

# MALACANANG RECORDS OFFICE (MRO)

# CITIZEN'S CHARTER

## VISION AND MANDATE:

The Malacañang Records Office (MRO) envisions a service and result-oriented office through effective records management system that provides accurate, reliable, complete and timely information to government officials necessary for decision making and to the public in general.

FRONTLINE SERVICES	PROCEDURES	DIVISION RESPONSIBLE	TIME NEEDED TO COMPLETE THE PROCEDURE	AMOUNT OF FEES	REQUIRED DOCUMENT	PROCEDURES FOR FILING COMPLAINT
<b>INTEGRATED RECORDS MANAGEMENT SUPPORT SERVICE</b> a. MRO receives all incoming mail and correspondences (accountable and non-accountable, closed mail or via private delivery service) addressed to the President & other OP Officials and monitor the flow of communication from time of receipt up to their dispatch	1. Receive incoming document, check completeness of document if with attachments and barcode and/or stamp "received".  2. Advise clients to follow-up their request using OP trunk line 784-4286 loc. 4151.  3. Issue Certificate of Appearance (MRO Form 2) if requested, upon presentation of required document.	<b>IOCD</b> (Incoming & Outgoing Communications Division)	3 to 5 minutes	none	Cite the barcode number of the document  Travel Order or other related document and valid government ID	For complaints, comments and suggestions Please feel free to fill-up the MRO Feed Back Form (MRO Form 3) and drop at our designated feedback (comment and suggestion) box located at our Public Assistance and Complaint Desk (PACD) near the MRO receiving window
	b. MRO releases all outgoing communications addressed to concern government agencies/ individual		Release outgoing communications/document to authorized clients only.			
<b>DOCUMENTARY, INFORMATION AND REFERENCE SERVICE</b> MRO provides the documentary, information and reference service to the general public relative to the documents (e.g. presidential issuances, etc.) in its custody subject to existing office policies.	1. Receive letter request or filled-up MRO Form 1 2. Search and retrieve requested document 3. Photocopy and process documents 4. Issue Job-Order Slip for fees 5. Payment of necessary fees by client 6. Release of documents after presentation of receipts.	<b>FMRD</b> (File Maintenance & Retrieval Division)	3 minutes  15 to 30 minutes  <b>Note:</b> Time needed to complete the procedure vary depending on type, volume and date of requested documents	<b>Reproduction</b> - P5.00 per page <b>Certified copy/ Certification</b> - P40.00 per document (per MO No. 199, s. 1994)	Letter request or filled-up MRO form No. 1 and valid ID	



# **MRO's CITIZENS CHARTER**

# MALACAÑANG RECORDS OFFICE (MRO)

- is one of the primary units in the Office of the President created Memorandum Order No. 1, s. 1958, headed by Director IV.
- It is the central repository of all records in the Office of the President (OP).
- It is one of the offices under the administrative supervision of the Deputy Executive Secretary for Finance and Administration

# MANDATES AND FUNCTIONS

- Receive, record and screen all incoming correspondence, telegrams, documents & papers, and route to concern action offices
- Dispatch outgoing correspondence and telegrams
- Maintain and control vital documents and essential records to support the functions of the OP in its day to day activities
- Monitor the flow of communications from their time of receipt up to their dispatch;
- Service the documentary, information and reference requirements of top management and action officer of OP, and the reference and research needs of other government agencies and the general public;

