



# **General Services Office Internal Services**



## 1. Issuance of Property Acknowledgement Receipt

To identify the public officer responsible and accountable for a particular government-owned equipment or property, all Property, Plant and Equipment (PPE) issued to officials and government employees shall be covered by Property Acknowledgement Receipt (PAR) for equipment amounting to Php15,000.00 and above and an Inventory Custodian Slip (ICS) shall be used to issue tangible items amounting to less than Php15,000.00 to also establish accountability. As a general rule, the End User identified in the Requisition and Issue Slip shall be the Accountable Officer for the property concerned. In case of transfer of property accountability, the approval of the department head concerned or the City Mayor must be secured first by the employee requesting for such transfer and thereafter present the letter bearing the said approval to the GSO.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip for newly-acquired PPE (3 Original Copies)		To be provided by the City Procurement Office to the GSO, or department head concerned in case the request for transfer of property accountability will only affect the department concerned or City Mayor in case the transfer of accountability involves two offices.		
2. Approved letter request for transfer of property accountability (1 Original Copy)		<ul style="list-style-type: none"> <li>• Department Head (if the request for transfer of property accountability will only affect the department concerned)</li> <li>• Office of the Mayor (if the request for transfer of property accountability is from one office to another)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><u>FOR ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) FOR NEWLY ACQUIRED PROPERTY, PLANT AND EQUIPMENT (PPE):</u></b>				
1. Submit a letter request to the Office of the Mayor for provision of PPE	1. Procure the requested item/s and provide three (3) original copies of the Requisition and Issue Slip to the GSO upon approval of the request.	None	30 minutes	Office Staff Procurement Office
2. None	2. Prepare the Property Acknowledgment Receipt (PAR) or	None	15 minutes	Office Staff General Services Office



	Inventory Custodian Slip (ICS) and present the same to the identified Accountable Officer for his/her signature upon receipt of newly-acquired PPE.			
3. Sign the PAR or ICS	3. Update Property Card (PC) of the equipment and the property accountability of the accountable officer.	None	5 minutes	Office Staff General Services Office
<b>TOTAL:</b>		<b>None</b>	<b>50 Minutes</b>	
<b><u>FOR REQUEST FOR TRANSFER OF PROPERTY ACCOUNTABILITY:</u></b>				
1. Submit to the GSO a letter request for transfer of property accountability duly approved by the department head, if the requested transfer is within the department concerned, or the City Mayor, if the request involves transfer of property accountability from one office to another.	1. Prepare the updated PAR based on the approved letter request together with the Property Transfer Report (PTR). The newly identified accountable officer must sign the PAR or ICS as proof of accountability for the property concerned	None	15 minutes	Office Staff General Services Office
2. None	2. Update the Property Card of the equipment and Property Accountability of the transferor and transferee of PPE	None	5 minutes	Office Staff General Services Office
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	



## 2. Property Clearance

Property Clearance is a document that shows whether an employee or former employee has property accountability or none. It is part of the official clearance form emanating from the Human Resources Management Office (HRMO). It is issued by the General Services Office (GSO) to applicants which may include an employee who is about to resign, retire or separate from the service, former city government employee/officials or any city government employee/officials who intends to use such clearance for any purpose. An applicant for Property Clearance who has existing property accountability shall not be cleared.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	Any current city government employee or former employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly-accomplished clearance form emanating from the HRMO (1 Original Copy)		CHRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present a duly-accomplished clearance form issued by the HRMO	1. Check property accountability records of the client. If there is none, the client will be cleared from any property accountability. Otherwise, a list of property issued to the client will be provided.	None	30 minutes	<i>General Services Officer</i> General Services Office
2. Present copy of Property Return Slip or other proof of extinguishment of property accountability, if there is any.	2. Verification of the records submitted	None	30 minutes	<i>General Services Officer</i> General Services Office
3. Receive duly signed Property Clearance from the GSO	3. Issue Property Clearance.	None	5 minutes	<i>General Services Officer</i> General Services Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 5 Minutes</b>	



