



UBSP – Reach up

URBAN BASIC SERVICES PROGRAMME (UBSP)
REACH-UP
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



I. Mandate

Section 2 of Administrative Order No. IV series of 1989 mandates active and continuous participation in trisectoral dialogues and activities involving government, NGO's, and urban poor organizations. The UBSP aims to uplift the quality of life of the urban poor families, especially women and children, in the marginalized communities of Olongapo City by organizing urban poor communities, coordinating various services and activities for the urban poor, promoting advocacy initiatives, advancing social mobilization, and conducting capacity development.

II. Vision

The Urban Basic Services Programme (UBSP) Reach-up Office envision a society where the urban poor are empowered, economically productive, actively participating in the poverty reduction, health programs and sustainable development of communities in the City of Olongapo.

III. Mission

The Urban Basic Services Programme (UBSP) Reach-up Office shall improve and strengthen the coordination & collaboration between government & communities for speedy, systematic and effective delivery of basic services that can uplift the quality of life of the urban poor families, especially the women and children in the marginalized communities in the city.

IV. Service Pledge

We commit to:

1. To organize communities and harness their capabilities in managing their own development program;
2. Interlink city government to urban poor communities for support and active participation;
3. Provide efficient service and prompt, appropriate response to inquiries;
4. Upholds the virtue of honesty and integrity at all times and employ transparency in the performance of our functions; and,
5. Promote the legitimate interest of the urban poor through advocacy and coordination with concerned bodies.



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UBSP Reach-Up

External Services



A. Receiving of Correspondence

The Urban Basic Services Programme (UBSP) Reach-Up Office receives any written or digital communication which may come in the form of letters, memoranda, emails, postal mail, and other documents submitted by clients. All correspondences are received, recorded and acted upon properly.

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| Office/Division: | Urban Basic Services Programme (UBSP) Reach-Up Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Correspondence (1 original, 1 photocopy) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the Correspondence to Receiving Desk | 1. Receive the Correspondence | None | 3 Minutes | <i>Administrative Aide IV</i> UBSP Reach-Up Office |
| | 1.1 Review and evaluate the Correspondence and recommend course of action | None | 5 Minutes | <i>Administrative Assistant I</i> UBSP Reach-Up Office |
| | 1.2 Bring the Correspondence to the desk of the Officer-In- | None | 5 Minutes | <i>Administrative Assistant I</i> UBSP Reach-Up |

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| | Charge for comment and action | | | Office |
| | 1.3 Inform all concern staff/s regarding document and post it on bulletin board | None | 5 Minutes | <i>Administrative Assistant I</i> UBSP Reach-Up Office |
| TOTAL | | None | 18 Minutes | |



B. Community Organizing

The Urban Basic Services Programme (UBSP) Reach-Up Office organize communities and harness their capabilities in managing their own development program.

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| Office/Division: | Urban Basic Services Programme (UBSP) Reach-Up Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Urban Poor citizens of Olongapo City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Intent (1 original) | | Urban poor Client/citizen | | |
| Membership Form (1 original) | | UBSP Reach-up | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the letter of intent to organize them to Receiving Desk | 1. Receive the Correspondence | None | 5 Minutes | <i>Administrative Aide IV</i> UBSP Reach-Up Office |
| | 1.1 Review and evaluate the Correspondence and recommend course of action | None | 5 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 1.2 Bring the Correspondence to the desk of | None | 5 Minutes | <i>Administrative Assistant, Administrative</i> |

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| | the Officer-In-Charge for comment and action | | | <i>Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| 2. Receives information from Community Organizer regarding schedule of ocular survey and meeting | 2. Coordinate contact person/leader for ocular survey & schedule meeting | None | 30 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 2.1. Ocular survey the area/ community | None | 30 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 2.2. Bring the survey report to the desk of the Officer-In-Charge for comment, action and approval | None | 5 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 2.3. Review and | None | 10 Minutes | <i>Officer-In-Charge</i> |

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| | approve survey report | | | UBSP Reach-Up Office |
| 3. Accomplish attendance form & membership form | 3. Conduct Initial Meeting to community/area to organize | None | 2 hours | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 3.1. Review and approved membership form/s | None | 5 minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 3.2. Planning of schedule for election meeting | None | 30 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| 4. Accomplish attendance form for election meeting | 4. Conduct election meeting | None | 3 hours | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community</i> |

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| | | | | <i>Organizer</i> UBSP Reach-Up Office |
| | 4.1. Prepare and submit to desk of the Officer-In-Charge the result of election meeting | None | 5 minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 4.2. Conduct monitoring and evaluation of organized community | None | 30 minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 4.3. Conduct community meeting if necessary | None | 2 hours | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 4.4. Conduct leadership/skills trainings and seminars to leaders | None | 16 hours | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/</i> |

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| | | | | <i>Community Organizer</i> UBSP Reach-Up Office |
| TOTAL | | None | 1 day, 1 hour and 25 mins. | |



C. Processing of Masterlist of students from indigent families as beneficiaries of Educational School Supplies

Masterlist of identified student beneficiaries from indigent families for the provision of school supplies were submitted by Community leaders to UBSP Reach-Up Office, the distribution of school supplies were given before or during school days of students.

