



# PROVINCIAL GENERAL SERVICES OFFICE CITIZEN'S CHARTER

FRONTLINE SERVICE	STEPS & PROCESSES			RESPONSIBLE PERSON/S	RESPONSE TIME	REQUIREMENTS/ DOCUMENTS NEEDED	CHARGES/FEES (IF ANY)	LOCATION	
	STEP	CLIENT	SERVICE PROVIDER						
1. REQUEST FOR THE USE OF GOV'T. EQUIPMENTS AND FACILITIES/RENTING OUT OF FACILITIES. (The provincial government rents out facilities for use of entities, institutions, associations, and all others with corresponding fees).	1	Submit letter request/verbal request.	1. Receive request letter, check the availability of facility/ equipment: table, chair, & other paraphernalia.	Admin Officer Admin Assistant I, PGSO Head	5 minutes	Letter request/ verbal	NONE	PGSO Office (Admin Division)	
	2	Accomplish reservation/ borrower's slip form.	2. Issue Reservation/ Borrowers Slip form 3.Receive accomplished form and process for the signature of PGSO Head. 4. Instruct the requester to pay rental fee at the Cashier's Division of the Provincial Treasurer's Office	Admin Officer Admin Aide III	10 minutes	Fully accomplished reservation borrower's slip form		PGSO Office (Admin Division)	
	3	Present the Official Receipt (OR)	5. Photocopy of Official Receipt or get details (Official Receipt No. and amount paid)		3 minutes	Official Receipt of payment			
	4	Receive Approved reservation/ borrower's slip form	6. Log and release approved reservation/borrower's slip form and copy furnish Security Guards	Admin Officer Admin Aide III	2 minutes	Approved reservation borrower's slip form	see attached rental fees on official receipt	PGSO Office (Admin Division)	
End of transaction. Maximum time to complete the process: 20 minutes									
2. REPAIR OF FACILITIES (Maintains and supervises Buildings, Electrical, ITES, Furniture&Fixtures, CR,Pipes Faucets & etc.)	1	Submit verbal or written request for repair	1. Receive letter request/ verbal request for repair & maintenance & forwards to PGSO Head for action	Admin Aide IV	5 minutes	Letter request	NONE	PGSO Office (records section)	
			2. Approval and referral to Administrative Section for verification and assessment	PGSO Head	10 minutes	Letter request			
			3. Receive order from PGSO Head	Admin Officer IV		Routing Slip			
	2	Assist the PGSO Personnel in their assessment	4. Conduct verification and assessment for implementation	PGSO Head	5 minutes				
			5. Implement repair ( If there are available materials)	Utility Foreman Carpenter, Plumber, Air Tech,SS operator Electrician, Admin Aide IV	depending on the extent of damaged repair of facility	Assessment report	NONE		
	3		6. Conducs Pre-Repair inspection. Lists needed apareparts to replace defective parts, if any. If not, perform troubleshooting.	Utility Foreman Carpenter, Plumber, Air Tech, SS Operator Electrician, Admin Aide IV	30 minutes	Pre-Repair Inpection report and certificate of equipment inspection	NONE		
	4	The client prepare PR and submit to BAC for the procurement of needed parts		Canvasser/ BAC	8 hrs	Procurements documents	NONE	BAC Office	
5		7. Prepare waste materials report, AIR,Post repair inspection			Waste Materials report AIR, RIS, and post repair inspection	NONE	PGSO Office (Admin Division)		
6		8.sign post repair inspection informs the client of completed works and releases equipment except water system. Collects and turnover waste materials	Technician or Plumber	1 hour	Log Book	NONE	PGSO Office (Property Management)		
7		9.Accepts waste materials, signs AIR, RIS and let client sign the certificate of Repair Completion.		10 minutes	Log Book	NONE	PGSO Office (Property Management)		
End of transaction. Maximum time to complete the process: 10 hours									



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	STEP	CLIENT	SERVICE PROVIDER					
3. PROCUREMENT PROCESS -Bidding (Implements the procurement process & activities as approved by the BAC)	1	prepare purchase (PR) & submit the same to the BAC goods & services TWG for review & evaluation prior to the approval of the Provincial Governor	1. Receive approved PR, ASPP and AEPP for numbering and referral to BAC for mode of procurement	Supply Officer II Admin Aide VI Computer Operator	5 minutes	Approved Purchase Request (PR)	NONE	PGSO Office (Procurement Management Division)
