CITIZEN'S CHARTER

UGNAYAN SA PASIG / FREEDOM OF INFORMATION

LUNGSOD NG PASIG
UMAAGOS ANG PAG-ASA

FRONTLINE SERVICES

REQUEST FOR INFORMATION

OFFICE/DEPARTMENT:	UGNAYAN SA PASIG / FREEDOM OF INFORMATION OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C • GOVERNMENT TO CITIZENS G2B • GOVERNMENT TO BUSINESS
WHO MAY AVAIL:	ALL CITIZENS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any Valid/Government ID	Submitted by requestor
2. Request in writing via Walk in, eFOI Portal, Email and Facebook	Submitted by requestor *Note In case the requesting party is unable to make a written request because of illiteracy or due to being a person with disability, he or she may make an oral request, and the FRO shall put it in writing.

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1	**Client submits request to The FOI Receiving Officer (FRO) and must make sure that request shall reasonably describe the information requested and the reason for requesting the information. The request may be made personally at the FOI Unit or through email/fb message at the Pasig City**	FRO shall receive the request for information from the requesting party and check compliance of requirements: ● Request must be in writing; ● Request shall state the name and contact information of the requesting party;	None	1 day	**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos
2		FRO shall evaluate the contents of the request and check if: ● Request relates to more than one office; ● Requested information is not in the custody of the FOI Unit or any of its offices; ● Requested information is already posted and available on-line; ● Requested information is substantially similar or identical to the previous request;	None	1 day	**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos
3		Transmittal of Request by the FOI Receiving Officer (FRO) to FOI Decision Maker (FDM) The FRO shall notify the FDM of such request a copy shall be forwarded to such FDM.	None	1 – 3 days from receipt of the written request	**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos **FOI Decision Maker** Winnie Rayos-Dimanlig
4		FDM Upon receipt of the request for information from FRO, shall assess and clarify the request if necessary. He or she shall make all necessary steps to locate and retrieve the information requested.	None	For Simple request: 10 working days following the date of receipt of the request For Complicated Request: 15 – 30 days following the date receipt of the request	**FOI Decision Maker** Winnie Rayos-Dimanlig
5		Upon receipt of requested information from the FDM, the FRO shall collate and ensure that the information is complete and ensure the transmittal of such to the requesting party.	None		**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos **FOI Decision Maker** Winnie Rayos-Dimanlig
6		If request is approved, FDM will ivmmediately notify the FRO. FRO sends requested info to the requestor or transmit the request to the appropriate office/unit who can provide the requested information. FRO shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The FRO shall inform the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fees, if any.	None		
7		If the information requested requires extensive search of the government's office records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases, the FDM should inform the FRO. The FRO shall inform the requesting party of the extension, setting forth the reasons for such extension.	None		**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos
8		If request is denied wholly or partially, the FRO shall notify the requesting party of the denial and the grounds for the denial.	None		**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos **FOI Decision Maker** Winnie Rayos-Dimanlig

REPORTING OF COMPLAINTS & GRIEVANCES

OFFICE/DEPARTMENT:	UGNAYAN SA PASIG / FREEDOM OF INFORMATION OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C • GOVERNMENT TO CITIZENS G2B • GOVERNMENT TO BUSINESS G2G • GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	ALL CITIZENS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request / Letter of Complaints	Submitted by complainant
2. Name, address, and contact details of complainant	Submitted by complainant
3. Photo Documentation of complaint if incident requires photo documentation to validate legitimacy of complaint.	Submitted by complainant