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| Office/Division: | Urban Basic Services Programme (UBSP) Reach-Up Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Urban Poor citizens of Olongapo City | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Masterlist of identified students from indigent families (1 original) | | Urban poor Client/citizen UBSP Reach-up | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Receive blank form of master list | 1. Issue community leaders blank form of master list | None | 5 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| 2. Submit accomplished masterlist form of student beneficiaries | 2.1 Receive the accomplished masterlist form of student | None | 5 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative</i> |

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| from indigent families signed by the community leaders | beneficiaries from indigent families signed by the community leaders | | | <i>Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 3. Review and evaluate the accomplished masterlist form of student beneficiaries | None | 5 Minutes | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 4. Encode the submitted master lists of student beneficiaries of school supplies | None | 20 mins. Per masterlist | <i>Administrative Aide IV and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| | 5. Print the submitted master lists of student beneficiaries of school supplies | None | 10 mins. Per masterlist | <i>Administrative Aide IV and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| 6. Received the printed copy of masterlist of student beneficiaries for school supplies | 6. Issue the printed copy of masterlist of student beneficiaries for school supplies | None | 5 Minutes | <i>Administrative Aide IV and Administrative Assistant I/ Community Organizer</i> |

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| | | | | UBSP Reach-Up Office |
| 7. Community leaders received the scheduled distribution of school supplies, they inform student beneficiaries of school supplies the schedule of distribution of school supplies | 7. Inform the community leaders for the scheduled date, time and venue of distribution of school supplies to beneficiaries | None | 10 mins. | <i>Administrative Assistant, Administrative Aide V and Administrative Assistant I/ Community Organizer</i> UBSP Reach-Up Office |
| 8. Received by the beneficiaries the school supplies | 8. Distribution of school supplies | None | 1 day | <i>City Mayor and personnel of</i> UBSP Reach-Up Office |
| TOTAL | | None | 1 day and 1 hour | |



D. Pay parking

The Urban Basic Services Programme (UBSP) Reach-Up Office supervised the collection of parking fees along Gordon Avenue (from 6th St. to 10th st.) and 6th St. New Asinan and remit to City Treasury Office.

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| Office/Division: | Urban Basic Services Programme (UBSP) Reach-Up Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All citizens with vehicle | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Parking ticket | | UBSP Reach-up | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Park vehicle in parking slot at Gordon Avenue (from 6 th st. – 10 th St.) & 6 th St. New Asinan | 1. Assist the driver to park the vehicle in parking slot | None | 5 Minutes | <i>Parking attendant</i> UBSP Reach-Up Office |
| | 1.1 Give the parking ticket to driver/owner of vehicle | Php20.00 / slot | 1 Minute | <i>Parking attendant</i> UBSP Reach-Up Office |
| | 1.2 Assist the driver in leaving the parking slot after allotted time | None | 5 Minutes | <i>Parking attendant</i> UBSP Reach-Up Office |
| TOTAL | | Php20.00 | 11 Minutes | |



UBSP - Reach up

FEEDBACK AND COMPLAINTS MECHANISM

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| <p>How to send a feedback?</p> | <p>Fill out the client feedback form and drop it at the designated drop box at the Front Desk of the Urban Basic Services Programme (UBSP) Reach-Up Office. Clients may also write a feedback letter and submit it to the Receiving Desk of the Urban Basic Services Programme (UBSP) Reach-Up Office</p> <p>Contact Info: 0998-582-0083</p> <p>ubspreachup@gmail.com</p> |
| <p>How feedbacks are processed?</p> | <p>The Administrative Assistant I opens the drop box daily and compiles and records all feedback forms submitted.</p> <p>Submit Client Feedback report to City Administrator's Office every 15th day of the month.</p> <p>Feedback letters submitted to the Receiving Desk undergoes the process mentioned under Administrative Support - External Services: 1. Complaint and Conflict</p> <p>Feedback requiring answers are forwarded to the concerned individuals/offices and they are required to answer within three (3) days of the receipt of the feedback.</p> |

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| | <p>The answer is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>Contact Info: 0998-582-0083 ubspreachup@gmail.com</p> |
| <p>How to file a complaint?</p> | <p>Fill out the Complaint Form and drop it at the designated drop box at the Front Desk of the Urban Basic Services Programme (UBSP) Reach-Up office.</p> <p>Clients may also write a complaint letter and submit it to the Receiving Desk of the Urban Basic Services Programme (UBSP) Reach-Up office.</p> <p>Complaints can also be filed via email at ubspreachup@gmail.com Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident (details of what transpired) - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: Contact Info: 0998-582-0083 ubspreachup@gmail.com</p> |
| <p>How complaints are processed?</p> | <p>The Administrative Assistant I opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Compliant letters submitted to the</p> |

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| | <p>Receiving Desk undergoes the process mentioned under Administrative Support - External Services: 1. Complaint and Conflict</p> <p>Upon evaluation, concern staff shall start the investigation and forward the complaint to the desk of Officer-In-Charge for comments and actions.</p> <p>The Officer-In-Charge will review and evaluate the subject of complaint for appropriate action.</p> <p>The Administrative Aide IV will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact mobile number: 0998-582-0083 and email us at ubspreachup@gmail.com</p> |
| <p>Contact Information of ARTA, PCC, CCB</p> | <p>ARTA: complaints@arta.gov.ph</p> <p>1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> |