



CITY GENERAL SERVICES OFFICE



EXTERNAL SERVICES

1. Garbage Collection & Grass Cutting

Service Description: A service extended to requesting parties for collection of uncollected garbage and cutting grass.

Office or Division:	City General Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C– Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter / Phone call / Personal appearance				
2. Valid IDs of Clients				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 304-2894 or visit the Office of the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the City Hall Building and problem request.	1. Desks adversary the client to proceed to GSO	No fees/ charges	1 hr. for the entire process	<i>Garbage Collectors Grass Cutter</i>
2. Inform duty officer of the request on problem.	1. GSO Personnel In-charge shall schedule and dispatch garbage vehicle for collection of the garbage and subsequently inform the person requesting the time of collection			



2. Hanging of Streamer

Service Description: Services that are extended to requesting parties who intend to hang streamers in places a long public through

Office or Division:	City General Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C– Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter/ Phone call				
2. Valid IDs of Clients				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request letter	1. Ask the requesting party for payment from the City Treasurer's Office for permit to hang streamer. 1.1. Administrative head shall schedule and dispatch personnel to hang streamer to the location identified by the requesting party.	Php 25.00 - Php50.00 per square foot (paid @ CTO)	1 hr. for the entire process	<i>Utility Personnel</i>



INTERNAL SERVICES

1. Procurement of Supplies and Equipment below Php160,000.00

Service Description: Services provided to different department/offices requesting for procurement of supplies, equipment's or materials

Office or Division:	City General Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C– Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		Per department concerned		
2. Voucher		GSO		
3. Check		Treasury		
4. Purchase Order		GSO		
5. Inspection/Acceptance				
6. Delivery Receipt ARE if necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department concerned to prepare Purchase Request duly approved by Local Chief Executive or City Administrator and documentary requirement.	1. Procurement head shall send personnel to bring Purchase Request to the Department of Budget and Management (DBM) for price quotations.	None	15 minutes	<i>Records Officer</i>
2. Acceptance of the items	1. GSO shall prepare voucher for payment if all goods to be procured are available at DBM. 1.1. Acceptance of supplies and equipment procured after payment.		5 minutes 2 hours for the process	<i>Records Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acceptance of the Items .	1.2. Supplies and equipment not available at DBM will be done through shopping/ canvass	No fees/ charges	2 days	<i>Storekeeper</i>
	1.3. GSO shall prepare purchase order ready for purchasing from private stores.		5 minutes	<i>Storekeeper</i>
	1.4. After the items are available/ purchased, inspection shall be done by representatives from COA, GSO and the requesting department.		15 minutes	<i>Personnel In-charge and Department concerned</i>
	1.5. After which, Acknowledgement Receipt for Equipment (ARE) or Inspection Custodian Slip (ICS) will be prepared.		5 minutes	<i>Admin Staff</i>
	1.6. After acceptance of the items/supplies by the requesting department, GSO shall prepare/ process voucher for payment.		2 days	<i>Admin Staff</i>



2. Renovation of Government Facilities/Buildings

Service Description: It involve renovation of government facilities providing as request by concern departments/offices.

Office or Division:	City General Services Office			
Classification:	Highly Technical Application			
Type of Transaction:	G2C– Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter				
2. Inspection Report				
3. Coast Estimates				
4. Purchase Request				
5. Purchase Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from the department/office concerned for renovation 2. Department concerned will verify from Budget Office for the availability of funds. 3. Personnel In-charge shall start with the renovation.	1. Head of maintenance will inspect facility for estimates/costing of materials. 2. Upon confirmation of budget availability, the maintenance head will assign personnel for the purchase of needed materials.	None	20 minutes 1 hour depending on the simplicity or complexity of the renovation	<i>Storekeeper, Carpenter, painter</i>
4. Department/Office concerned accepts completion	1. Upon completion the project shall be turned over to the end-user.	None		



3. Repair of Government Facilities (Building)

Service Description: This services involve the repair of government facilities and buildings of the city government as of request by department office concerned.

Office or Division:	City General Services Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter if necessary				
2. Purchase Request				
3. Purchase Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request from the department concerned for repair together with other documentary requirement	1. Upon confirmation of funding availability, maintenance head will request for the purchase of needed materials for repair.	None	2 minutes	<i>Storekeeper, Carpenter, painter</i>
2. Verify to Budget Office for the availability of funds	1. Personnel-in-charge shall start with the repair	None	1 hour	
3. Department/ Office concerned accepts completion of the repair	1. Personnel-in-charge turn over the completed repair to department/ office concerned.	None	30 minutes	



4. Procurement of Supplies and Equipment below Php160,000.00

Service Description: Services provided to different department/offices requesting for procurement of supplies, equipment's or materials

Office or Division:	City General Services Office			
Classification :	Complex			
Type of Transaction:	G2C– Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department / Office concerned to attend bidding proceeding	GSO shall conduct small value procurement/ bidding thru BAC * Upon confirmation of funding availability, maintenance head will request for the purchase of needed materials for repair. * Personnel-in-charge shall start with the repair	None		<i>BAC</i>
	1. GSO shall prepare voucher for payment if all goods to be procured are available at DBM. 1.1. Acceptance of supplies and equipment procured after payment. 1.2. Supplies and equipment not available at DBM will be done through shopping/ canvass		5 minutes 2 hours for the process 2 days	<i>Josah Langcay</i> <i>Benjamin Mallillin</i> <i>Michael Callueng</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3. GSO shall prepare purchase order ready for purchasing from private stores.</p> <p>1.4. After the items are available/ purchased, inspection shall be done by representatives from COA, GSO and the requesting department.</p> <p>1.5. After which, Acknowledgement Receipt for Equipment (ARE) or Inspection Custodian Slip (ICS) will be prepared.</p> <p>1.6. After acceptance of the items/supplies by the requesting department, GSO shall prepare/ process voucher for payment.</p>	None	<p>5 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>2 days</p>	<p><i>Flordeliz Bucayu</i></p> <p><i>Personnel-In-charge and Department concerned</i></p> <p><i>Judeline Macababbad</i></p> <p><i>Perpetua Oñate</i> <i>Flordeliz Bucayu</i> <i>Josah Langcay</i></p>



5. Personnel Welfare

Service Description: Response to any call or request from any employee of the city government for basic health services such as blood pressure monitoring, first aid and health teachings.

Office or Division:	City General Services Office			
Classification:	SIMPLE			
Type of Transaction:	G2G– Government to Government			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Any employee may request daily monitoring of blood pressure, providing health teachings and giving first aid treatment	1. Dissipate personnel concerned for the activities. Take blood measure provide health advisory and first aid treatment.	None	2 minutes	<i>Joanna Paola Tumanguil</i> <i>Anilyn C. Mandanas</i>