

**GENERAL SERVICES OFFICE  
OLONGAPO CITY**

**CITIZEN'S CHARTER  
2023 (3rd Edition)**

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## A. Property Process

### 1. Processing of Clearance

The General Services Office is the signatory in the processing of Clearance

|                                                          |                                                                    |                        |                                         |                           |
|----------------------------------------------------------|--------------------------------------------------------------------|------------------------|-----------------------------------------|---------------------------|
| <b>Office/Division:</b>                                  | General Services Office                                            |                        |                                         |                           |
| <b>Classification:</b>                                   | Simple                                                             |                        |                                         |                           |
| <b>Type of Transaction</b>                               | G2G – Government to Government                                     |                        |                                         |                           |
| <b>Who may avail:</b>                                    | All Offices of LGU, Olongapo City                                  |                        |                                         |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                         |                                                                    |                        | <b>WHERE TO SECURE</b>                  |                           |
| Clearance Form (1 original)                              |                                                                    |                        | Human Resource Management Office (HRMO) |                           |
| <b>CLIENT STEPS</b>                                      | <b>AGENCY ACTION</b>                                               | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>                  | <b>PERSON RESPONSIBLE</b> |
| 1. Bring the Employees' Clearance Form to Receiving Desk | Verify the accountability                                          | None                   | 1hr.                                    | Record Clerk              |
|                                                          | 1. If Yes, issue Invoice Receipt of Equipment                      | None                   | 1hr.                                    | Record Clerk              |
|                                                          | 1.1 If unserviceable, employee issue letter of return of equipment | None                   |                                         | Employee                  |
|                                                          | 1.2. For signature of Invoice & Receipt of Equipment               | None                   |                                         | Employee                  |
|                                                          | 2..If No, initial and signature of document                        | None                   | 30 Minutes                              | Record Clerk<br>GSO Head  |
|                                                          | 3. Return Form                                                     | None                   | 5 Minutes                               | Receiving Clerk           |
|                                                          | <b>TOTAL</b>                                                       | <b>None</b>            | <b>2 hrs 35 Minutes</b>                 |                           |

## 2. Return of Equipment

|                                                                                      |                                                                                                |                        |                               |                           |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------|-------------------------------|---------------------------|
| <b>Office/Division:</b>                                                              | General Services Office                                                                        |                        |                               |                           |
| <b>Classification:</b>                                                               | Simple                                                                                         |                        |                               |                           |
| <b>Type of Transaction</b>                                                           | G2G – Government to Government                                                                 |                        |                               |                           |
| <b>Who may avail:</b>                                                                | All Offices of LGU, Olongapo City                                                              |                        |                               |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                                                     |                                                                                                |                        | <b>WHERE TO SECURE</b>        |                           |
| Waste Material Report (WMR) Form, and I & I Report of Unserviceable Property(I&IRUP) |                                                                                                |                        | General Services Office (GSO) |                           |
| <b>CLIENT STEPS</b>                                                                  | <b>AGENCY ACTION</b>                                                                           | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>        | <b>PERSON RESPONSIBLE</b> |
| 1.Endorse Letter to Receiving Desk                                                   | 1. Receive of letter                                                                           | None                   | 10 min.                       | Receiving Clerk           |
|                                                                                      | 2. Verify Record                                                                               | None                   | 30 min.                       | Record Clerk              |
|                                                                                      | 3..Inspection of equipment with pictures                                                       | None                   | 1 hr.                         | Inspector                 |
|                                                                                      | 4.Prepare Waste Material Report and I & I Report of Unserviceable Property.                    | None                   | 1 hr.                         | Inspector                 |
|                                                                                      | 5.Signature of Waste Material Report and I & I Report of Unserviceable Property.               | None                   | 30 minutes                    | Inspector /GSO Head       |
|                                                                                      | 6. Pick-up/Deliver unserviceable to GSO Warehouse                                              | None                   | 1 hr & 30 minutes             | Inspector                 |
|                                                                                      | 7. Give copy of Waste Material Report and I & I Report of Unserviceable Property to the client | None                   | 10 minutes                    | Inspector                 |
|                                                                                      | <b>TOTAL</b>                                                                                   | <b>None</b>            | <b>4 hrs 50 Minutes</b>       |                           |