### 3. Request for Building Maintenance Work

Building Maintenance work is a service provided by the GSO to any government office occupying a space in a city government owned building or facility wherein the maintenance of which is covered by the functions of the GSO.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Maintenance Request and Work Order Form (1 Original Copy)		GSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a duly accomplished Maintenance Request and Work Order Form.	1. Verify the information indicated in the RIS, check the stock cards based on the approved Project Procurement Management Plan (PPMP) and prepare the item/s to be issued.	None	30 minutes	
	1.1 Assess the needed job to be done. If it requires major maintenance work, endorse to the Engineering Department or recommend for outsourcing. If it requires minor works, estimate the needed materials to be needed for the job.	None	30 minutes	
	1.2 If the maintenance work	None	5 minutes (for	



	requires procurement of goods, make the appropriate procurement request. Upon availability of needed materials, perform the requested maintenance job.		procurement request) 2 hours (for simple scope of works) 7 days (for complex scope of works)	
2. Acknowledge work accomplishment of building maintenance	2. Building maintenance personnel shall provide the Maintenance Request and Work Order Form to the client for his/her acknowledgement of the accomplished job.	None	1 minute	<i>Building Maintenance Personnel</i> General Services Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 Hours and 6 Minutes for simple scope of works; 7 Days, 1 Hour, and 6 Minutes for complex scope of works</b>	



#### 4. Processing of Property Return Slip for Unserviceable Equipment

Acceptance of unserviceable equipment through a duly accomplished Property Return Slip Form is a service provided by the GSO to any city government employee with property accountability whose equipment issued to them are beyond repair and due for disposal.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Properly Filled out Property Return Slip (2 original)		GSO		
2. Properly Filled out Inventory and Inspection Report of Unserviceable Property (1 original)		GSO		
3. Property Acknowledgement Receipt (1 copy)		GSO		
4. Unserviceable Equipment		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Property Return Slip (PRS), Inventory and Inspection Report of Unserviceable Property (IIRUP) together with a copy of Property Acknowledgement Receipt (PAR) and the unserviceable equipment subject for return.	1. Check the details provided in the PRS, IIRUP and PAR forms and ensure that the specifications are the same with the unserviceable equipment to be returned. Upon verification of the details, a photo will be taken on the subject unserviceable equipment. The printout of the photograph shall be attached to the PRS, IIRUP and PAR.	None	30 minutes	<i>Office Staff</i> General Services Office
2. Receive a copy of the PRS Form from the GSO.	2. The GSO personnel who received the	None	5 minutes	<i>Office Staff</i> General Services Office



	unserviceable equipment shall sign the PRS form and provide a copy to the accountable officer.			
	<b>TOTAL:</b>	<b>None</b>	<b>35 Minutes</b>	



## 5. Request for Repair of Property, Plant and Equipment

This service is provided by the General Services Office to maintain the working condition of Property, Plant and Equipment (PPE).

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For ICT Equipment:</b>				
1. Request Letter (1 Original, 1 Photocopy)		Requesting Client		
2. MIS Recommendation Form		MISD		
<b>For Non-ICT Equipment:</b>				
1. Request Letter (1 Original, 1 Photocopy)		Requesting Client		
2. PPE that needs to be repaired		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For ICT Equipment:</b>				
1. Submit the letter requesting for repair of ICT Equipment together with MIS Recommendation Form and the equipment that needs to be repaired.	1. Receive the letter requesting for repair of ICT Equipment, MIS Recommendation Form and the equipment that needs to be repaired.	None	5 minutes	Office Staff General Services Office
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	
<b>For Non-ICT Equipment:</b>				
1. Submit the letter requesting for repair of PPE, and the subject equipment that needs to be repaired.	1. Receive the letter requesting for repair of PPE and the subject equipment that needs to be repaired.	None	5 minutes	Office Staff General Services Office
2. None	2. Submit a letter to the Office of the Mayor requesting for procurement of parts and labor for the repair of equipment.	None	5 minutes	



3. None	3. Process the purchase of parts and labor for the repair of equipment and provide a Notice of Delivery to the GSO.	None	1 month	<i>Staff</i> Procurement Office
4. None	4. Acceptance of services to be rendered or parts to be delivered	None	30 minutes	
5. Client shall receive the equipment that has been repaired	5. The GSO shall forward to the client the equipment that has been repaired.	None	15 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>1 Month and 55 Minutes</b>	



