

CITIZEN'S CHARTER – GENERAL SERVICES OFFICE

I. Issuance of Acknowledgement Receipt for Equipment for newly acquired Properties.

This is the division where the team manages to classify, store, retrieve, secure, track and archive records of properties owned by the municipality. They are responsible in inventory assignments such as record keeping and updating, physical inventory, placing of inventory tags and designation of Acknowledgement Receipt for Equipment.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Calauan Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchased Order papers with attached inspected Official Receipt.		Treasurer or Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Purchased Order and inspected official receipt Acknowledgement Receipt for Equipment (ARE) and MR detailing the property.	1.Received and review all documents. 1.1Prepare Triplicate copy of Acknowledgement Receipt for Equipment and MR. 1.2 Return the papers for signatory (in-charge of the equipment)	None	10 minutes	Sol Sanchez/Joseph Larona
3. Signed the accomplished Acknowledgement Report and MR for Equipment and give back to the office clerk.	3. Received and check completely. 3.1. Record and place inventory tags 3.2. Submit to dep't. head for signatory.	None	10 minutes	<i>Sol Sanchez</i> <i>Joseph Larona</i> <i>Sol Sanchez</i> <i>Joseph Larona</i> <i>Edison Reyes</i>
4. Have a Copy of ARE and MR for file	4.Give one copy of ARE and MR at Clients one copy for MAO keep the last one for file			<i>GSO Staff</i>
	Total:	None	20 minutes	

II. Vehicle Management

The objective of this services is to implement one driver-one vehicle policy, supervise the whole motor pool operation, making sure that the service vehicles are in good running condition and proper repair maintenance are usually done.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Drivers of various vehicle owned by Municipal Government of Calauan, Laguna			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with approval from the Municipal Mayor and Budget Officer if there is fund available.		Mayor's Office/Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Bring the approved Letter Request to the General Services Office.	2. Received the request and discuss the possible action to be taken.	None	10 minutes	<i>Edison Reyes/Joseph Larona</i>
3. Bring the vehicle to the site where the vehicle is to be diagnosed.	3. Take <i>action</i> by inspecting the vehicle thru the help of a hired mechanic or brought to nearest accredited repair center.	None	1 day	<i>Edson Reyes/Joseph Larona</i>
4. None	4.a)Canvass to different Auto Supply or Accredited Repair center (Minimum of three Repair Center should be Canvassed if the cost is below Php 50,000.00) b).If the amount is above 50,000.00 and less than Php 200,000.00 it should be posted for Philgeps portal and a quotation should be acquired from qualified Repair Center or Auto Supply.	None	(1 day if it is below Php 50,000.00) It depends on the process of procurement to be taken based on BAC recommendations.)	<i>BAC (Bid and Awards Committee)</i>
5 Bring the vehicle to the place where the repair will took place and monitor the repair.	Call the attention of the winning mechanic or repair center or Auto Supply based on BAC findings and proceed to the repair.	None	2 days	<i>Edison O. Reyes/Joseph Larona</i>
	Total:	None	4 days, 10 minutes if the cost is below Php 50,000.00 it depends on the process of procurement based oo the BAC recommendations)	

III. Procurement of Supply and Management.

This division is responsible in the procurement of supplies, materials and equipments through public bidding and personnel canvass needed by different offices of the city. The office set standards before acquiring an item. It should be the right quality, at a reasonable price, accurate or reasonable quantity provided by reliable source and requested at the right time. They also attend to different office task like preparation of procurement documents, purchase order, purchase request and conduct registry on in-stock supplies.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Various Department of Municipal Government of Calauan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request documents		General Services Office-Procurement Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide purchase request paper with the approval of Municipal Mayor and budget officer for verification.	1. Received and records the documents	None	10 minutes	<i>Sol Sanchez</i>
2. none.	2. Schedule a meeting with the BAC (Bids and Awards Committee) to determine what Procurement process should be done.	None	10 minutes	<i>BAC (Bid and Awards Committee)</i>
3. none	3.a)Make a Canvassed if the cost is below Php 50,000.00) b).If the amount is above 50,000.00 and less than Php 200,000.00 it should be posted at Philgeps and a quotation should be acquired from qualified Supplier)	None	3 days(it depends on the procurement process that should be done)	<i>BAC (Bid and Awards Committee)</i>
4. Follow Up.	4.1 Update the Client about the request (Verify to the BAC the status of the Canvass.) 4.2 Advice the Winning Supplier to deliver the Supply	None	5 minutes	<i>Edison o. Reyes/Sol Sanchez/Joseph Larona</i>
5. none	5. Witness the delivery of and acceptance of supply together with the representative from acctg. Office and end user.	None	10 minutes	<i>Sol Sanchez/Joseph Larona</i>
	Total:	None	3 days and 30 minutes (it depends on the procurement process that should be done)	

IV. Provision of Inspection Services on Government Property

This service is generally to check on the condition of various government-owned properties.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Various Department of Municipal Government of Calauan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PO(Purchase Order) with delivery receipt and charge invoice		Treasurers/Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give out Purchase Order papers with Official receipt to the in-charge and request Inspection Report for inspection.	2. Received and check the complete documents. 2.1. Inspect the official receipt of the items.	None	1 hour	<i>GSO Staff</i>
3. Take note of the Inspector to be assigned by the GSO head to conduct the inspection.	3. Check and review all the documents 3.1. Review the items in the official receipt and marked inspected.	None	1 hour	<i>GSO assigned Inspector</i>
4. Await to give out the Acceptance and Inspection Report	4. Accomplished Acceptance and Inspection Report	None	1 hour	<i>General Services Office Staff</i>
	Total:	None	3 hours	

IV. Scheduling and Management of various venue.

This service is generally to provide an accessible, pleasant and safer venue to some events needed to cater like meetings, seminar, vaccination etc.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2PS, G2NGO, G2IS			
Who may avail:	Employees of Municipal Government of Calauan, Private Sector, various school, NGO.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request Signed and Approved By th Municipal Mayor		Mayors Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and Bring Letter request approved by the Municipal Mayor/Municipal Administrator.	1.Received and check if there is conflict in schedule. 1.2 Calendar the date and time of request and know how many participant will be cater.	None	5 minutes	<i>Edison Reyes/Joseph Larona</i>
2. Go to the requested venue to discuss set up and what equipment are to be used and provide.	2. Check and inspect the venue and list down all the equipment to provide.	None	20 minutes	<i>Edson Reyes/Joseph Larona</i>
3. none	3.1 Supervised the arrangement of the venue 3.2 Provide assistance for the operation of sound system.	None	1 hour	<i>Edison Reyes Joseph Larona Jocel Kamatoy</i>
	Total:	None	1 hour and 25 minutes	