/Inform the requesting office for schedule of pick-up	N/A	10 minutes	RussielComsti
2	Must sign the RIS Form on the "Received by" portion	Release the item to the requesting office	N/A	1 hour	Joel Vargas (Sto. Tomas Depot)
End of Transaction					
TOTAL: 2 Steps				1hr. & 45mins.	

E. REQUEST FOOD SUPPLIES ALLOCATION

Brief description: To cater food requirements for every official activity of local offices as approved by the City Mayor's Office.

Office or Division:	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) FOOD SUPPLIES MANAGEMENT SECTION (FSMS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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	1. CSMD
3. Attendance Sheet of Attendees	2. 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	N/A	5 minutes	Maria Cristine Sindon
		Coordinate with Community Kitchen(CK) and requesting office	N/A	1 day or as needed (8hrs.)	Diana Rose Villafuerte
		For special events and activities, coordination with higher authorities is on case-to-case basis	N/A		
		Process collection of attendance sheet and safekeeping of documents	N/A	1 day after the event (8hrs.)	Maria Cristine Sindon
End of Transaction					
TOTAL: 1 Step				16hrs. & 5mins.	

F. REQUEST FOR PRINTING SERVICES

Brief description: Centralized duplication printing services for all forms, documents and other paper related printing needs of local offices.

Office or Division:	CENTRAL SUPPLY MANAGEMENT DIVISION (OGS-CSMD) CENTRAL PRINTING SECTION (CPS)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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	Received by CSMD	N/A	5 minutes	Ma. Theresa An
		Head of Office must approved the printing to proceed	N/A	10 minutes	Gilbert D Malcolm
		Printing staff must sign the Printing Form, including starting date and time until accomplished the printing process	N/A	Processing time depends on quantity of printing request	Roland Calixto Ma. Theresa An
		Call/Text/Inform the requesting office for date and time of release	N/A	1 hour	Ma. Theresa An
2	Received the printed materials and sign the printing form as "released to"	File the Printing Form	N/A	30 minutes to 1 hour	Roland Calixto
End of Transaction					

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL: 2 Steps				

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

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.

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

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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the copy of the official receipt (OR) of the last payment of rental fees	1.1 Verify if the monthly rental fees (as stated in the Contract of Lease) are updated for payment	None	2-5 minutes	Receiving Clerk
		1.2 Prepare the Order of Payment		10 minutes	Authorized Staff
2	Receive/Claim the Order of Payment	Issuance of the Order of Payment	None	2 minutes	Releasing Clerk

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<p>P 3,300/ month- Canteen, Central Park, PCGH Kiosks</p> <p>P 7,920/ month - Canteen</p> <p>P300/sq.meter for Pasig City Sports Center & Revolving Tower Commercial Spaces</p> <p>P 1,500/day for the Notarial Section</p> <p>P2,500/unit for the photocopying section</p> <p>P650/ month for TBAR Kiosks</p> <p>Other big establishments-based on the fees stated in the long term Contract of Lease.</p>	5-10 minutes	Authorized Staff/ Cashier
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

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			TOTAL	24-32 minutes	

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

ISSUANCE OF GATE PASS

Brief Description of the service:

Any movement (entry, pull-out for repair, transfer to other offices, exit) of asset/property/ies owned by the CG 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.

Office or Division:	Asset Management Division
Classification:	Simple
Type of Transaction:	G2B- Government to Business G2G- Government to Government
Who may avail:	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 1.2 Property Inspector prepares the gate pass (duplicate copies) for signature of the City Administrator, PSD, & GSO signatories.	None none	1 minute 25-30minutes	Receiving Clerk Property Inspectors
2	Receive the gate pass to be presented to the security- in-	Issue/ release the gate pass to the requesting party	None	1 minute	Property Inspector/

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	charge and leave one copy for record purposes.				Releasing Clerk
TOTAL				27-32 minutes	

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

RETURN OF UNSERVICEABLE PROPERTY/IES

Brief Description of the service:

All unserviceable city owned properties must be returned to the warehouse for disposal.

Office or Division:	Asset Management Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	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	2.1 Receive the accomplished PRS Form 2.2 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.		Depends on the volume of the	Warehouse men

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Warehouse staff will document the turn-over		property/ies which will be returned	
TOTAL				30 minutes OR Depending on the volume of the property/ies which will be returned	

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

ISSUANCE OF CLEARANCE FROM PROPERTY ACCOUNTABILITY

Brief Description of the service:

All unserviceable city owned properties must be returned to the warehouse for disposal.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the OGS-Asset Management Division OIC requesting the list of property accountability/ies	From the requesting Employee
Cedula	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	1.1 Receive the letter of request	None	1 minute	Receiving Clerk
		1.2 Check Inventory system if there are any property/ies accountable to the requesting employee	None	5-10 minutes	Property Officer
		1.3 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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		1.4 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
TOTAL				22-37 minutes	

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

REQUEST FOR FUEL ALLOCATION FOR THE CITY GOVERNMENT EQUIPMENT AND VEHICLES

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 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 (8-11AM)	Receive document	N/A	3mins.	Admin Aide III
2	Present the signed and approved request form for the issuance of Purchase Order	Release OGS-Purchase Order form and assign control number	N/A	2mins.	Admin Aide III
3	Present the signed and approved Purchase Order to Petron (located at M. Eusebio Ave., Brgy. San Miguel, Pasig City) representative for the issuance of fuel	Endorse authorized personnel to Petron for fuel allocation	Thru Petron Admin Cards	5-10mins.	Admin Aide III

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(1-4PM)				
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	N/A	2mins	Admin Aide III
TOTAL:				12-17mins.	