# MANDATES AND FUNCTIONS

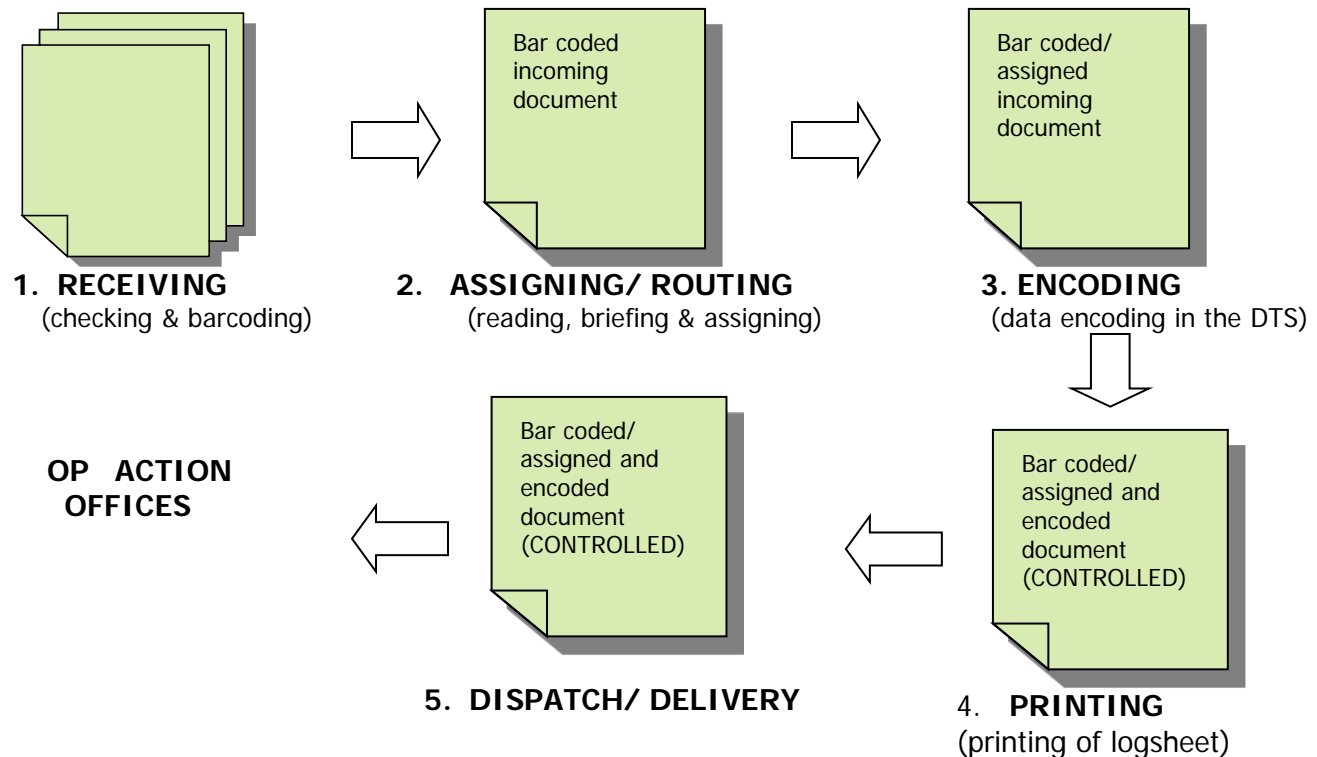
## (continuation)

- Ensure the proper storage, maintenance, protection and preservation of vital and presidential documents, and the prompt disposal of obsolete and valueless records;
- Effect the prompt publication/dissemination of laws, presidential issuances and classified documents
- Provide computerized integrated records management support services for easy reference and retrieval of data and information
- Represent the OP and OP officials in response to Subpoena Duces Tecum and Testificandum served by courts and other investigating bodies

