



14. Request for Major Vehicle Repair

This service covers the receipt, processing, and completion of requests for major repair or replacement of parts in government vehicles under the Office of the Solicitor General's motor pool. Major vehicle repairs include, but are not limited to, engine overhauls, transmission repairs, brake system replacements, tire replacements, and other significant mechanical or electrical repairs that require specialized attention or external service providers.

Office or Division:	General Services Section (GSS), Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees with assigned service vehicle

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vehicle Service Request Form (VSRF) - One (1) original copy of the VSRF	OSG Intranet (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 th Floor, Adelantado Wing, OSG Main Building or 6 th Supply Room, Convergys One Building	1. Receive the VSRF and check completeness of the form.	None	5 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	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 the same to the	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
requested by GSS.	<p>Chief 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. Conduct canvass of parts and services required and secure eligibility requirements from prospective suppliers.</p> <p>2.6. Prepare Abstract of Canvass and Purchase Request (PR).</p> <p>2.7. Review quotations, supplier requirements, Abstract of Canvass, and PR, then forward to the Procurement Section if it is in order.</p> <p>2.8. Evaluate PR and proceed with procurement under the appropriate Alternative Mode:</p>	<p>None</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>5 days</p> <p>30 minutes</p> <p>30 minutes</p> <p>60 days (depending on the mode of procurement)</p>	<p>Chief Administrative Officer</p> <p>Director</p> <p>Administrative Aide II (or any designated General Services Section staff)</p> <p>Administrative Aide II</p> <p>Administrative Officer V, General Services Section</p> <p>Administrative Officer V, Procurement Section</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring the vehicle to the office or to the service center as the case maybe.	Small Value Procurement or Direct Contracting. 2.9. Deliver the vehicle to the service center once the Purchase Order (PO) has been issued and the service schedule has been confirmed and pick up the vehicle once the repair has been completed.	None	1-14 days (Depending on the nature of repair)	Process Server (or any designated driver) Immediate Supervisor Responsible for Personnel Designation – Administrative Officer V, General Services Section
3. Receive the vehicle and report observations, if any.	3. Return the vehicle to the end-user upon completion of repair.	None	35 minutes	Process Server, Administrative Aide (or designated driver)
TOTAL		None	67-80 working days and 180 minutes	