

**Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG**

CITY GENERAL SERVICES OFFICE

LIST OF FRONTLINE SERVICES

1. REQUESTING PROCUREMENT OF SUPPLIES, MATERIALS AND EQUIPMENT FOR THE CITY AND PROCESSING OF PAYMENT
2. REQUESTING PRICE QUOTATION TO DIFFERENT SUPPLIERS
3. REQUESTING FOR INSPECTION AND DELIVERY OF SUPPLIES, MATERIALS AND EQUIPMENTS AND PROCESSING OF PAYMENT
4. ISSUING TRIP TICKETS
5. REQUESTING FOR THE USAGE OF KAMAYO HALL
6. REQUESTING RECORDS OF PROPERTY, PLANT AND EQUIPMENT (PPE)
7. RETURNING WASTE MATERIALS

VISION STATEMENT

Optimum Utilization of budgetary allocation of goods and services.

MISSION STATEMENT

Delivery of goods in suitable time at economic cost and provision of systematic documents tracking and property inventory system.

PERFORMANCE PLEDGE

We, the Personnel of the City General Services Office pledge to carry out measures to ensure the delivery of basic services in providing technical support in the provision of supplies, materials and equipments; to take custody of all properties owned by the city; to collate and disseminate information regarding prices and other costs of supplies other items commonly used by the city and to be in the frontline services in related activities particularly in the aftermath of man-made and natural disasters and calamities.

CITIZEN'S CHARTER

**CITY GENERAL SERVICES OFFICE
(ORDERING SECTION)**

TYPE OF FRONTLINE SERVICE : **REQUESTING PROCUREMENT OF SUPPLIES, MATERIALS AND EQUIPMENT FOR THE CITY AND PROCESSING OF PAYMENT**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
8:00 AM – 5:00 PM,
NO NOON BREAK

WHO MAY AVAIL OF THE SERVICES? : REQUISITIONERS AND SUPPLIERS

DURATION OF TRANSACTION : 3 HOURS AND 25 MINUTES

WHAT ARE THE REQUIREMENTS? : ORIGINAL COPY OF THE FOLLOWING DOCUMENTS:
1. APPROVED PURCHASE REQUEST/S
2. ALLOTMENT OF OBLIGATIONS (ALOB)
3. BIDDING AND AWARDS COMMITTEE ENDORSEMENT, REQUEST FOR QUOTATION (RFQ) AND ABSTRACT OF CANVASS
4. PURCHASE ORDERS
5. DELIVERY RECEIPTS/PROOF OF PURCHASE
6. INSPECTION AND ACCEPTANCE
7. REQUEST AND ISSUE SLIP (RIS)/
ACKNOWLEDGEMENT RECEIPT OF EQUIPMENT (ARE)/
INVENTORY CUSTODIAN SLIP(ICS)
8. ROUTE SLIP

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits PR with corresponding supporting documents	Receives, assigns control number, records and provides file for PR with corresponding approved ObR, POW/Training Design, Pre-repair report	None	None	2 mins.	Miriam C. Jabagat Admin. Officer III Junifer G. Bose JO Clerk
2		Reviews, evaluates, classifies items reflected in the Purchase Request (PR)	None	None	15 mins.	Miriam C. Jabagat Admin. Officer III
3		Prepares list of PR for BIDS AND AWARDS COMMITTEE (BAC) endorsement and other alternative mode of procurement	None	None	15 mins.	Miriam C. Jabagat Admin. Officer III
4		Prepares Request for Quotation (RFQ) with assigned suppliers	None	None	30 mins.	Gina B. De Dios Admin. Aide III Junifer G. Bose Jaime A. Rufin Michelle B. Perez JO Clerks
5		Reviews and controls of RFQ for approval of BAC Chairman	None	None	20 mins.	Miriam C. Jabagat Admin. Officer III Adora L. Roncales Admin. Aide III Jun M. Jusayan JO Clerk
6		Indorses RFQ and other supporting documents to Supply Management Section	None	None	15 mins	Gina B. De Dios Admin. Aide III Adora L. Roncales Admin. Aide III Jun M. Jusayan JO Clerk
7		Distribution of RFQ to the different suppliers and retrieval of RFQ with quotations	None	None	WAITING TIME	SUPPLY MANAGEMENT SECTION: Rufina P. Ata Admin. Officer III Primitivo R. Tabique, Jr. Admin. Aide III Glen H. Ramos JO Clerk