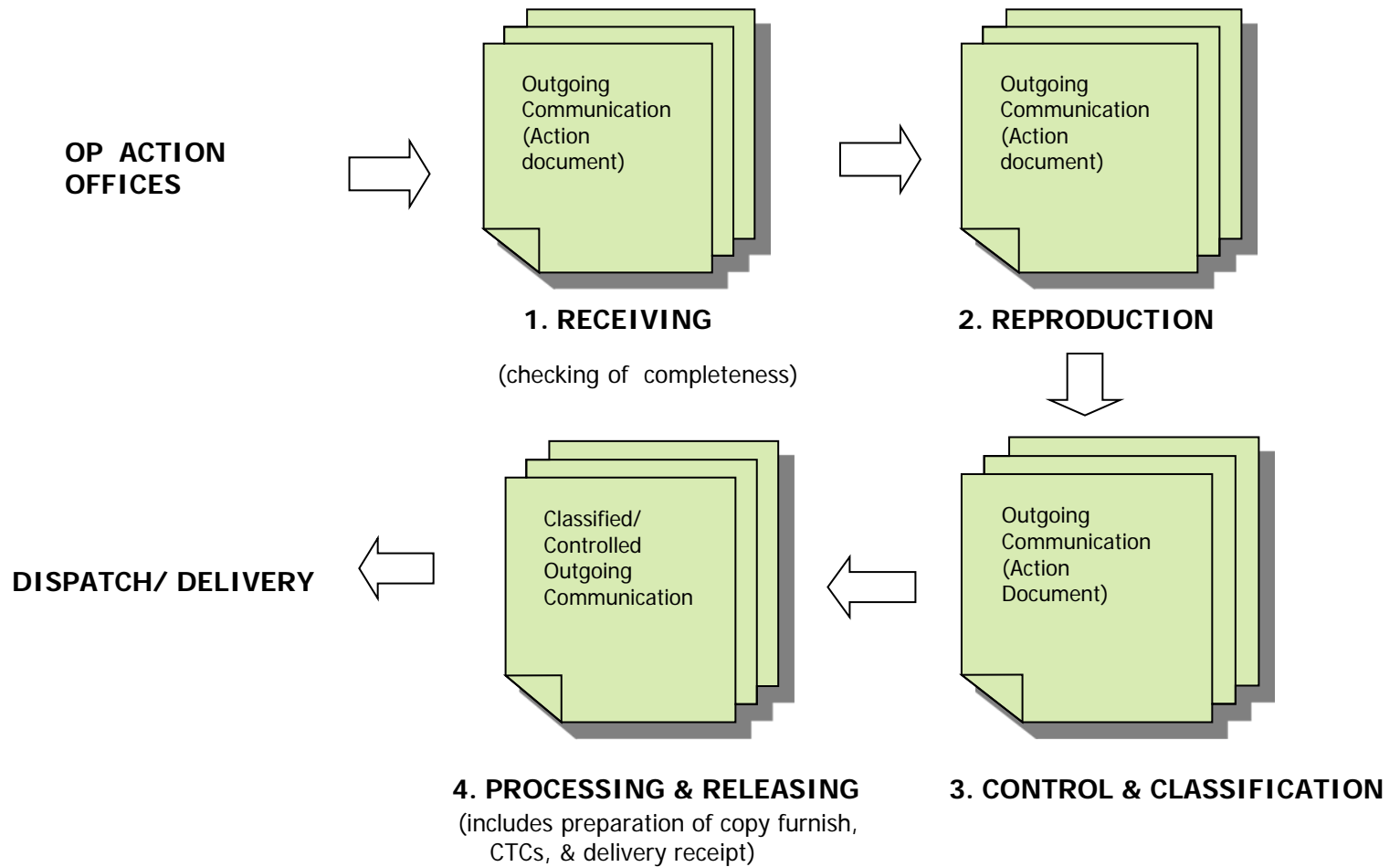
# INTEGRATED RECORDS MANAGEMENT SUPPORT SERVICE

- MRO provides an integrated records management support service using the computerized system called OP – DTS (Document Tracking System) from receipt to dispatch of communication.

## A. FLOW OF INCOMING COMMUNICATIONS PROCESS

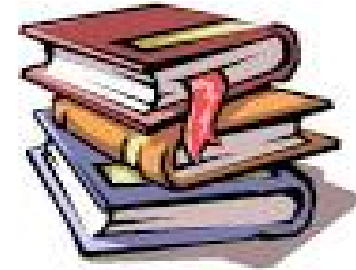
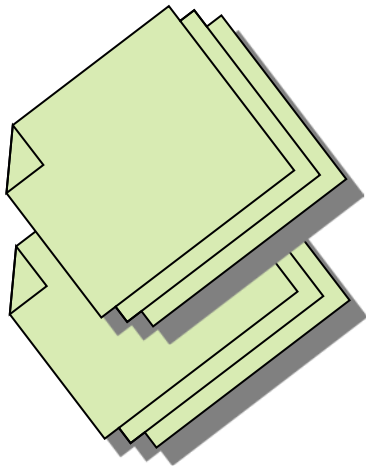


## B. FLOW OF OUTGOING COMMUNICATIONS PROCESS



# DOCUMENTARY, INFORMATION AND REFERENCE SERVICES

- MRO provides the documentary, information and reference need of OP officials, other government offices and the general public.