## 3. Acceptance Delivery and Issuance of Equipment/Supplies

|                                                                                                                                                                       |                                                                                          |                        |                         |                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|------------------------|-------------------------|---------------------------|
| <b>Office/Division:</b>                                                                                                                                               | General Services Office                                                                  |                        |                         |                           |
| <b>Classification:</b>                                                                                                                                                | Simple                                                                                   |                        |                         |                           |
| <b>Type of Transaction</b>                                                                                                                                            | G2G – Government to Government                                                           |                        |                         |                           |
| <b>Who may avail:</b>                                                                                                                                                 | All Offices of LGU, Olongapo City                                                        |                        |                         |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                                                                                                                                      |                                                                                          |                        | <b>WHERE TO SECURE</b>  |                           |
| Acceptance and Inspection Report (AIR) Form (1 original). Acknowledgement Report of Equipment (ARE), Inventory Custodian Slip (ICS), Requisition and Issue Slip (RIS) |                                                                                          |                        | General Services Office |                           |
| <b>CLIENT STEPS</b>                                                                                                                                                   | <b>AGENCY ACTION</b>                                                                     | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>  | <b>PERSON RESPONSIBLE</b> |
| 1. End User                                                                                                                                                           | 1. Issue Acceptance and Inspection Report (AIR)                                          | None                   | 1 hr.                   | Property Custodian        |
|                                                                                                                                                                       | 2. Inspection of delivery                                                                | None                   | 1 hr.                   | Inspector                 |
|                                                                                                                                                                       | 3. Issue Acknowledgement Report of Equipment (ARE) / Inventory Custodian Slip (ICS) Form | None                   | 1 hr.                   | I Record Clerk            |
|                                                                                                                                                                       | 4. For Signature of ARE/ICS Form                                                         | None                   | 1 hr.                   | End User                  |
|                                                                                                                                                                       | 5. If No, ARE/ICS, issue Control No. of AIR                                              | None                   | 1 hr.                   | Property Custodian        |
|                                                                                                                                                                       | 6. Signature of Head                                                                     | None                   | 10 min.                 | GSO Head                  |
|                                                                                                                                                                       | 7. Issue Requisition and Issue Slip (RIS)                                                | None                   | 1 hr.                   | Warehouse Clerk           |
|                                                                                                                                                                       | 8. Initial RIS                                                                           | None                   | 10 min.                 | GSO Head                  |
|                                                                                                                                                                       | 9. Signature of Mayor's Office                                                           | None                   | 1 hr.                   | Secretary to the Mayor    |
|                                                                                                                                                                       | 10. Sign RIS and Issue items                                                             | None                   | 1 hr. 30 mins           | Warehouse Clerk           |
|                                                                                                                                                                       | 11. Sign RIS and receive supplies                                                        | None                   | 10 mins                 | End User                  |
|                                                                                                                                                                       | <b>TOTAL</b>                                                                             | <b>None</b>            | <b>6 hrs 50 Minutes</b> |                           |

## B. Supply Process

## 1. Processing of Purchase Request

The General Services Office is the signatory in the processing of Purchase Request

|                                              |                                                   |                        |                         |                           |
|----------------------------------------------|---------------------------------------------------|------------------------|-------------------------|---------------------------|
| <b>Office/Division:</b>                      | General Services Office                           |                        |                         |                           |
| <b>Classification:</b>                       | Simple                                            |                        |                         |                           |
| <b>Type of Transaction</b>                   | G2G – Government to Government                    |                        |                         |                           |
| <b>Who may avail:</b>                        | All Offices of LGU, Olongapo City                 |                        |                         |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>             |                                                   |                        | <b>WHERE TO SECURE</b>  |                           |
| Purchase Request , (PR) (3 original)         |                                                   |                        | End User                |                           |
| <b>CLIENT STEPS</b>                          | <b>AGENCY ACTION</b>                              | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>  | <b>PERSON RESPONSIBLE</b> |
| 1.Endorse Purchase Request to Receiving Desk | 1. Receive and verify PR to PPMP/APP              | None                   | 30 Minutes              | Supply Clerk              |
|                                              | 1.1 For repair, issue Pre Inspection Report Form  | None                   | 1hour                   | Equipment Inspector       |
|                                              | 1.2 Approved Inspection report Form               | None                   | 2hours                  | Supply Clerk              |
|                                              | 2..If no repair, verify price and issue PR Number | None                   | 4 hrs.                  | Supply Clerk              |
|                                              | 2.1 Initial of PR                                 | None                   | 10 mins                 | GSO Head                  |
|                                              | 3.Prepare Transmittal                             | None                   | 30 mins                 | Supply Clerk              |
|                                              | 4..Endorse Transmittal                            | None                   | 30 mins                 | IAU                       |
|                                              | <b>TOTAL</b>                                      | <b>None</b>            | <b>8hrs. 40 Minutes</b> |                           |

