



MABALACAT CITY COLLEGE

BUILDING MAINTENANCE AND SECURITY CITIZEN'S CHARTER

1. Janitorial Assistance

Transferring and cleaning of offices

Office or Division:	Building Maintenance Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Employees, Students, Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fill out the Janitorial Services Request Form by the requesting office and signed by the Supervising Head			Supervising Head of the Office Building Maintenance Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out Janitorial Services Request Form and signed by employee's Supervising Head.	1.1 Arrange the request by date order.	None	5 minutes	Supervising Head Utility/Maintenance Joel Ignacio
	1.2 Informed the Utility about the request.		5 minutes	Building Maintenance
	1.3 Deploy man power for assistance.		5 minutes	Utility
	1.4 Assisting the requesting Office/Unit			



2. Maintenance

Repair and maintenance of Offices.

Office or Division:	Building Maintenance Unit			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fill out the Job Order Form by the requesting office and signed by the Supervising Head			Supervising Head of the Office Building Maintenance Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out the Job Order Form and signed by employees Supervising Head.	1.1 Arrange the date requested by first come first serve basis.	None	5 minutes	Supervising Head Utility/Maintenance Joel Ignacio
	1.2 Will be given to the General Foreman for scheduling		5 minutes	Building Maintenance
	1.3 Received by section (ea. electrical, plumbing, carpentry) for inspection and estimate of materials and equipment.		5 minutes	Storekeeper
	1.4 The store keeper will check the availability of the materials and equipment.		5 minutes	Maintenance
	1.5 When materials are available the store keeper will issue a material /equipment requisition form to be approved by the Building Maintenance Officer and issued by the storekeeper.			

3. Security

Students and visitors inquiring on enrollment and requirements.

Office or Division:	Security Office		
Classification:	Simple		
Type of Transaction:	Government to Clients		
Who may avail:	Visitors, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Students and visitors must fill out both contact tracing form and Log Book sheet.		Health Services Unit Security Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Students must wear their student I.D.	1.1 Assist the student to his/her official office transaction	None	1 minute	Security Guard (Security Guard on Duty)
1.2 Visitors must have their visitor's pass	1.2 Assist the visitor to his/her official business.	None	1 minute	Security Guard (Security Guard on Duty)

4. CCTV

Request for CCTV Footage viewing.

Office or Division:	Security Office			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees and students must fill out form for CCTV Footage viewing.			CCTV Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 CCTV Footage Form must duly sign by the Vice-President for Administration and noted by the Head Security	1.1 The CCTV Operator will review the CCTV Footage together with the Head Security	None	30 minutes to 1 hour depending on the possible date and time incident	CCTV Operator Alejandro G. Basilio Head Security Democrito D. Dolandolan