



18. 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.

Office or Division:	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Transacting Public, Homeowners' Association, Party of Interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter communication or formal request		Client (Transacting Public)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	10 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	1.3. Assigns to section concerned	None	10 minutes	Head, FAMCD
	1.4. Conducts: <ul style="list-style-type: none"> ● Ocular inspection ● Verification / Research ● Evaluation ● Dialogue 	None	6 days <i>(including the coordination process with concerned agencies)</i>	Section Concerned, FAMCD
	1.5. Encodes the result of inspection/	None	35 minutes	Clerical Staff - Concerned Section



	verification and submit to the Head, FAMCD			
	1.6. Reviews findings and forwards to assistant head of the department for approval or for further instruction	None	10 minutes	Head, FAMCD
	1.7. Reviews and initials	None	20 minutes	City Govt. Asst. Dept. Head III
	1.8. Approves by the Head, CGSD	None	20 minutes	City Govt. Dept. Head III
	1.9. Forwards docs. to RMCD for Release	None	5 minutes	Clerical Staff, FAMCD
2. Requesting party Receives finding to Request	2.1. Release of Documents RMCD	None	5 minutes	Clerical Staff, RMCD
	TOTAL	None	6 days, and 2 hours	