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
8		Receives RFQ with quotation and prepare Abstract of Canvass	None	None	30 mins.	Gina B. De Dios Admin. Aide III Adora L. Roncales Admin. Aide III
9		Prepares Notice of Award	None	None	20 mins.	Miriam C. Jabagat Admin. Officer III
10		Prepare and assign control numbers on Purchase Order (PO) with corresponding documents	None	None	15 mins.	Gina B. De Dios Admin. Aide III Adora L. Roncales Admin. Aide III Jun M. Jusayan JO Clerk
11		Prepares disbursement voucher, inspection report and RIS, Summary of PO's per PR	None	None	20 mins.	Junifer G. Bose Jaime A. Rufin Michelle B. Perez Orville Ian C. Maghinay JO Clerks
12		Reviews and Controls Purchase Order Issued	None	None	15 mins.	Miriam C. Jabagat Administrative Officer III Adora L. Roncales Administrative Aide III Jun M. Jusayan JO Clerk
13		Submits PO's to City accounting office for signature	None	None	5 mins	Gina B. De Dios Admin. Aide III Adora L. Roncales Admin. Aide III Jun M. Jusayan JO Clerk
14		Receives, reviews and signs PO	None	None	WAITING TIME	Raquel L. Bautista City Accountant Mary Grace R. Dormendo Asst. City Accountant
15		Receives, reviews and approves PO	None	None	WAITING TIME	Librado C. Navarro City Mayor
16		Indorses approved PO to Supply Management Section	None	None	3 mins.	Gina B. De Dios Admin. Aide III Adora L. Roncales Admin. Aide III
END OF TRANSACTION						

CITIZEN'S CHARTER

**CITY GENERAL SERVICES OFFICE
(SUPPLY MANAGEMENT / RECEIVING SECTION)**

TYPE OF FRONTLINE SERVICE : **Requesting Price Quotation to different suppliers**
 SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
 8:00 AM – 5:00 PM,
 NO NOON BREAK

WHO MAY AVAIL OF THE SERVICES? : REQUISITIONERS AND SUPPLIERS
 DURATION OF TRANSACTION : BY SHOPPING
 8 HOURS
BY COMPETITIVE BIDDING
 ✓ by personal canvass - 10 HOURS
 ✓ by fax/electronic mail – 10 HOURS AND 20 MINS.

WHAT ARE THE REQUIREMENTS? : ORIGINAL COPY OF THE FOLLOWING DOCUMENTS:
 1. APPROVED PURCHASE REQUEST/S
 2. ALLOTMENT OF OBLIGATIONS (ALOBs)
 3. BIDDING AND AWARDS COMMITTEE ENDORSEMENT, RFQ AND ABSTRACT OF CANVASS
 4. PURCHASE ORDERS
 5. DELIVERY RECEIPTS/PROOF OF PURCHASE
 6. INSPECTION AND ACCEPTANCE
 7. RIS/ARE/ICS

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits documents	Receives RFQ and assigns control number and record RFQ	None	Request for Quotation Form (RFQ)	10 mins.	Rufina P. Ata Admin. Officer III Primitivo R. Tabique, Jr. Admin. Aide III Fretzil B. Vallente JO Clerk
2		Reviews and classifies RFQs by groups of items for supplier's quotation.	None	RFQ	30 mins.	Rufina P. Ata Admin. Officer III Primitivo R. Tabique, Jr. Admin. Aide III
3		Serves/ Faxes Invitation to Bid for Purchase through: a. Shopping b. Competitive Bidding (Release RFQ to qualified bidders per presentation of official receipt for Bid Documents ✓ by personal canvass ✓ by fax/electronic mail	None	ITB	2 hours 2 hours 10 mins	Rufina P. Ata Admin. Officer III Primitivo R. Tabique, Jr. Admin. Aide III Glen H. Ramos JO Clerk Rufina P. Ata Admin. Officer III
4		Retrieve quoted RFQs a. Shopping b. Competitive Bidding ✓ by personal canvass ✓ by fax/electronic mail	None	ITB	WAITING TIME 4 hours 4 hours 8 hours	Primitivo R. Tabique, Jr. Admin. Aide III Glen H. Ramos JO Clerk Rufina P. Ata Admin. Officer III
5		Turn-over to Ordering Section for Summary of Abstract of Bids	None	None	5 mins	Rufina P. Ata Admin. Officer III Miriam C. Jabagat Admin. Officer III Primitivo R. Tabique, Jr. Admin. Aide III
6		Facilitates signing of Abstract of Bids to all Bids and Awards Committee (BAC) members	None	None	WAITING TIME	Miriam C. Jabagat Admin. Officer III Junifer G. Bose JO Clerk