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 of the Pasig City Hall
How feedback is processed	Feedback is gathered and processed by the Ugnayansa Pasig (USAP) Office at the Second Floor of the Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayansa Pasig (USAP) Office at the Second Floor of the 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 - Administrative Division: 8643-1921 or 8643-1111 local 510

CITIZEN'S CHARTER
OFFICE OF GENERAL SERVICES
RECORDS MANAGEMENT AND ARCHIVES DIVISION

1. 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 it if necessary. 1.3 Prepare and issue order of payment.	None	Within 15 minutes per request (under normal circumstances)	Authorized Staff, Officer in Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay to the cashier	2.1 Process payment and issue Official Receipt (O.R.).	P50 per copy of the document *None for students		Cashier
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)	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
TOTAL:				Within 35 minutes per request	

CITIZEN'S CHARTER
OFFICE OF GENERAL SERVICES
RECORDS MANAGEMENT AND ARCHIVES DIVISION

2. 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)	Authorized Staff
2	Pay to the cashier	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)	Authorized Staff, Officer in Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Receive the document	4.1 Release the document	None	Within 5 minutes per request	Authorized Staff
TOTAL:				Within 35 minutes per request	

CITIZEN'S CHARTER
OFFICE OF GENERAL SERVICES
RECORDS MANAGEMENT AND ARCHIVES DIVISION

3. 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.

Division:	Records Management and Archives Division
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	Authorized Staff, Officer in Charge
2	Pay to the cashier	2.1 Process payment and issue Official Receipt (O.R.).	P50 per letter		Cashier

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	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
TOTAL:				Within 45 minutes per request	

CITIZEN'S CHARTER
OFFICE OF GENERAL SERVICES
RECORDS MANAGEMENT AND ARCHIVES DIVISION

4. 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
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 or purchase from IT products shops

#	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)	Authorized Staff, Officer in Charge

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay to the cashier	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
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)	Authorized Staff
TOTAL:				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 of the Pasig City Hall
How feedback is processed	Feedback is gathered and processed by the Ugnayansa Pasig (USAP) Office at the Second Floor of the Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayansa Pasig (USAP) Office at the Second Floor of the 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 - Records Management and Archives Division: 8643-1921 or 8643-1111 local 578

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

REQUEST FOR REPAIR/ MAINTENANCE WORKS

The Building Maintenance Section serves the CGO Pasig Departments and Divisions which requires simple repairs and maintenance works for its offices/ structures. These 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.

Division:	Building Maintenance Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	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)	1.1 Check Availability of BMS Staff and assign staff who will work on the request 1.2 Proceed to the concerned office/ area and perform the maintenance/ repair works	None None	5-10 minutes Depends on the nature of the repair/ maintenance works	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 Staff

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Total				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 of the Pasig City Hall
How feedback is processed	Feedback is gathered and processed by the Ugnayansa Pasig (USAP) Office at the Second Floor of the Pasig City Hall
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Ugnayansa Pasig (USAP) Office at the Second Floor of the 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 – Building Maintenance Section: 8643-1921 or 8643-1111 local 273

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

A. REPAIR AND MAINTENANCE OF SERVICE VEHICLE

Provision of technical assistance to local government agencies for the repair and maintenance of service vehicles.

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		30 mins or more depends on trouble shooting	Mechanic
		Preparation of Recommendation for Repair		20 mins	Mechanic/Assistant Admin/Supervisor
		Preparation Job Order for Repair		20 mins	Clerk / Encoder

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Posting to index History Card/Folder Card Bin		10 mins	Clerk / Encoder
		Signing of Job Order for Repair		10 mins	Clerk / Encoder
		Sign Job Order to End-User/Driver		10 mins	Clerk
		Prepare Documents for the procurement of spare parts		1 to 2 working days (16hrs.)	BAC office
		Conduct Actual inspection of Delivered spare parts		30 mins or more depend on delivery	Mechanic
		Proceed with the repair if spare parts pass the standards specification by mechanic		2 hours or More depends on Repair	Mechanic
		Final inspection preparation for releasing of the vehicle		1 hour or More depends on Repair	Motropool Head / Mechanic / Assistant Admin / Supervisor
TOTAL:				32hrs. & 15mins. (4 working days & 15mins)	

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

B. PREVENTIVE MAINTENANCE SCHEDULE (PMS)

Provision of preventive maintenance to government issued service vehicle.

Office or Division:	Motorpool Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Local Government/ 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	Received and review the vehicle Schedule of PMS		5mins.	Clerk/Encoder
		Actual PMS procedure		1hr.	Mechanic
		Final inspection preparation for releasing of the vehicle		10mins.	Motorpool Head/Mechanic/ Assistant Admin/ Supervisor/ End-User
		Logbook of Everyday Operation and Signing of End user/driver		10mins.	Clerk/Encoder

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				1hr. & 25mins.	
	TOTAL:				

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

C. PREVENTIVE MAINTENANCE SCHEDULE (PMS)

Provision of generator set/towing trucks/heavy equipment and transport support service

Office or Division:	Motorpool Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Local Government Agencies

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

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit request letter	Received Request Letter		5mins.	Clerk/Encoder
		Preparing Trip Ticket and issue to the Motorpool Driver		10mins.	Clerk/Encoder
		Actual trip of the Driver personnel		1hr.(depends on destination)	Motorpool Driver
		Summary of request and Destination		10mins.	Clerk/Encoder

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Logbook of Everyday Operation and Signing of End User/Driver		10mins.	Clerk/Encoder
TOTAL:				1hr. & 35mins.	

Feedback and Complaints

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Contact Information	Ugnayansa Pasig: 8643-1111 local 550 Facebook page: Ugnayan Sa Pasig OGS - Motorpool Division: 8643-1921 or 8643-1111 local 510