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1	**Complainant submits complaint or grievance via Walk In, Phone In, Facebook Messenger and Email.**	Ugnayan Desk Officer conducts short interview and initial evaluation of complaint.	None	5 - 10 minutes	**For Walk In & Phone-in Clients:** Mary Joy C. Luna, Mary Kris C. Tatco and Claudine G. Almazan **Kahalili:** Michelle Palsis Racquel Almazan Judy Ann De Asis **For Facebook Messenger** Cristelle Lachica and Mary Joyce Ramos **Kahalili:** Criselda Paloma Val Tan **For Email:** Criselda Paloma **Kahalili:** Val Tan
2		Ugnayan Desk Officer receives written complaint from complainant	None	3 - 5 minutes	**Ugnayan Desk Officers:** Mary Joy C. Luna Mary Kris C. Tatco & Claudine G. Almazan **Kahalili:** Michelle Palsis Racquel Almazan Judy Ann De Asis
3		If from Facebook messenger or email, FOI Desk Officer prints complaint reports from	None	3 - 5 minutes	**For Facebook Messenger:** Cristelle Lachica and Mary Joyce Ramos **Kahalili:** Criselda Paloma Val Tan **For Email:** Criselda Paloma **Kahalili:** Val Tan
4		Ugnayan Desk Officer transmits prepared report the Head of Ugnayan sa Pasig/FOI Unit for final evaluation and signature of complaint form.	None	3 - 5 minutes	**Ugnayan Desk Officers:** Cristelle Lachica, Criselda Paloma, Mary Joyce Ramos & Val Tan **Kahalili:** Racquel Almazan, Claudine Almazan, Judy Ann De Asis, Mary Joy Luna, Michelle Palsis & Mary Kris Tatco **UGNAYAN / FOI HEAD** Winnie Rayos-Dimanlig
5		Ugnayan Desk Officer transmits Notice of complaint to concerned employee or concerned department/s and follows-up the same from respondents.	None	2 - 3 days	**UGNAYAN DESK OFFICERS:** **For Walk-in & Phone-in:** Judy Ann De Asis and Claudine Almazan Mary Joy Luna Michelle Palsis Mary Krisco **For FB/EMAIL/FOI Portal:** Val Tan Criselda Paloma MJ Ramos Cristelle Lachica
6		Concerned employee/Department responds to complaint	None	Within 10 working days from receipt of complaint notice. *Within 15-30 days for complex cases	
7		Upon receipt of the feedback from concerned department, record and transmit the same to the complainant thru Facebook and email	None	1 day	
8	Complainant files appeal if response is not satisfactory or not to her liking.	If the complainant is not satisfied with the feedback or response of the concerned department/employee he/she can file an appeal at the City Administrator's or City Mayor's Office.	None	Client's discretion	**City Administrator** Attorney Jeronimo U. Manzanero **City Mayor** Hon. Vico Sotto
9		If the case is complex, it will be transmitted to Administrative Hiring Board and Legal Office for investigation and resolution.	None	30 days onwards	**City Administrator** Attorney Jeronimo U. Manzanero **CITY LEGAL OFFICER** ATTY. Josephine L. Bagaoisan

CITIZEN'S CHARTER

UGNAYAN SA PASIG / FREEDOM OF INFORMATION

LUNGSOD NG PASIG
UMAAGOS ANG PAG-ASA

FRONTLINE SERVICES

PAGHILING NG IMPORMASYON

OPISINA O SANGAY:	**UGNAYAN SA PASIG / FREEDOM OF INFORMATION OFFICE**
KLASPIKASYON:	**SIMPLE**
URI NG TRANSAKSYON:	**G2C • GOVERNMENT TO CITIZENS** **G2C • GOVERNMENT TO CITIZENS**
SINO PWEDENG MAG-AVAIL:	**LAHAT NG MAMAMAYAN**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **Kahit anong Valid/Government ID**	Mula sa humihiling o nagtatanong
2. **Nakasulat na request na maaaring isumite sa pamamagitan ng Walk-In, eFOI Portal, Email o Facebook**	Mula sa humihiling o nagtatanong * Kung sakaling ang humihiling na Partido ay walang kakayahang sumulat ng pormal ukol sa kanyang kahilingan dahil sa hindi ito nakakabasa o isa siyang PWD, maaaring magsagawa na lamang ng isang oral request at ang FRO ang siyang magsusulat para sa kanya.