# LIST OF RECORD HOLDINGS OF MRO

Presidential Directives (1966 – present)

Presidential Issuances (1944 – present)

Administrative Order	Memorandum Circular
Executive Order	Memorandum Order
General Order	Presidential Decrees
Letter of Implementation	Proclamation
Letter of Instruction	

Acts, Republic Acts and Batas Pambansa

OP Decisions, Orders, Resolution issued relative to appealed cases in OP

Executive Clemencies (Absolute Pardon, Conditional Pardon, Order of Commutation, Reprieves)

Presidential Appointees File (appointment papers, travel, resignation, etc.)

Presidential Action Papers (special authority, special patent, etc.)

Statement of Assets, Liabilities and Net Worth of Presidential Appointees

201 File of OP Personnel

General Records (indorsement, letter, memorandum, etc. emanating from OP)

**Note: Availability of document is subject to the existing office policies.**



**Malacañang Records Office**

**REQUEST FORM**

\_\_\_\_\_ Date

Name : \_\_\_\_\_

Office/Dept. : \_\_\_\_\_

Type of document requested:

Issuances \_\_\_\_\_

OP Case(s) \_\_\_\_\_

Other matters \_\_\_\_\_

certified copy

copy only

Purpose : \_\_\_\_\_

# MRO Form 2

Office of the President  
of the Philippines  
Malacañang

MALACAÑANG RECORDS OFFICE

## CERTIFICATE OF APPEARANCE

This is to certify that Mr./Ms. \_\_\_\_\_,  
\_\_\_\_\_ (Position/Designation), of \_\_\_\_\_ (Office) \_\_\_\_\_,  
personally appeared in this Office today with travel order issued by the \_\_\_\_\_,  
to:

- submit documents requesting \_\_\_\_\_ assistance.
- follow-up request

This certification is being issued for whatever legal purpose it may serve.

Given this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

**MARIANITO M. DIMAANDAL**  
Director IV

Doc. Barcode No. \_\_\_\_\_

# MRO Form 3

## MRO FEEDBACK FORM (Pananaw-Puna)

**Please let us know how we have served you. Kindly use this form for**  
(Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Mangyaring gamitin ito para sa  
**suggestion, complaint, or compliment. Simply check the corresponding box.**  
(mungkahi, reklamo, o papuri. Manyaring i-tsek lamang ang kahong naaayon.)

- suggestion**                       **complaint**                       **compliment**  
(Mungkahi)                                      (Reklamo)                                      (O papuri)

**Person(s)/Unit/Office concerned or involved:**  
(Mga tao/pangkat/tanggapan na may kinalaman sa mungkahi, reklamo, o papuri)

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**Facts or details surrounding the incident:**  
(Kaganapan o detalyeng bumabalot sa pangyayari)

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**Desired action from our office:**  
(Nais na aksiyon mula sa aming tanggapan)

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**Name [optional]:**  
(Pangalan) \_\_\_\_\_

**Office/Agency:**  
(Tanggapan/Ahensiya) \_\_\_\_\_

**Address:**  
(Tirahan) \_\_\_\_\_

**Contact Number(s) or Email (if any):** \_\_\_\_\_  
(Telepono)

**Signature:**

**Date:**



## **MRO FEEDBACK BOX**

### **For our Visitors and Clients:**

Your comments and suggestions regarding the services availed at the MRO are important to us in order to improve our work and services. Please feel free to fill-up the MRO Feedback Form (MRO Form 3) and may be dropped at our designated feedback (comment and suggestion) box located at our Public Assistance and Complaint Desk (PACD) near MRO receiving window/counter.

Rest assured that your comments and suggestions will be studied and addressed accordingly and we will make a necessary/ appropriate action.

Thank you for your continued support and cooperation.

**The Director**