



10. Request for Technical Support, Assistance and Services (Heavy Equipment and Operator)				
PEO provides technical support, assistance and services to requesting city or municipality within the Province of Bataan. Requesting city or municipality will provide the fuel allocation for the heavy equipment to be utilized.				
Office or Division:	Office of the Provincial Engineer / Monitoring and Support Division and Vehicle and Equipment Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PGB/City/Municipality within the Province of Bataan with approved request letter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy)		PEO - Monitoring and Support Division		
Number of liters of fuel consumption needed within the duration of activity		PEO - Vehicle and Equipment Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Gives one (1) original copy and one (1) receiving copy of request letter for technical support, assistance and services needed - heavy equipment and operator)	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator / Monitoring and Support Division</i>
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 / Monitoring and Support Division</i>
NONE	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 / Monitoring and Support Division</i>
NONE	2.3 Gives the routed request letter to the Provincial Engineer for instruction and/or approval	None	10 Minutes	<i>Administrative Aide IV / Monitoring and Support Division</i>
NONE	2.4 Provides instructions to concerned/assigned division or personnel and/or approval	None	1 Day	<i>Provincial Engineer / Monitoring and Support Division</i>
NONE	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 / Monitoring and Support Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE	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
NONE	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
NONE	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
NONE	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
NONE	2.9 Receives copy/ies of request letter and routing slip with instructions subject for appropriate action/target setting	None	5 Minutes	<i>Engineer II</i> Vehicle and Equipment Management Division
NONE	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
NONE	2.11 Gives instructions to Dispatcher to regarding requested support and assistance needed (heavy equipment and operator)	None	20 Minutes	<i>Engineer III</i> Vehicle and Equipment Management Division
3. Assists in the inspection of area where the heavy equipment and operator will be utilized	3. Coordinates with clients, inspect area where the heavy equipment and operator will be utilized and assess needed fuel consumption needed	None	2 Days	<i>Dispatcher</i> Vehicle and Equipment Management Division
4. Provides fuel consumption and operator needed for the requested support and assistance	4.1. Prepare documentary requirements, submit request and secure FPO of fuel allocation for the requested support and assistance	None	1 Day	<i>Engineer II</i> Vehicle and Equipment Management Division
	4.2. Expedites manpower and equipment needed	None	1 Day	<i>Dispatcher</i> Vehicle and Equipment Management Division



4. Provides fuel consumption and operator needed for the requested support and assistance	4.3. Performs BLOW-BAGETS, secure fuel allocation from client and refuel the equipment to be used	None	1 Hour	<i>Heavy Equipment Operator II or Heavy Equipment Operator I</i> Vehicle and Equipment Management Division
5. Coordinates and give clear information and contact personnel for query purposes	5. Provides support and assistance needed (<i>Note: Re-requesting party will provide necessary expenses during the travel</i>)	None	14 Days, 5 Hours	<i>Heavy Equipment Operator II or Heavy Equipment Operator I</i> Vehicle and Equipment Management Division
6. Gives feedback regarding accomplished requested support and assistance	6. Requests for feedback for every accomplished requested support and assistance	None	15 Minutes	<i>Heavy Equipment Operator II or Heavy Equipment Operator I</i> Vehicle and Equipment Management Division
TOTAL:		None	20 days	