## 2. Processing of Approved Purchase Request (PR), Canvass Form and Abstract Form

The General Services Office is the signatory in the processing of Purchase Request

|                                                                              |                                                        |                        |                               |                           |
|------------------------------------------------------------------------------|--------------------------------------------------------|------------------------|-------------------------------|---------------------------|
| <b>Office/Division:</b>                                                      | General Services Office                                |                        |                               |                           |
| <b>Classification:</b>                                                       | Simple                                                 |                        |                               |                           |
| <b>Type of Transaction</b>                                                   | G2G – Government to Government                         |                        |                               |                           |
| <b>Who may avail:</b>                                                        | All Offices of LGU Olongapo City                       |                        |                               |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                                             |                                                        |                        | <b>WHERE TO SECURE</b>        |                           |
| Approved Purchase Request , (PR) (3 original)<br>Canvass Form, Abstract Form |                                                        |                        | End User/<br>GSO Office       |                           |
| <b>CLIENT STEPS</b>                                                          | <b>AGENCY ACTION</b>                                   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>        | <b>PERSON RESPONSIBLE</b> |
| 1.Endorse Approved Purchase Request to Receiving Desk                        | 1. Receive approved PR                                 | None                   | 10 Minutes                    | Supply Clerk              |
|                                                                              | 2. Prepare Canvass Form including Supplier's quotation | None                   | 3 days                        | Canvasser                 |
|                                                                              | 3.Prepare Abstract Form and issuance of Control Number | None                   | 1 hr.                         | Canvasser                 |
|                                                                              | 4.Endorse Canvass and Abstract Form to BAC             | None                   | 10 Minutes                    | Canvasser                 |
|                                                                              |                                                        |                        |                               |                           |
|                                                                              | <b>TOTAL</b>                                           | <b>None</b>            | <b>3 days1 hr. 20 Minutes</b> |                           |

### 3. Processing of Purchase Order (PO)

The General Services Office is the signatory in the processing of Purchase Order

|                                                          |                                  |                         |                          |                           |
|----------------------------------------------------------|----------------------------------|-------------------------|--------------------------|---------------------------|
| <b>Office/Division:</b>                                  | General Services Office          |                         |                          |                           |
| <b>Classification:</b>                                   | Simple                           |                         |                          |                           |
| <b>Type of Transaction</b>                               | G2G – Government to Government   |                         |                          |                           |
| <b>Who may avail:</b>                                    | All Offices of LGU Olongapo City |                         |                          |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                         |                                  |                         | <b>WHERE TO SECURE</b>   |                           |
| Purchase Order , (PO) (3 original)                       |                                  |                         | GSO Office               |                           |
| <b>CLIENT STEPS</b>                                      | <b>AGENCY ACTION</b>             | <b>FEEES TO BE PAID</b> | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b> |
| 1.Endorse Approved Purchase Order to Supply Section Head | 1. Receive documents             | None                    | 10 Minutes               | Supply Section Head       |
|                                                          | 2. Issue PO Number               | None                    | 2 hrs.                   | Supply Section Head       |
|                                                          | 3.Approval of PO                 | None                    | 10 mins                  | GSO Head                  |
|                                                          | <b>TOTAL</b>                     | <b>None</b>             | <b>2 hrs. 20 Minutes</b> |                           |

