



<b>12. Request for Repair and/or Maintenance Assistance (Service Vehicle/ Equipment)</b>				
PEO provides assistance and services to requesting Provincial Government of Bataan department/office and other local and national agency/office with approved request. Requesting department/agency/office will provide all necessary materials and paraphernalias needed for the repair and maintenance assistance (service vehicle/equipment) requested.				
<b>Office or Division:</b>	Office of the Provincial Engineer / Monitoring and Support Division and Vehicle and Equipment Management Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PGB Departments/Offices with approved request letter			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter (1 Original and 1 Receiving Copy) Needed materials and paraphernalias for the repair and/or maintenance requested			PEO - Monitoring and Support Division PEO - Vehicle and Equipment Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gives one (1) original copy and one (1) receiving copy of request letter for repair and/or maintenance assistance needed	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator I</i> Monitoring and Support Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secures the receiving copy for follow ups	2.1 Logs details of request letter to Routed Communication Google Docs	None	5 Minutes	<i>Computer Operator I</i> Monitoring and Support Division
	2.2 Encodes subject of request letter to routing slip with provided control number, attach the routing slip to the original request letter and give to the Provincial Engineer's secretary	None	5 Minutes	<i>Computer Operator I</i> Monitoring and Support Division
	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV</i> Monitoring and Support Division
	2.4 Provides instructions to concerned/assigned division or personnel and/or approval	None	1 Day	<i>Provincial Engineer</i> Monitoring and Support Division
	2.5 Encodes instructions from the Provincial Engineer to Routed Communication Google Docs and hand over to Monitoring and Support Division Head review	None	5 Minutes	<i>Administrative Aide IV</i> Monitoring and Support Division
	2.6 Reviews instructions from the Provincial Engineer and give to Clerk II for dissemination to concerned/assigned division or personnel	None	5 Minutes	<i>Engineer IV</i> Monitoring and Support Division
	2.7 Duplicates copy/ies of original request letter and routing slip with instructions and disseminate to concerned/assigned division or personnel	None	20 Minutes	<i>Clerk II</i> Monitoring and Support Division
	2.8 Scans request letter and routing slip with instructions and logs routing slip with control number in logbook	None	5 Minutes	<i>Clerk II</i> Monitoring and Support Division
	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Clerk III</i> Vehicle and Equipment Management Division
	2.10 Receives and records assigned request letter with instructions and forward to Operations Section Head for checking/evaluation	None	15 Minutes	<i>Engineer II</i> Vehicle and Equipment Management Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.11 Assesses request if doable or should be targeted and categorize nature of work needed and give instructions to Mechanical Shop General Foreman regarding requested motorpool services and assistance repair and/or maintenance of service vehicle/equipment	None	20 Minutes	<i>Engineer III</i> Vehicle and Equipment Management Division
3. Assist by providing details needed for the requested repair and/or maintenance of service vehicle/equipment	3. Coordinates with client about particulars and details of the request and assess materials needed for their requested repair and/or maintenance of service vehicle/equipment	None	2 Days	<i>Mechanical Shop General Foreman and/or Mechanic II</i> Vehicle and Equipment Management Division
4. Provide materials and paraphernalias needed for the requested repair and/or maintenance of service vehicle/equipment	4. Expedites manpower needed for requested repair and/or maintenance of service vehicle/equipment	None	1 Day	<i>Mechanical Shop General Foreman and/or Mechanic II</i> Vehicle and Equipment Management Division
5. Coordinate and give clear information and contact personnel for query purposes	5. Performs requested repair and/or maintenance of service vehicle/equipment	None	15 Days, 6 Hours	<i>Mechanical Shop General Foreman or Mechanic II</i> Vehicle and Equipment Management Division
6. Give feedback regarding accomplished requested motorpool services and assistance	6. Requests for feedback for every accomplished requested repair and/or maintenance of service vehicle/equipment	None	15 Minutes	<i>Mechanical Shop General Foreman or Mechanic II</i> Vehicle and Equipment Management Division
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b>	