



## 9. Request for Technical Support, Assistance, and Services to PGB Local and National Events

PEO provides technical support, assistance and services to requesting Provincial Government of Bataan department/office, city/municipality and local and national agency/office. Requesting department/agency/office will provide all necessary materials and paraphernalias needed for the scheduled event or activity.

<b>Office or Division:</b>	Office of the Provincial Engineer / Monitoring and Support Division and Maintenance Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	PGB Departments/Offices, City/Municipality within Bataan, Local and/or National agencies/offices/entities with approved request letter)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original and 1 Receiving Copy) Needed materials and paraphernalias for the activity		PEO - Monitoring and Support Division PEO - Maintenance 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 to PGB local and national events	1. Receives original copy and return receiving copy to client	None	10 Minutes	<i>Computer Operator /</i> Monitoring and Support Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING	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>Engineer II</i> Maintenance Division
	2.10 Receives and records assigned request letter with instructions and forward to Maintenance Division Head for checking/evaluation	None	15 Minutes	<i>Engineer II</i> Maintenance Division



	2.11 Assess request if doable or should be targetted and categorize nature of work needed and give instructions to Engineer I and Construction and Maintenance Foreman/Capataz/Man regarding requested support and assistance needed	None	20 Minutes	<i>Engineer III Maintenance Division</i>
3. Assists by providing details needed for the requested support and assistance needed	3. Coordinates with clients about particulars and details of the request and assess materials needed for their requested activity	None	2 days	<i>Engineer II and Construction and Maintenance Foreman/ Capataz/Man Maintenance Division</i>
4. Provides materials and paraphernalias needed for the requested support and assistance needed	4. Expedites manpower needed for support and assistance needed.	None	1 day	<i>Engineer II and Construction and Maintenance Foreman/ Capataz/Man Maintenance Division</i>
5. Coordinates and gives clear information and protocols to be followed before, during and after scheduled date of events/activities	5. Performs support and assistance needed (can be before, during and after scheduled date of events/activities)	None	15 days, 6 hours	<i>Construction and Maintenance Foreman/ Capataz/Man Maintenance Division</i>
6. Gives feedback regarding accomplished requested support and assistance	6. Requests for feedback for every accomplished requested support and assistance	None	15 Minutes	<i>Construction and Maintenance Foreman/ Capataz/Man Maintenance Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b>	