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1	**Isusumite ng kliyente ang request sa FOI Receiving Officer (FOI) at sisiguraduhing ang hinihiniling na impormasyon, ang dahilan ng paghiling ay maayos na nakasaad. Maaaring personal na i-proseso ang hinihiling na impormasyon sa FOI unit o maaaring magpadala ng email/FB message.**	Tatanggapin ng FRO ang request mula sa humihiling at susuriin kung kumpleto ang mga detalyeng kinakailangan mula sa kanila: ● Nakasulat dapat ang request; ● Nakasaad sa request ang pangalan at numero ng telepono kung saan siya pwede matawagan.	Wala	Isang (1) araw	**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos
2		Susuriin ng FRO ang nilalaman ng request at titingnan kung: ● Ang kahilingan ay nauugnay sa higit sa isang tanggapan; ● Ang hinihiling na imporamsyon ay wala sa FOI unit o nasa ibang mga tanggapan; ● Ang hinihiling na impormasyon ay naka-paskel o matatagpuan sa internet; ● Ang hinihiling na imporamsyon ay may hawig o kaparehas sa nakaraang request	Wala	Isang (1) araw	**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos
3		Pagpapadala ng request mula sa FOI Receiving Officer (FRO) papunta sa FOI Decision Maker (FDM) Aabisuhan ng FOR ang FDM tungkol sa hiling. Papadalhan din ang FDM ng kopya ng request.	Wala	1 – 3 araw mula sa petsa ng pagtanggap ng nakasulat na request	**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos **FOI Decision Maker** Winnie Rayos-Dimanlig
4		Pagkatanggap ng FDM ng request mula sa FRO, susuriin ito. Gagawin ng FDM lahat ng kinakailangang gawin upang mahanap at makuha ang hinihiling na impormasyon.	Wala	Simple request: 10 araw mula sa petsa na natanggap ang hiling Komplikado o masalimuot na request: 15 – 30 na araw mula sa petsa na natanggap ang request	**FOI Decision Maker** Winnie Rayos-Dimanlig
5		Pagkakuha ng impormasyong nalikom ng FDM, titipunin ito ng FRO at sisiguraduhing kumpleto ang hinihiling na datos. Ang FRO rin ang siyang magpapadala nito sa taong nagrequest.	Wala		**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos **FOI Decision Maker** Winnie Rayos-Dimanlig
6		Kapag aprubado ang request, aabisuhan ng FDM ang FRO. Ang FRO ang siyang magpapadala ng impormasyon sa humihiling o kaya't sa nararapat na tanggapan na siyang makakasagot o makakapagbigay ng datos. Sisisguraduhin ng FRO na ang lahat ng mga talaan ay nasuri ng maayos para sa mga posibleng iksemsyon, bago ito ipadala sa humihiling. Aabisuhan din ng FRO ang humihiling sa loob ng itinakadang panahon na ang kanyang hiling ay aprubado at ipapaalam kung may kailangan bayaran.	None		
7		Kung ang hinihiling na impormasyon ay nangangailangan ng malawakang pagsasaliksik ng mga tala ng tanggapan, pagsusuri ng maraming talaan, o sa mga kaganapang di inaasahang pangyayari, nararapat na abisuhan ng FDM ang FRO upang magbigay ng dagdag palugit sa takdang petsa ng pagapasa ng dokumento o impormasyong hinihiling.	Wala		**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos
8		If request is denied wholly or partially, the FRO shall notify the requesting party of the denial and the grounds for the denial.	None		**FOI Receiving Officer** Val Tan **Kahalili:** Criselda Paloma Mary Joyce P. Ramos **FOI Decision Maker** Winnie Rayos-Dimanlig

PAG-ULAT NG MGA REKLAMO AT HINAING

OFFICE/DEPARTMENT:	**UGNAYAN SA PASIG / FREEDOM OF INFORMATION OFFICE**
CLASSIFICATION:	**SIMPLE**
TYPE OF TRANSACTION:	**G2C • GOVERNMENT TO CITIZENS** **G2B • GOVERNMENT TO BUSINESS** **G2G • GOVERNMENT TO GOVERNMENT**
WHO MAY AVAIL:	**LAHAT NG MAMAMAYAN**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **Letter of Request / Letter of Complaints**	Mula sa nagrereklamo
2. **Pangalan, address, at contact details ng nagrereklamo.**	Mula sa nagrereklamo
3. **Dokumentasyon/Lawaran ngreklamo kung ang insidente ay nangangailangan ng dokumentasyon upang mapatunayan ang pagiging lehitimo ng reklamo**	Mula sa nagrereklamo

