



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
CITY GENERAL SERVICE OFFICE
Tacloban City, Leyte


CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Acceptance of Deliveries	<ol style="list-style-type: none"> 1. Supplier notifies the office of deliveries 2. Acceptance of deliveries 3. Posting of items on stock cards 4. Safekeeping of delivered items 	<p style="text-align: center;">---</p> <p style="text-align: center;">20 mins.</p> <p style="text-align: center;">8 hrs.</p> <p style="text-align: center;">4 hrs.</p>	<p>Supplier T. Asorga R.D. Duquiatan/J.Casanas R.D. Duquiatan/ R. Noromor/J.Udujan</p>	Purchase Order Delivery Receipt	----
Issuance of Office Supplies	<ol style="list-style-type: none"> 1. Fill-out Requisitioning Issue Slip 2. Check availability of supplies in consonance with PPMP. If supplies are available, chronologically number RIS 3. Issuance/approval of requested supplies 4. Collate RIS every end of the month & prepare Report of Materials Received and Issued including stock position sheet & submit report to COA & City Accounting Office 	<p style="text-align: center;">10 mins.</p> <p style="text-align: center;">1 hr.</p> <p style="text-align: center;">30 mins.</p> <p style="text-align: center;">5 days</p>	<p>Requesting Party M. Magaway/R.D. Duquitan</p> <p>L. R. Parado M. Madrid/M. Fulminar</p>	<p style="text-align: center;">PPMP</p> <p style="text-align: center;">Monthly Submission</p>	
Clearance from Property Accountabilities	<ol style="list-style-type: none"> 1. Issue prescribed forms to requesting party. 2. Pay clearance fee of P65.00 at City Treasurer's Office and attach copy of receipt to duly accomplished clearance for submission to CGSO. 3. Research, encode and print-out accountabilities of concerned employee. 4. Determine which properties are to be re ARE'd or returned. 5. Check completeness of documents submitted. 6. Review 7. Sign Clearance from Property Accountabilities 	<p style="text-align: center;">1 min.</p> <p style="text-align: center;">---</p> <p style="text-align: center;">1 day</p> <p style="text-align: center;">1 hr.</p> <p style="text-align: center;">1 hr.</p> <p style="text-align: center;">5mins.</p> <p style="text-align: center;">2 mins.</p>	<p>Requesting Employee/Brgy./Office DepEd Personnel Requesting Employee/Brgy./Office</p> <p>N. Lagonoy A. Mayote D. Ripalda Requesting Employee N. Lagonoy E.L. Cordero R.M. Mate</p>	Official Receipt	P 65.00

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Reproduction/Printing of Forms and Other Public Documents	1.Fill-out pro-forma request indicating office and contact number of requesting party 2.Receive, log and present to City General Services Officer and route to Printing Section 3.Act on Request 4.Reproduce form/documents 5.Notify department on the completion of request and release reproduced forms/doc.	--- 2 mins. 2 mins. 2 hrs. 5 mins.	Dept./Office Head M. Cajife R.M. Mate R. Claro A.Encina	Pro-forma request	----
Request for Repair/Maintenance of Building, Aircon, Plumbing, Electrical Connection and Repair of Other Office Equipment	1.Fill-out pro-forma request indicating requesting party and contact number of requesting party. 2.Receive, log & route to City General Services Officer for approval. 3.Act on Request. 4.Conduct on-site inspection/evaluation. If no materials are needed, outright repair is done. If materials are needed, list is forwarded to Supply & Property Management Division for Procurement. 5.Preparation of P.R. if materials are not available. 6.Undertake needed repair.	--- 2 mins. 2 mins. 2 hrs. 1 hr. 2 hrs.	Dept./Office Head M. Cajife/Z. Encina R. M. Mate A. Octaviano I. Morrero E. Eval G. Chan L. R. Parado A. Octaviano I. Morrero E. Eval G. Chan	Pro-forma request	---
Request for Repair Street or office Lights	1.Fill-out pro-forma request indicating specific location &contact number of requesting party. 2.Receive, log & present to City General Services Officer. 3.Act on Request 4.Conduct on-on site inspection/evaluation. If no materials are needed, outright repair is done. If materials are needed, list is forwarded to Supply & Property Management Division for Procurement. 5.Preparation of Purchase Request (P.R.) for procurement if materials are not available. 6.Undertake needed repair upon availability of materials.	--- 2 mins. 2 mins. 2 hrs. 1 hr. 4 hrs.	Brgy. Official Z. Encina M. Cajefe R.M. Mate I.Morrero and ISD Crew Engr. Parado ISD Crew	Pro-forma request	---

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Request for Posting in the FDP Board at City Hall Lobby	1. Submit letter request attaching copy of notice to be posted 2. Receive, log/request 3. Approval of Notice for Posting 4. Post in FDP Board (City Hall Lobby) & prepare certification of posting after stipulated period.	--- 2 mins. 1 min. 15 mins.	Requesting party M. Cajife R.M. Mate / E.L. Cordero R. Claro	Letter request	---
	5. Prepare certification of posting (attach official receipt of payment of certification fee). 6. Sign Certification of Posting 7. Release Certification to requesting party	2 mins. 1 min. 2 mins.	E.L. Cordero R.M. Matex M. Cajife	Official Receipt	P 65.00
Cutting of Trees and Other Requests such as Use of Vehicle or Manpower	1. Fill-out pro-forma letter request indicating exact location, attaching necessary permits & other pertinent papers. 2. Receive, log & present to City General Services Officer for appropriate action and d unit/route to concerned unit/division. 3. Act on Request	--- 3 mins. 4 hrs.	Requesting Party Z. Encina M. Cajefe K. Mate/A.Octaviano	Letter Request	---
	Framing of Tarpaulins, etc. 1. Fill-out pro-forma letter request 2. Receive, log & present to City General Services Officer 3. Approve request 4. Undertake carpentry works if materials are available 5. Prepare Purchase Request (PR) and submit to CMO Supply for procurement if materials are not available. 6. Take action on approved request.	--- 2 hrs. 1 min. 4 hrs. 1 hr. Depends on Quantity	Requesting Party M. Cajife Z. Encina R. M. Mate A. Octaviano L. R. Parado A. Octaviano E. Eval	Pro-forma letter request	---

Prepared by:


AZUCENA N. ENCINA
 Administrative Asst. V/Asst. AO

Noted:


RUDOLPH M. MATE
 City General Services Officer