CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE CITY MAYOR

Internal Services

1. INFORMATION TECHNOLOGY (IT) TECHNICAL SUPPORT

To provide a standard procedure for the conduct of corrective maintenance on the City Government of Meycauayan's hardware, software, and other information and communication facilities. This process applies to all Information Technology (IT) maintenance services provided by the IT Unit for the Departments/Offices within the City Government of Meycauayan.

Office or Division:	Office of the City Mayor – Information Technology (IT) Unit
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Departments/Offices in the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Information and Communication Technology (ICT) Service Request Form (1 original)	Office of the City Mayor – Information Technology (IT) Unit, 2nd Floor, City Hall

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the completed Information and Communication Technology (ICT) Service Request Form at the Information Technology (IT) Unit	1.1 Receive and verify the details of the request form. 1.2 Classify the request according to the priority queue (Low or High).	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
2. Wait for system, hardware, or software check-up and initial evaluation	2.1 Record the request in the spreadsheet. 2.2 Conduct hardware/software/system assessment (initial evaluation).	None	30 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
3. Allow the IT support staff to perform the corrective	3.1 Perform the recommended corrective	None	**Simple** 3 hours	Administrative Officer III Office of the City Mayor – IT Unit Or

maintenance procedure	maintenance procedure. 3.2 Test and verify the effectiveness of the applied solution.		**Complex** 3 days **Highly Technical** 7 days	Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
4. Wait for confirmation of service completion	4.1 Log service details and update the service status in the monitoring spreadsheet (Completed, Pending, For Monitoring, For Follow-up, or For Approval).	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
5. Submit client feedback to the Information Technology (IT) Unit	5.1 Receive and record client feedback for documentation and service improvement.	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
	Total	***None***	**Simple** 4 hours **Complex** 3 days and 1 hour **Highly Technical** 7 days and 1 hour	

2. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SPECIFICATIONS RECOMMENDATION

To provide a standardized procedure for requesting, evaluating, and approving Information and Communication Technology (ICT) equipment, software, and services within the City Government of Meycauayan. This process ensures that all Information and Communication Technology (ICT) acquisitions align with the city's technology needs and operational requirements.

Office or Division:	Office of the City Mayor – Information Technology (IT) Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Departments/Offices in the City Government of Meycauayan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Information and Communication Technology (ICT) Equipment Request Form (1 original)	Office of the City Mayor – Information Technology (IT) Unit, 2nd Floor, City Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the ICT Equipment Request Form	1.1 Receive the accomplished ICT Equipment Request Form. 1.2 Review and check the completeness of the submitted form.	None	10 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
2. Submit the completed form for evaluation and recommendation at the Information Technology (IT) Unit	2.1 Evaluate requested ICT equipment based on specifications and operational needs. 2.2 Assess compliance with standard technical requirements.	None	3 hours	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I

				Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
3. Wait for the approved recommendation	3.1 Approve and sign the Information and Communication Technology (ICT) specifications recommendation for endorsement.	None	15 minutes	IT Officer Office of the City Mayor – Information Technology (IT) Unit And Head, Executive Assistant / Personal Staff Division Office of the City Mayor
4. Receive the signed recommendation from the IT Unit	4.1 Release and forward the signed recommendation to the requesting department/office.	None	15 minutes	Administrative Officer III Office of the City Mayor – IT Unit Or Senior Administrative Assistant I Office of the City Mayor – IT Unit Or IT Officer Office of the City Mayor – IT Unit
	Total	***None***	**3 hours and 40 minutes**	