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
7		Prepares PO and facilitates the approval	None	None	WAITING TIME	Miriam C. Jabagat Admin. Officer III Junifer G. Bose JO employee
8	Submits Summary of Abstract of Bids with approved PO	Receives and serves PO to the winning bidder ✓ by personal delivery ✓ by fax/ electronic mail	None	None	2 hours 10 mins.	Rufina P. Ata Admin. Officer III Primitivo R. Tabique, Jr. Admin. Aide III
9		Submits to COA served PO's	None	None	Every weekend/ 5 days after served	Rufina P. Ata Admin. Officer III
10	Delivers supplies, materials and equipment	Inspects, accepts/rejects & records the completeness of delivery a. Shopping b. Competitive Bidding	None	Performance Bond/ Official Receipts upon PO, Delivery Receipt, OR, Charged Invoice	1 hour 1 hour	Rufina P. Ata Admin. Officer III Felicie T. Cabrera Fritzel B. Vallente JO employees
11		Turn-over to Inspection, Distribution and Warehousing Services Section	None	IAR, RIS, & Voucher	15 mins	Fretzel B. Vallente Felicie T. Cabrera JO Clerk
END OF TRANSACTION						

CITIZEN'S CHARTER

**CITY GENERAL SERVICES OFFICE
(INSPECTION, DISTRIBUTION, WAREHOUSING SERVICES SECTION)**

TYPE OF FRONTLINE SERVICE : **REQUESTING FOR INSPECTION AND DELIVERY OF SUPPLIES, MATERIALS AND EQUIPMENTS AND PROCESSING OF PAYMENT**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
8:00 AM – 5:00 PM,
NO NOON BREAK

WHO MAY AVAIL OF THE SERVICES? : REQUISITIONERS AND SUPPLIERS

DURATION OF TRANSACTION : 3 HOURS & 55 MINUTES / ITEM

WHAT ARE THE REQUIREMENTS? : ORIGINAL COPY OF THE FOLLOWING DOCUMENTS:
1. APPROVED PURCHASE REQUEST/S
2. ALLOTMENT OF OBLIGATIONS (ALOB'S)
3. BIDDING AND AWARDS COMMITTEE ENDORSEMENT, RFQ AND ABSTRACT OF CANVASS
4. PURCHASE ORDERS
5. DELIVERY RECEIPTS/PROOF OF PURCHASE
6. INSPECTION AND ACCEPTANCE
7. RIS/ARE/ICS

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Delivers supplies and materials by supplier	Inspects deliveries And facilitates the signing Of Acceptance and Inspection Report Form	None	DR, PO, AIR	10 minutes per quantity; 3 min. per item of delivered supplies; 2 hrs. for equipment	Adelaida C. Consuegra Admin. Officer IV Narciso A. Layno Admin. Aide III Benuardo S. Cablitas Admin. Aide III Manuel C. Guillen Severo D. Subaan JO employee
2		Turn-over of supplies and materials to concerned requisitioners and facilitates the signing of Withdrawal Slip, Acceptance and Inspection Report and Requisition and Issue Slip	None	PO, AIR, RIS, Withdrawal Slip	7 mins. Per item	Raul T. Malinao Admin. Aide IV Freddie S. Fernandez Admin. Aide III Daniel B. Poliran Remegio V. Viduya JO Employees
3		Indorses Acceptance and Inspection Report to Supply Management Section for signature	None	None	WAITING TIME	Rufina P. Ata Admin. Officer III Raul T. Malinao Admin. Aide IV Richard A. Linaza JO Employee
4		Indorses Acceptance and Inspection Report to City Budget Office for signature	None	None	WAITING TIME	Cora Y. Guillen Admin. Officer II Liza D. Empuerto Josefa A. Loreto JO Employee
5		Receives PO, PR, Abstract of Bids, POW, ObR. and other supporting documents for attachment to Disbursement Voucher	None	None	30 mins.	Adelaida C. Consuegra Public Services Officer II Condrado M. Claveria Admin. Aide III Janelyn J. Becira Admin. Aide III
6		Reproduces supporting documents in Three (3) copies	None	Voucher, ALOBs, PR, PO, RFQ, Abstract of Bids, AIR, RIS, ARE, ICS, Atten-dance Sheets, etc.	25 minutes per voucher, including reproduction of all supporting documents in 3 copies per doc. and 1 file copy	Reynaldo B. Quevedo Administrative Aide IV Condrado M. Claveria Admin. Aide III Janelyn J. Becira Admin. Aide III

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
7		Transmits vouchers to Accounting Office for signature	none	Voucher, ALOBs, PR, PO, RFQ, Abstract of Bids, AIR, RIS, ARE, ICS, Attendance Sheets, etc.	5 mins Waiting time (10 mins)	Adelaida C. Consuegra Public Services Officer II Condrado M. Claveria Admin. Aide III Janelyn J. Becira Admin. Aide III Raquel P. Bautista, CPA-MPA City Accountant
8		Transmitting the vouchers to City Treasurer's Office for signature.	none	Voucher, ALOBs, PR, PO, RFQ, Abstract of Bids, AIR, RIS, ARE, ICS, Attendance Sheets, etc.	5 mins Waiting time (20 mins)	Adelaida Consuegra Public Services Officer II Janelyn J. Becira Admin. Aide III Roberto V. Viduya, MBA City Treasurer
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY GENERAL SERVICES OFFICE

