



## **24. INCOMING COMMUNICATION (QUERY / REQUEST OF DOCUMENTS) ISSUES AND CASES RELATIVE TO FIXED ASSETS**

To receive query requests on matters on land cases and other issues related to fixed assets.

<b>Office or Division:</b>	<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Transacting Public, Homeowners' Association, Party of Interest.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter communication or formal request (1 original copy and 2 photocopies)		Client (Transacting Public)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Receiving Staff Records Management and Control Division
2. Wait for action / release of request	2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	2.2. Assigns to section concerned	None	5 minutes	Head, FAMCD
	2.3. Conducts: Ocular inspection Verification / Research Evaluation Dialogue	None	3 days	Section Concerned, FAMCD
	2.4. Encodes the result of inspection/ verification and submit to the Head, FAMCD	None	1 hour	Clerical Staff - Concerned Section
	2.5. Forwards findings to Head of the Office for	None	1 day	Head, FAMCD



	approval or for further instruction			
	2.6. Approves by the Head, CGSD	None	20 minutes	City Govt. Asst. Dept. Head III / City Govt. Dept. Head III
	2.7. Forwards documents to RMCD for releasing	None	5 minutes	Clerical Staff, FAMCD
3. Requesting party Receives finding to Request	3.1. Release of Documents RMCD	None	5 minutes	Releasing Staff RMCD
	<b>TOTAL</b>	<b>None</b>	<b>4 days, 1 hour and 45 minutes</b>	