	2	prepare ASPP/AEPP for recommendation of the Pacco, PGSO, and reviewed by the PBO prior to the approval of the Provincial Governor		Supply Officer II Admin Aide VI Computer Operator	5 minutes	Annual Supply Procurement (ASPP) Plan, Annual Equipment Procurement Plan(AEPP)		
			2. Prepare Purchase Order (P.O.)	Supply Officers Admin Aide IV	20 minutes	Duly approved and received notice of award (NOA with the provision of Performance Security and all other supporting procurements		
			3. Review of the Purchase Order (P.O.)	Admin Officers	15 minutes	Purchase Order		
			4. Final review and signs the P.O.	PGSO Head	5 minutes			
			5. Number, log and release the P.O. to end-user for preparation of obligation request (OBR) for processing	Admin Aide VI	5 minutes			
	3	Present OBR for processing	6. Received approved (P.O.) from Provincial Governor's Office	Record Officer I Admin Aide IV Admin Aide III	5 minutes	Approved purchase order		PGSO Office (Record Section)
			7. Serve Purchase Order to winning bidders	Admin Aide IV	15 minutes			PGSO Office (Procurement Management Division)
			8. Receive deliveries from Suppliers	Admin Aide IV Admin Aide III	1 hour	Official Receipt		
			9. Notify end-users and inspectorate team of the delivery for acceptance and inspection					PGSO Office (Supply Division)
	4	Accept delivery & sign inspection & acceptance report (IAR)	10. Inspect & accept delivery	Admin Aide IV Admin Aide III	2 hours	Official Receipt and approved purchase order and all other documents		
	5	Haul supply and receives document for payment	11. Release supplies and documents for payment process	Admin Aide IV Admin Aide III	10 minutes			
	6	Receive ICS or ARE and signs	12.Prepare Inventory Custodian Slip of ARE if required	Admin Officer	20 minutes	Official Receipt		PGSO Office (Admin Division)
			13. Log and release to end users for signature	Admin Aide IV	5 minutes	ICS or ARE and all the other procurement documents		
	7	Return to PGSO after signature of authorized Staff	14. Receive and the PGSO Head will sign	PGSO Head	5 minutes			PGSO Office (Asset & Property Mgt Division)
8	Receive the complete procurement papers for preparation of voucher for payment of delivered supplies	15. Log & Release the complete procurement papers for payment of delivered supplies	Supply Officer Admin Aide IV		Complete procurement documents of the delivered goods/supplies			
End of transaction.			Maximum time to complete the process: 4hours & 5 minutes					



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	STEP	CLIENT	SERVICE PROVIDER						
<b>4. PROCUREMENT PROCESS</b>  -Shopping & other modes of procurement (Implements the procurement process and activities as approved by the Bids and Awards Committee (BAC))	1	Assist in the canvassing	1. Receive BAC Resolution re: shopping, direct contracting and other modes of shopping	Supply Officers Admin Aide VI Data Encoder	5 minutes	BAC Resolution together with Purchase request, Annual Supply Procurement Plan, Annual Equipment Procurement Plan, PR/ASPP/AEPP	NONE	PGSO Office (Asset & Property Mgt Division)	
			2. Prepare canvass papers	Admin Aide VI Data Encoder PGSO Head	20 minutes	Canvass papers			
			3. Review & signs of canvass papers	PGSO Head	5 minutes	Signed canvass papers			
			3. Review of the Purchase Order (P.O.)	Admin Officers	15 minutes	Purchase Order			
			4. Distribute and collect canvass papers to and from various suppliers	Supply Officers Admin Aide IV	8 hours	Approved canvass papers			
			5. Submit to BAC Secretariat all collected price quotation for opening	BAC Secretariat TWG					
			6. Receive all opened price quotations from BAC Secretariat for abstracting	Admin Aide IV Computer Operator					
			7. Prepare abstract of price quotations	Supply Officer IV Data Encoder	20 minutes	Opened price quotations of participating suppliers & distributors			
	2	Receive abstract of price quotation for verification, evaluation and comments	8. Refer the abstract to end user/ for verification and evaluation of price quotation/s and comments	Supply Officer IV	10 minutes	Abstract of price quotation/s with all the supporting documents			PGSO Office (Admin Division)