## C. Vehicle Repair and Maintenance

### 1. Vehicle Registration



The General Services Office is in charge in the processing of Vehicle Registration

|                            |                                  |
|----------------------------|----------------------------------|
| <b>Office/Division:</b>    | General Services Office          |
| <b>Classification:</b>     | Complex                          |
| <b>Type of Transaction</b> | G2G – Government to Government   |
| <b>Who may avail:</b>      | All Offices of LGU Olongapo City |

| <b>CHECKLIST OF REQUIREMENTS</b> |                                                                                | <b>WHERE TO SECURE</b> |                                     |                                     |
|----------------------------------|--------------------------------------------------------------------------------|------------------------|-------------------------------------|-------------------------------------|
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>                                                           | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>              | <b>PERSON RESPONSIBLE</b>           |
| 1.Verification/<br>Confirmation  | 1. Verify vehicle status                                                       | None                   | 1 hr.                               | Vehicle Inspector                   |
|                                  | If Yes, Vehicle Serviceable<br>Prepare vehicle list for<br>billing from GSIS   | None                   | 2 hrs.                              | Vehicle Maintenance<br>Section Head |
|                                  | 1.2.GSIS issue billing<br>statement                                            | None                   | 2 days                              | Vehicle Maintenance<br>Section Head |
|                                  | 1.3.Prepare Voucher (LTO,<br>BSC Emission Testing<br>Center & insurance)       | None                   | 2 hrs.                              | Vehicle Maintenance<br>Section Head |
|                                  | 2 Prepare Voucher for<br>payment                                               | None                   | 4 hrs                               | Vehicle Maintenance<br>Section Head |
|                                  | 2.1.Process documents<br>including registration of<br>vehicles. GSIS issue COC | None                   | 1 day                               | End User                            |
|                                  | 3..Returned copy of original<br>OR from LTO                                    | None                   | 10 mins                             | Vehicle Maintenance<br>Section Head |
|                                  | <b>TOTAL</b>                                                                   | <b>None</b>            | <b>3 days 5 hrs.<br/>20 Minutes</b> |                                     |

|  |                                          |             |                      |                                     |
|--|------------------------------------------|-------------|----------------------|-------------------------------------|
|  | 1...If No, for quotation to<br>LTO       | None        | 2 hrs                | Vehicle Maintenance<br>Section Head |
|  | 2. Prepare voucher for<br>payment to LTO | None        | 1 hr                 | Vehicle Maintenance<br>Section Head |
|  | 3.Approval and releasing of<br>cheques   | None        | 3 days               | End User                            |
|  | 4.Pick- up and pay storage<br>fee to LTO | None        | 2 hrs                | End User                            |
|  | <b>TOTAL</b>                             | <b>None</b> | <b>3 days 5 hrs.</b> |                                     |

## 2. Repair of Vehicles

The General Services Office is in charge for the repair of vehicles

|                                  |                                  |                         |                                |                                  |
|----------------------------------|----------------------------------|-------------------------|--------------------------------|----------------------------------|
| <b>Office/Division:</b>          | General Services Office          |                         |                                |                                  |
| <b>Classification:</b>           | Simple                           |                         |                                |                                  |
| <b>Type of Transaction</b>       | G2G – Government to Government   |                         |                                |                                  |
| <b>Who may avail:</b>            | All Offices of LGU Olongapo City |                         |                                |                                  |
| <b>CHECKLIST OF REQUIREMENTS</b> |                                  |                         | <b>WHERE TO SECURE</b>         |                                  |
| Pre Inspection Form              |                                  |                         | General Services Office        |                                  |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>             | <b>FEEES TO BE PAID</b> | <b>PROCESSING TIME</b>         | <b>PERSON RESPONSIBLE</b>        |
| 1.Report Vehicle Status          | 1. Inspection of vehicles        | None                    | 2 hrs.                         | Vehicle Inspector                |
|                                  | 2. Prepare Pre Inspection Form   | None                    | 1 hr.                          | GSO Head                         |
|                                  | 3.Approval of Pre Inspection     | None                    | 30 mins                        | Vehicle Maintenance Section Head |
|                                  | 4.Troubleshoot vehicle           | None                    | 1 day                          | Vehicle Mechanic                 |
|                                  | 5.Prepare Post Inspection Report | None                    | 30 mins                        | Vehicle Inspector                |
|                                  | 5.Approval for Inspection report | None                    | 10 mins                        | GSO Head                         |
|                                  | <b>TOTAL</b>                     | <b>None</b>             | <b>1 day 4 hrs. 10 Minutes</b> |                                  |

