



WATER REQUEST

Office / Division	Office of the Mayor		
Classification	Simple		
Type of Transaction	G2C - Government to Citizen		
Who may avail	Muntinlupa Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Resident of Muntinlupa City Request Letter		Thru phone or text, proceed to our office with a request letter	
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
Call or text	- will receive the request thru phone or text	2 to 3 Minutes	Administrative Officer
Proceed to our office with request letter	'- request letter. Gather details. - will endorse to Head of Water Distributions	15 to 30 Minutes	Asst. AO Administrative Officer Asst. AO
	- Head will assign to Tanker Driver	2 to 3 Minutes	Team Leader
	- Tanker Driver deliver water, once done submit report '- Motorpool office for summarization	1 to 2 Days Depends on the availability of water tanker	Assigned Water Tanker Driver & Usher



REQUEST FOR SERVICE DIAGNOSE

Office / Division	Office of the Mayor		
Classification	Simple		
Type of Transaction	G2G - Government to Government		
Who may avail	Government Agency & Official		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Vehicles		Motorpool Office	
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> - Driver will request from their respective department for the repair of their vehicle. - Fill up the pre-check and repair form. - Proceed to the chief mechanic for diagnose report. (minor / major) - Proceed to the Admin personnel for the Service Request stating the scope of works and parts needed - Approval of Service Request. - Proceed to Procurement Office for the issuance of purchase order (PO) and approval. - If major repairs & needing for a parts, awaiting for the parts issued coming from Procurement Office 	<ul style="list-style-type: none"> - Get the Pre-Check and Repair from the guard - Diagnose the said vehicle - Prepare Service Request stating the scope of works and parts needed. - Approval of the Service Request - Approval of the Service Request. - Approval of the Service Request 	<ul style="list-style-type: none"> 5 to 10 Minutes Upon Arrival 15 to 20 Minutes 3 to 5 Minutes 5 to 10 Minutes 15 Days 	<ul style="list-style-type: none"> Drivers of Respective Departments Chief Mechanic Assistant Administrative Officer OIC - Motorpool Requesting Dept. and Procurement Office