	3	Submit comments to the BAC	9. Receive final recommendation for award from BAC secretariat	Record Officer	5 minutes	Recommendation together with all the supporting documents			PGSO Office (Record Section)
			10. Prepare Purchase Order	Supply Officer II Admin Aide IV Data Encoder	20 minutes	Evaluated abstract of price quotation and the complete procurement documents			PGSO Office (Asset & Property Mgt Division)
			11. Review the purchase order	PGSO Head	20 minutes	Purchase Order			PGSO Office
			12. Sign of Purchase Order	PGSO Head	5 minutes				
	4	Submit prepared OBR for processing	13. Number, log and release the P.O. to end-user for preparation of Obligation Request (OBR) for processing	Record Officer Admin Aide IV	5 minutes				PGSO Office (Asset & Property Mgt Division)
			14. Received approved Purchase Order from the PGO Provincial Governor's Office	Admin Aide IV	5 minutes				
			15. Serve Purchase Order	Admin Aide IV	15 minutes	Approved Purchase Order			
	5	Accept delivery and sign Inspection and acceptance report (IAR)	16. Receive deliveries from suppliers	Supply Officer Admin Aide IV	1 Hour	Official Receipt (OR)			PGSO Office (Procurement Mgt Division)
			17. Notify end-users and inspectorate team of the delivery for acceptance and inspection						
			18. Inspection and Acceptance of delivery	Supply Officer Admin Aide IV	8 Hours	Official Receipt (OR) and approved Purchase Order and all other supporting documents			
	6	Receive documents for payment	19. For payment process	Admin Aide IV					PGSO Office
		20. Prepare Inventory Custodian Slip(ICS) or Acknowledgement Receipt for Equipment (ARE) as required	Admin Aide VI	20 minutes					



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	STEP	CLIENT	SERVICE PROVIDER					
4. PROCUREMENT PROCESS -Shopping & other modes of procurement (Implements the procurement process and activities as approved by the Bids and Awards Committee (BAC))			21. Log and forward ARE or ICS to end-users for signature		5 minutes		NONE	PGSO Office
	7	Receive & sign ICS or ARE		Admin Aide VI				
	8	Return to PGSO after signature of authorized personnel	22. Receive and forward to PGSO Head for signature	Admin Aide VI PGSO Head	5 minutes	Duly signed ICS or ARE		
	9	Receive the complete procurement papers for preparation of voucher for payment of delivered goods	23. Release the complete procurement papers for payment of delivered supplies/goods.			Complete procurement documents of the delivered goods		
End of transaction.			Maximum time to complete the process: 19hours & 35 minutes					
5. GRANTING OFFICE CLEARANCE ON PROPERTY ACCOUNTABILITY (for retirement, transfer, resigned, on official leave for a month)	1	Request/Secure Clearance Form	1. Receive and review the accuracy of the contents and supporting documents	Admin Aide VI Records Officer	5 minutes	Service Record and (OR) Official Receipt	see attached required fees on official receipt	PGSO Office (Records Division)
	2	Have it sign by the concerned client, his/her immediate supervisor and the Department Head	2. forwards to the officer-in-charge of Inventory Custodian for checking the property accountability.		5 minutes	accomplished clearance form & supporting docs		
			3. Verify and review the accountability records	Admin Officer	2 minutes	accomplished clearance form & supporting docs	NONE	PGSO Office (Admin Division)
			4. If the property accountability cleared, clearance shall be submitted to the PGSO Head for signature	Admin Aide VI PGSO Head	2 minutes			
			5. Records and release clearance to client	Admin Officer Admin Aide III	2 minutes			
	3	Client w/ property accountability	5. check the status of the received item/s if serviceable or unserviceable	Admin Aide IV Records Officer	5 minutes	accomplished clearance form & supporting docs		
			6. Check & Verify records on Land Transportation Equipment	Records Officer Admin Aide III Book binder	3 minutes	Complete procurement documents of the delivered goods		
			7. Check & Verify records on Office Equipment & Machinery	Admin Assistant I Admin Aide III Book binder	3 minutes			
		8. Check & Verify records on Information Technology Equipment/Hardware	Admin Assistant V Admin Aide III Book binder	3 minutes				
If the item/s received by the client or end-user is unserviceable								