# **General Services Office**

## **External Services**



## 1. Acceptance of Delivery

Acceptance of delivery is carried out by the General Services Office by way of physically accepting the goods and services delivered by the supplier or contractor in accordance with the approved purchase order or contract, and documenting the outcome of the said function using an official form, the Acceptance and Inspection Report.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Supplier, Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Purchase Order or Contract (1 Certified True Copy and Digital Copy)		c/o Office of the Mayor		
2. Requisition and Issue Slip ( 3 Original Copies)		To be provided by the City Procurement Office to the General Services Office		
3. Goods specified in the Purchase Order or Services stipulated in the Contract (Quantity as per approved Purchase Order or Scope of Services as per approved Contract)		To be provided by the City Procurement Office to the General Services Office		
4. Sales or Service Invoice for complete delivery (1 Original Copy and 1 Duplicate Copy) or Delivery Receipt for partial delivery (1 Original and 1 Duplicate Copy)		Supplier or Contractor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Provide a certified true copy and a soft copy of the approved Purchase Order or Contract together with 3 original copies of Requisition and Issue Slip to the General Services Office.	None	5 minutes	<i>Staff</i> Procurement Office
2. None	2. Draft the Acceptance and Inspection Report based on the soft copy provided by the City	None	30 minutes for small number of items;  1 hour	<i>Staff</i> General Services Office



	Procurement Office.		for voluminous number of items	
3. Deliver the item/s in the approved place of delivery specified in the Purchase Order or Contract and informs the City Procurement Office of the schedule of delivery.	3. City Procurement Office shall issue a Notice of Delivery to the General Services Office to inform the latter of the delivery schedule.	None	5 minutes	<i>Staff</i> Procurement Office
	3.1 Submit to the Human Resources Management Office an application for Official Business Form for deliveries within the City, or Travel Order Form for deliveries outside the City.	None	5 minutes	<i>Staff</i> General Services Office
4. Provide the Delivery Receipt (DR) for partial delivery, or Sales/Service Invoice (SI) for complete delivery to the assigned General Services Office worker.	4. Make the acceptance using the details specified in the Purchase Order or Contract as reference in carrying out the function	None	30 minutes for small number of items;  1 hour for voluminous number of items	<i>Staff</i> General Services Office
5. Receive the duplicate copy of signed DR or SI from the GSO	5. Sign of the original copy of Delivery Receipt for partial delivery, or original copy of Sales/Service Invoice for complete delivery, as proof of acceptance of goods/services.	None	2 minutes	<i>Staff</i> General Services Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 17 Minutes and small number</b>	



			<b>of items; 2 Hours and 17 Minutes for voluminous number of items</b>	
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## 2. Issuance of Goods and Services to End-User

Goods and services are issued by the General Services Office (GSO) to qualified recipients upon presentation and/or completion of the required documents and verification of data. This is carried out using the standard form, the Requisition and Issue Slip (RIS). The end user will be asked to sign the RIS as proof of receipt of the item/s being issued. Depending on the RIS provided to the General Services Office by the City Procurement Office, an end user may be a government employee or private individual.

<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	Authorized end user identified in the Requisition and Issue Slip who may be from a government office or private sector.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip (3 Original Copies)		c/o Office of the Mayor		
<b>If end-user is a private individual:</b>				
2. Valid government-issued ID in case the End User is a private individual		Private end-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If the End-User is a city government employee, submit a properly filled out Requisition and Issue Slip (RIS) form duly approved by the approving authority.	1. Verify the information indicated in the RIS, check the stock cards based on the approved Project Procurement Management Plan (PPMP) and prepare the item/s to be issued.	None	30 minutes	Office Staff General Services Office
2. If the End User is not a government employee, present a valid government-issued I.D. to the storekeeper. If the claimant is not the End User identified in the RIS, an authorization letter stating the	2. Verify the identity of the End User using the presented ID and the name appearing on the RIS. Scrutinize the authorization letter vis- à-vis the name and signature of the End User that appear on the Requisition Part of	None	1 minute	Office Staff General Services Office



name of the claimant, duly-signed by the End User must be presented together with a valid government-issued ID of the claimant	the RIS as well as the ID presented by the claimant vis-à-vis the name of the claimant stated in the authorization letter			
3. Receive and check the item/s specified in the RIS	3. Issue the item/s, and document such issuance	None	30 minutes	<i>Office Staff</i> General Services Office
4. Accept the item/s and sign the Issuance Part of the RIS	4. Update Stock Cards	None	30 minutes for small number of items; 1 hour for voluminous number of items	<i>Office Staff</i> General Services Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 31 Minutes for small number of items; 2 Hours and 1 Minute for voluminous number of items</b>	