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON
1	**Pagsumite ng reklamo o ng hinaing sa pamamagitan ng Walk In, Phone In, Facebook Messenger o Email.**	Magsasagawa ang Ugnayan Desk Officer ng isang maikling panayam at paunang pagsusuri ng reklamo.	Wala	5 - 10 minuto	**Para sa Walk In & Phone-in Clients:** Mary Joy C. Luna, Mary Kris C. Tatco and Claudine G. Almazan **Kahalili:** Michelle Palsis Racquel Almazan Judy Ann De Asis **Para sa Facebook Messenger** Cristelle Lachica and Mary Joyce Ramos **Kahalili:** Criselda Paloma Val Tan **Para sa Email:** Criselda Paloma **Kahalili:** Val Tan
2		Tatanggapin ng Ugnayan Desk Officer ang nakasulat na reklamo mula sa nagrereklamo o nagsusumbong.	Wala	3 - 5 minuto	**Ugnayan Desk Officers:** Mary Joy C. Luna Mary Kris C. Tatco & Claudine G. Almazan **Kahalili:** Michelle Palsis Racquel Almazan Judy Ann De Asis
3		Kung mula sa Facebook messenger o email, ipiprint ito ng FOI Desk Officer	Wala	3 - 5 minuto	**Para sa Facebook Messenger:** Cristelle Lachica and Mary Joyce Ramos **Kahalili:** Criselda Paloma Val Tan **For Email:** Criselda Paloma **Kahalili:** Val Tan
4		Ipapadala ng Ugnayan Desk Officer ang report sa pinuno ng Ugnayan sa Pasig/FOI Unit para sa kanyang huling pagsusuri at lalagdaan ang complant form.	Wala	3 - 5 minuto	**Ugnayan Desk Officers:** Cristelle Lachica, Criselda Paloma, Mary Joyce Ramos & Val Tan **Kahalili:** Racquel Almazan, Claudine Almazan, Judy Ann De Asis, Mary Joy Luna, Michelle Palsis & Mary Kris Tatco **UGNAYAN / FOI HEAD** Winnie Rayos-Dimanlig
5		Ipapadala ng Ugnayan Desk Officer ang Notice of Complaint sa empleyado o tanggapan na nararapat sumagot sa sumbong o' reklamo at paaalahanan na kailangang sumagot ayon sa itinakdang bilang ng araw.	Wala	2 - 3 araw	**UGNAYAN DESK OFFICERS:** **For Walk-in & Phone-in:** Judy Ann De Asis and Claudine Almazan Mary Joy Luna Michelle Palsis Mary Krisco **For FB/EMAIL/FOI Portal:** Val Tan Criselda Paloma MJ Ramos Cristelle Lachica
6		Sasagutin ng tanggapan o empleyado na inirereklamo ang reklamo sa kanila ayon sa itinakdang bilang ng araw.	None	Simple request: 10 araw mula sa petsa na natanggap ang hiling Komplikado o masalimuot na request: 15 – 30 na araw mula sa petsa na natanggap ang request	
7		Pagkakuha ng sagot mula sa tanggapan o taong nirereklamo, ipapadala na ang sagot sa nagrereklamo sa pamamagitan ng Facebook messenger o email	Wala	1 araw	
8	Maaaring magsampa ng apela ang nagrereklamo kung hindi siya kuntento sa sagot na natanggap.	Kung hindi nasiyahan ang nagrereklamo sa tugon na nakuha mula sa opisina o taong nirereklamo, maaari siyang maghain ng apela sa Office of the City Administraor o Office of the City Mayor.	Wala	Depende sa desisyon ng kliyente	**City Administrator** Attorney Jeronimo U. Manzanero **City Mayor** Hon. Vico Sotto
9		Kung kumplikado ang kaso, ilalapit ito sa Administrative Hearing Boarad at Legal Office para sa pagsisiyasat at resolusyon.	Wala	30 araw pataas	**City Administrator** Attorney Jeronimo U. Manzanero **CITY LEGAL OFFICER** ATTY. Josephine L. Bagaoisan