



OFFICE OF THE BUILDING ADMINISTRATOR  
OLONGAPO CITY

CITIZEN'S CHARTER  
2023 (3rd Edition)



## **I. MANDATE**

The Office of the Building Administrator is mandated by the office of the City Mayor to supervise, coordinate and administer the maintenance, repair, housekeeping and safety of the City Hall building including ventilation, lighting, plumbing, electrical and other fixtures.

## **II. MISSION**

A positive work environment that makes employees feel good about coming to work and provides the motivation to sustain them throughout the day through well-maintained facilities.

## **III. VISION**

To ensure comfort, convenience, safety and energy conservation through prompt and efficient maintenance of the City Hall Complex.

## **IV. SERVICE PLEDGE**

1. Provide prompt maintenance support to various offices of the LGU;
2. Ensure the proper maintenance of City Hall Building Complex and each office to provide the workplace a better working environment.
3. Promptly solve a wide variety of problems and issues such as repairs and housekeeping.
4. Regularly maintain Generator set and House pump for emergency purposes.
5. Address requests courteously and promptly.



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# **Office of the Building Administrator**

## **Internal Services**



## 1. Air-condition Maintenance (For Cleaning)

The Office of the Building Administrator provides service of cleaning and repairing air-condition to all internal facilities of LGU.

<b>Office/Division:</b>	Office of the Building Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Offices of Olongapo City LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order (1 original)		Office of the Building Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request by phone call, letter of request or filled-out job order form.	1. Receive request by phone call, letter of request or filled-out job order form.	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.2 Verify the job request	None	3 minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.3 Inform the AC Technician to inspect the unit	None	2 Minutes	<i>Administrative Admin Aide III</i> Office of the Building Administrator
	1.4 Inspect the air-conditioner.	None	3 Minutes	<i>Aircon Technician</i> Office of the Building Administrator
	1.5 Clean the air-conditioner	None	3 hour	<i>Aircon Technician</i> Office of the Building Administrator
<b>TOTAL</b>		<b>None</b>	<b>3 hours and 10 mins</b>	



## 2. Air-condition Maintenance (For repair)

The Office of the Building Administrator provides service of cleaning and repairing air-condition to all internal facilities of LGU.

<b>Office/Division:</b>	Office of the Building Administrator			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Offices of Olongapo City LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order (1 original)		Office of the Building Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request by phone call, letter of request or filled-out job order form.	1. Receive request by phone call, letter of request or filled-out job order form.	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.2 Verify the job request	None	3 minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.3 Inform the AC Technician to inspect the unit	None	2 Minutes	<i>Administrative Officer III</i> Office of the Building Administrator
	1.4 Inspect the air-conditioner.	None	3 Minutes	<i>Aircon Technician</i> Office of the Building Administrator
	1.5 Prepare the materials that to be needed.	None	10 Minutes	<i>Aircon Technician</i> Office of the Building Administrator
	1.6 Repair the air-conditioner	None	1 day	<i>Aircon Technician</i> Office of the Building Administrator
<b>TOTAL</b>		<b>None</b>	<b>1 day and 20 mins</b>	



### 3. Carpentry

The Office of the Building Administrator provides minor services for renovation and repairs.

<b>Office/Division:</b>	Office of the Building Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Office of the Olongapo City LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order (1 original)		Office of the Building Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request by phone call, letter of request or filled-out job order form.	1. Receive request by phone call, letter of request or filled-out job order form.	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.2 Verify the job request	None	3 minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.3 Inform the Maintenance Technician for the job request	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.4 Inspect the area and estimate the materials	None	10 Minutes	<i>Maintenance Technician</i> Office of the Building Administrator
	1.5 Conduct the necessary repair	None	1 hour	<i>Maintenance Technician</i> Office of the Building Administrator
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 17 mins</b>	



## 4. Plumbing

The Office of the Building Administrator provides minor services for fixing comfort rooms fixtures, such as lavatory valves and pipes, sewer line and drainages.

<b>Office/Division:</b>	Office of the Building Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Office of Olongapo City LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order (1 original)		Office of the Building Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request by phone call, letter of request or filled-out job order form.	1. Receive request by phone call, letter of request or filled-out job order form.	None	2 Mindutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.2 Verify the job request	None	3 minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.3 Inform the Maintenance Technician for the job request	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.4 Inspect the area and estimate the materials	None	10 Minutes	<i>Maintenance Technician</i> Office of the Building Administrator
	1.5 Conduct the repair.	None	1 hour	<i>Maintenance Technician</i> Office of the Building Administrator
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 17 mins</b>	





## 5. Electrical

Fixing electrical wires and replacing busted Bulbs and LED Lights of various facilities such as, offices, hallways and outside perimeter of Building Complex.

<b>Office/Division:</b>	Office of the Building Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Office of Olongapo City LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Phone Call		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request by phone call, letter of request or filled-out job order form.	1. Receive request by phone call, letter of request or filled-out job order form.	None	1 Minute	<i>Administrative Aide III</i> Office of the Building Administrator
	1.2 Verify the request	None	2 minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.3 Inform the Electrician for work request	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.4 Estimate the tools and materials that to be needed.	None	3 Minutes	<i>Electrician</i> Office of the Building Administrator
	1.5 Conduct electrical work	None	25 Minutes	<i>Electrician</i> Office of the Building Administrator
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	



## 6. Other maintenance work (furniture and fixtures)

The Office of the Building Administrator provides services for minor repair of furniture and fixtures

<b>Office/Division:</b>	Office of the Building Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Office of the Olongapo City LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order (1 original)		Office of the Building Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request by phone call, letter of request or filled-out job order form.	1. Receive request by phone call, letter of request or filled-out job order form.	None	1 Minute	<i>Administrative Aide III</i> Office of the Building Administrator
	1.2 Verify the job request	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.3 Inform the Maintenance Technician for the job request	None	2 Minutes	<i>Administrative Aide III</i> Office of the Building Administrator
	1.4 Prepare the tools and materials to be needed.	None	10 Minutes	<i>Maintenance Technician</i> Office of the Building Administrator
	1.5 Conduct the necessary repair	None	30 Minutes	<i>Maintenance Technician</i> Office of the Building Administrator
<b>TOTAL</b>		<b>None</b>	<b>45 minutes</b>	