



## 15. Request for Minor Vehicle Repair

This service covers the receipt, processing, and completion of requests for minor repairs of service vehicles issued to employees of the Office of the Solicitor General. Minor vehicle repairs refer to maintenance or repair work that does not require extensive downtime or major parts replacement and is necessary to keep vehicles safe, operational, and efficient for official use.

<b>Office or Division:</b>	General Services Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Vehicle Service Request Form (VSRF)</b> - One (1) original copy of the VSRF	<a href="#">OSG Intranet</a> (Under Administrative Service)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished VSRF at the General Services Section, Administrative Division, 6 <sup>th</sup> Floor, Adelantado Wing, OSG Main Building or 6 <sup>th</sup> Floor, Supply Room, Convergys One Building.	1. Receive the VSRF and check completeness of the form.	None	15 minutes	Administrative Aide II (or any designated General Services Section staff)  Immediate Supervisor Responsible for Personnel Designation – Administrative Officer V, General Services Section
2. Wait while the GSS evaluates the request and conducts check-up/diagnostics of the vehicle.  Provide additional information if requested by GSS.	2.1. Conduct check-up/diagnosis of the vehicle subject for repair.  2.2. Evaluate the VSRF together with the vehicle's machine history file and endorse to the Chief	None  None	1 hour  5 minutes	Mechanic  Administrative Officer V, General Services Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Administrative Officer.</p> <p>2.3. Sign and endorse the VSRF to the HRMAS Director for review and approval.</p> <p>2.4. Approve the VSRF and forward it back to the GSS.</p> <p>2.5. Prepare cost estimates and request funding for the materials needed and facilitate canvass and purchase of materials.</p> <p>2.6. Secure the necessary funds from the Petty Cash Custodian, if applicable.</p> <p>2.7. Perform the repair and conduct a road test of the vehicle afterward.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p> <p>1 day</p> <p>1-2 days</p> <p>10 minutes</p> <p>1-2 days</p>	<p>Chief Administrative Officer</p> <p>Director</p> <p>Mechanic</p> <p>Mechanic, Petty Cash Custodian</p> <p>Mechanic</p>
<p>3. Receive the vehicle and report observations, if any.</p>	<p>3. Return the vehicle to the end-user upon completion of repair.</p>	<p>None</p>	<p>30 minutes</p>	<p>Mechanic</p>
<b>TOTAL</b>		<p><b>None</b></p>	<p><b>3-5 days and 135 minutes</b></p>	