### 3. Change Oil and Inspection of Vehicles

The General Services Office is in charge for change oil and inspection of vehicles

|                                  |                                          |                                   |                            |                               |
|----------------------------------|------------------------------------------|-----------------------------------|----------------------------|-------------------------------|
| <b>Office/Division:</b>          | General Services Office                  |                                   |                            |                               |
| <b>Classification:</b>           | Simple                                   |                                   |                            |                               |
| <b>Type of Transaction</b>       | G2G – Government to Government           |                                   |                            |                               |
| <b>Who may avail:</b>            | All Offices of LGU Olongapo City         |                                   |                            |                               |
| <b>CHECKLIST OF REQUIREMENTS</b> |                                          |                                   | <b>WHERE TO SECURE</b>     |                               |
| Change Oil                       |                                          |                                   | General Services Office    |                               |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>                     | <b>FEE<br/>TO<br/>BE<br/>PAID</b> | <b>PROCESSING<br/>TIME</b> | <b>PERSON<br/>RESPONSIBLE</b> |
| 1.Prepare List                   | 1. Prepare list of vehicles              | None                              | 1 hr.                      | Clerk                         |
|                                  | 2. Prepare schedule                      | None                              | 1 hr.                      | Clerk                         |
|                                  | 3.Prepare letter of schedule to End user | None                              | 1 hr.                      | Clerk                         |
|                                  | 4.Perform change oil                     | None                              | 2 hr.                      | Clerk                         |
|                                  | <b>TOTAL</b>                             | <b>None</b>                       | <b>5 hrs.</b>              |                               |

### C. Pick –up and Issuance of DBM Supplies

The General Services Office is in charge to pick-up supplies at Procurement Service, Department of Budget and Management for the supplies of LGU Olongapo

|                                  |                                                                    |                        |                                 |                           |
|----------------------------------|--------------------------------------------------------------------|------------------------|---------------------------------|---------------------------|
| <b>Office/Division:</b>          | General Services Office                                            |                        |                                 |                           |
| <b>Classification:</b>           | Highly Technical                                                   |                        |                                 |                           |
| <b>Type of Transaction</b>       | G2G – Government to Government                                     |                        |                                 |                           |
| <b>Who may avail:</b>            | All Offices of LGU Olongapo City                                   |                        |                                 |                           |
| <b>CHECKLIST OF REQUIREMENTS</b> |                                                                    |                        | <b>WHERE TO SECURE</b>          |                           |
| APR Form                         |                                                                    |                        | PS/DBM /General Services Office |                           |
| <b>CLIENT STEPS</b>              | <b>AGENCY ACTION</b>                                               | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>          | <b>PERSON RESPONSIBLE</b> |
| 1.APP-CSE                        | 1. Consolidate APP-CSE                                             | None                   | 5 days                          | Warehouse Clerk           |
|                                  | 2.Checking summary allotted budget for Budget Office               | None                   | 5 hrs.                          |                           |
|                                  | 3. Prepare APR for quotation                                       | None                   | 4 hrs.                          | Warehouse Clerk           |
|                                  | 4..Endorse quotation to Procurement Service (PS)                   | None                   | 1 day                           | Warehouse Clerk           |
|                                  | 5.Revise APR                                                       | None                   | 1 day                           | Warehouse Clerk           |
|                                  | 6.Approved APR                                                     | None                   | 4 hrs.                          | Different Offices         |
|                                  | 7.Endorse APR to Budget Office                                     | None                   | 30 mins                         | Warehouse Clerk           |
|                                  | 8..Endorse to Accounting, Budget Office for preparation of voucher | None                   | 30 mins                         | Warehouse Clerk           |
|                                  | 9.Endorse to Treasury for cheque                                   | None                   | 1 hour                          | Warehouse Clerk           |
|                                  | 10.Pick –up supplies                                               | None                   | 1 day                           | Warehouse Clerk           |
|                                  | <b>TOTAL</b>                                                       | <b>None</b>            | <b>9 days 7hrs.</b>             |                           |