5. GRANTING OFFICE CLEARANCE ON PROPERTY ACCOUNTABILITY (for retirement, transfer, resigned, on official leave for a month)			9. If the status of received item/s serviceable, prepare Acknowledgement Receipt for Equipment (ARE/PAR)/ M.R.(transfer of accountability)	Admin Assistant V Data Encoder Book binder	5 minutes	Acknowledgement Receipt/ Property Acknowledgement Receipt/ Memorandum Receipt	NONE	PGSO Office (Admin Division)
	4	Secure (PRS) Property Return Slip	10. Receive and review the accuracy of the contents and supporting documents	Admin Officer Records Officer	5 minutes	ARE/PAR/MR		
	5	Present accomplished PRS	11. Check & Verify records of Inventory Custodian	Records Officer Admin Aide III	2 minutes	PRS		
			12. Forwards Acknowledgement Receipt (ARE) and Property Return Slip (PRS) to the PGSO Head for action to effect transfer & relief of property accountabilities	Admin Aide III	2 minutes	Acknowledgement Receipt/ Property Acknowledgement Receipt/ Memorandum Receipt		
			13. Office clearance shall be submitted to the PGSO Head for signature	Admin Officer PGSO Head	2 minutes	accomplished clearance & supporting documents		



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	STEP	CLIENT	SERVICE PROVIDER					
			14. Records and release clearance to concerned client	Admin Officer Admin Aide III	3 minutes		NONE	PGSO Office (Admin Division)
End of transaction. Maximum time to complete the process: 49 minutes								
6. REQUEST FOR OFFICE SUPPLIES AND EQUIPMENTS AVAILABLE AT STOCK ROOM (Office supplies such as Bond paper, ballpen, sign pen, folder, envelope, printer ink, photo copier ink, pencil correction tape/pen, pentipen, marker, record book, file organizer, file tray, stapler, staple wire, paperclip/binder, rubbing alcohol dishwashing liquid, broom scotch tape, air freshener glass cleaner and etc.)	1	Present accomplished SAI Form/ Stock Availability Inquiry	1. Prepare requisition and issue slip (RIS)	Supply Officer Admin Aide IV Data Encoder	5 minutes	SAI	see attached required fees on official receipt	PGSO Office (Asset & Property Mgt Division)
			2. Send requisition and issue slip (RIS) to the concerned office for signature	Admin Aide IV	3 minutes			
			3. Send back requisition and issue slip (RIS) to the PGSO Head for approval		2 minutes			
			4. Prepare available stock/s for release	Admin Aide IV Store Keeper	15 minutes			
			5. Records and release available stock/supplies to the concerned office		5 minutes			
End of transaction. Maximum time to complete the process: 30 minutes								
7. Request for Repair of RP- Service Vehicles	1	1. Submit letter for service vehicle request for repair	1. Receives letter request or verbal request and forwards to the PGSO	Admin Officer Supply Officer	5 minutes	Letter request	NONE	PGSO Office (Admin Division)
			2. Approval and referral to Administrative Section for verification and assessment	PGSO Head				PGSO Office
			3. Conduct Actual Inspection on the RP Car for repair	Admin Aide IV Admin Assistant I				
	2	2. Secure & accomplish (SYMRS) & sign by the requesting Official	4. Receive order/instruction from PGSO Head	Admin Officer IV	5 minutes	Inspection report		PGSO Office
			5. Implement repair ( If there are available materials)	Utility Foreman Carpenter, Plumber, Air Tech, SS Operator Electrician, Admin Aide IV	depending on the extent of damaged repair of facility	Assessment report		
			6. Conducts Pre-Repair inspection. Lists needed spare parts to replace defective parts, if any. If not, perform troubleshooting.		30 minutes	Pre-Repair Inspection report and certificate of equipment inspection		
	3	The client prepare PR and submit to BAC for the procurement of needed part	7. Prepare waste materials report, AIR, Post repair inspection	Canvasser/ BAC	8 hrs	Procurements documents		BAC Office
			8. sign post repair inspection informs the client of completed works and releases equipment except water system. Collects and turn-over waste materials	Technician or Plumber	1 hour	Log Book		
			9. Accepts waste materials, signs AIR, RIS and let client sign the certificate of Repair Completion.		10 minutes	Log Book		
End of transaction. Maximum time to complete the process: 10 hours								