TYPE OF FRONTLINE SERVICE : **ISSUING TRIP TICKETS**
 SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
 8:00 AM – 5:00 PM,
 NO NOON BREAK
 WHO MAY AVAIL OF THE SERVICES? : REQUISITIONERS AND DRIVERS
 DURATION OF TRANSACTION : 16 MINUTES
 WHAT ARE THE REQUIREMENTS? : APPROVED TRAVEL ORDER BY THE RECOMMENDING
 AND APPROVING OFFICERS
 TRAVEL ORDER/TRIP TICKET, WAIVER
 FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submit filled-up trip ticket with approved Travel Order	Receive and control trip ticket for local and out of town trips	None	Travel Order/Trip Ticket, Waiver	3 minutes ticket issued	Santander G. Resullar Administrative Aide III Adelaida Consuegra Public Services Officer II Wilma D. Agusa JO Clerk
2		Issuance of fuel slip for vehicle consumption	None	Travel Order/Trip Ticket, Waiver	3 minutes ticket issued	Santander G. Resullar Administrative Aide III Adelaida Consuegra Public Services Officer II Wilma Agusa JO Clerk
3	Submit Consumption Report	Review of fuel consumption report	none	Charge Invoice, Report of Fuel Consumption, & Summary Report of Fuel consumption	10 minutes	Adelaida Consuegra Public Services Officer II Felipe P. Sabaldan, Jr. City General Services Officer I
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY GENERAL SERVICES OFFICE

TYPE OF FRONTLINE SERVICE : **REQUESTING FOR THE USAGE OF KAMAYO HALL**

SCHEDULE OF AVAILABILITY OF SERVICE : **MONDAY TO FRIDAY
8:00 AM – 5:00 PM,
NO NOON BREAK**

WHO MAY AVAIL OF THE SERVICES? : **REQUISITIONERS**

DURATION OF TRANSACTION : **8 MINUTES**

WHAT ARE THE REQUIREMENTS? : **BORROWER'S SLIP AND LETTER REQUEST**

FEE/S : **NONE**

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits approved letter request	Receives, Records & facilitates reservation of 3 rd floor and its facilities	none	Borrower's slip and Letter request	6 minutes per request	Adelaida Consuegra Public Services Officer II Benita E. Reambonanza Administrative Aide III
2		Informs the requisitioner on the availability of the hall.	none	None	2 minutes	Adelaida Consuegra Public Services Officer II Benita E. Reambonanza Administrative Aide III
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY GENERAL SERVICES OFFICE

TYPE OF FRONTLINE SERVICE	:	REQUESTING RECORDS OF PROPERTY, PLANT AND EQUIPMENT (PPE)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO NOON BREAK
WHO MAY AVAIL OF THE SERVICES?	:	DIFFERENT OFFICES
DURATION OF TRANSACTION	:	16 MINUTES
WHAT ARE THE REQUIREMENTS?	:	ACKNOWLEDGEMENT RECEIPT OF EQUIPMENT(ARE), INVENTORY CUSTODIAN SLIP (ICS)
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits request Records of inventory	Accepts request and records for proper control	None	ARE, ICS	3 mins	Myrna G. Alba Admin. Officer V
2		Verifies, reconciles and prints	None	None	5 mins	Myrna G. Alba Admin. Officer V
3		-Reviews & signs the document -Releases of documents	None	None	5 mins 3 mins	Felipe P. Sabaldan City Gen. Serv. Officer I Maura L. Orehuela Administrative Aide IV
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY GENERAL SERVICES OFFICE

TYPE OF FRONTLINE SERVICE : **RETURNING WASTE MATERIALS**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
8:00 AM – 5:00 PM,
NO LUNCH BREAK

WHO MAY AVAIL OF THE SERVICES? : DIFFERENT OFFICES

DURATION OF TRANSACTION : 1 HOUR AND 5 MINUTES

WHAT ARE THE REQUIREMENTS? : WASTE MATERIAL REPORTS
PROPERTY RETURNED SLIP (PRS)

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits Waste Material Report together with the waste materials	Accepts Waste Material Report and records for proper filing	None	Waste Material Reports, PRS	1hour	Myrna G. Alba Admin. Officer V Maura L. Orehuela JO Clerk
2		-Reviews & signs the report for approval	None	None	5 mins	Felipe P. Sabaldan City Gen. Serv. Officer I
END OF TRANSACTION						