



**CITY GENERAL SERVICES OFFICE**  
2<sup>nd</sup> Floor, GSO, Tabaco City Annex Building, Tabaco City

SERVICE	STEPS	MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION	
<b>ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT &amp; INVENTORY CUSTODIAN SLIP</b>	1	1 - 2 days	<b>Photocopy of the following:</b> 1. Purchase Order (PO) 2. Purchase Request(PR) 3. *Delivery Receipt (DR) Sales Invoice-Original and Photocopy with date 4. *Inspection and Acceptance - Original copy with date of acceptance 5. Presence of Item/s  <b>If I.T Equipment/ Communication Equipment:</b> 1. Certification (Issued from GSO)	<ul style="list-style-type: none"> <li>• Crisanta Bragais</li> <li>• Elaine Joy Borlado</li> </ul>	None	G2G	Complex	
	2							Client will present the item/s for inspection & PAR preparation Prepare PAR/ICs and Inventory Tag (sticker) and Documentation of the item(picture)
	3	1 - 7 days						Release PAR/ICS with Inventory Tag (sticker) for signature of Accountable Officer
	4	1 day						Release



<b>TRANSFER OF PROPERTY ACCOUNTABILITY</b>	1	Present Previous PAR/ICS Check the inventory record for confirmation if the item is included in the inventory database	1 day	1. Previous Record of ARE/ICS	• Crisanta Bragais	None	G2G	Complex
	2	Prepare ARE Prepare new PAR/ICS for transfer to new Accountable Officer	1 day					
	3	Acceptance of the New Accountable Officer & Approval of PAR/ICS, to be signed by the new Accountable Officer	1 day or depending on the availability of the new accountable officer		• Crisanta Bragais • Roland Garcia			
<b>RELIEF OF ACCOUNTABILITY (General Rule)</b>	1	Submission of the client's filled up documents or form	1 day	1. Inventory and Inspection Report of Unserviceable Property (4copies) 2. Report of Waste Materials(4copies) 3. Pictures of the unserviceable items	• Elaine Joy Borlado	None	G2G	Complex
	2	Surrender item/s for inspection	1 day	1. Surrendered Item/s				
	3	Acknowledgement and Confirmation of unserviceable items	1 day					



		and updating of inventory record						
<b>REPAIR AND MAINTENANCE OF HEAVY EQUIPMENT, MOTOR VEHICLES AND EQUIPMENT</b>	1	Client present vehicle/s or equipment for repair	2 - 3 hours	1. Vehicle/s or Equipment/s for Inspection	<ul style="list-style-type: none"> <li>• Hanna Buebo</li> <li>• Motorpool Unit or Mechanic</li> </ul>	None	G2G	Complex
	2	Pre-inspection report	1day	1. Vehicle/s or Equipment/s for Inspection 2. Pictures of Vehicle/equipment	<ul style="list-style-type: none"> <li>• Mechanic</li> <li>• Hanna Buebo</li> </ul>			
	3	Preparation of PR	1day	1. Copy of pre-inspection report 2. Pictures of vehicle/s or Equipment	<ul style="list-style-type: none"> <li>• Hanna Buebo</li> </ul>			
	4	Repair and maintenance works	1 - 30 days	1. Vehicle/s or equipment/s	<ul style="list-style-type: none"> <li>• Motorpool unit or Mechanic</li> </ul>			
	5	Post-inspection	1 day		<ul style="list-style-type: none"> <li>• Mechanic</li> <li>• Driver</li> </ul>			
	6	Prepares Inspection and Acceptance Report, OBR, DV, Waste Material/s Report, and other supporting documents for payment	2 - 3 days	1. Copy of post-inspection report	<ul style="list-style-type: none"> <li>• Hanna Buebo</li> </ul>			
	7	Turn Over of unit to the end-user	1 hour	1. Vehicle/equipment	<ul style="list-style-type: none"> <li>• Driver</li> </ul>			



<b>ISSUANCE OF FUEL/GAS SLIP INCLUDING PROCESSING FOR PAYMENT</b>	1	Client presents Vehicle's Trip Ticket of the Equipment's Fuel Consumption Report	15 minutes	1. Trip Ticket with complete details such as: <ul style="list-style-type: none"> <li>• Date of travel</li> <li>• Drivers name &amp; signature</li> <li>• Government Car used with plate number</li> <li>• Name of Passengers and Signature</li> <li>• Place visited</li> <li>• Purpose of travel</li> <li>• Odometer reading (if applicable)</li> <li>• Signature of the office Head/City Mayor if travel is outside the city</li> </ul>	<ul style="list-style-type: none"> <li>• Roland Garcia</li> <li>• Hanna Bueno</li> <li>• Jeasahel Boqueo</li> <li>• Aida Dioquino</li> <li>• Elaine Joy Borlado</li> <li>• Crisanta Bragais</li> <li>• John Bennet Agustin</li> </ul>	None	G2G	Complex
	2	Issuance of Gas Slip to the designated driver of the vehicle or operator	5 minutes	1. Approved Trip Ticket or Previous Utilization report for heavy equipment/ 2. Other equipment 3. Motor Vehicles				
	3	Preparation PR, PO, OBR, DV, Inspection and Acceptance Report, Utilization Report and other	1 - 5 days	1. Statement of accounts and Receipts from suppliers	<ul style="list-style-type: none"> <li>• Hanna Buebo</li> <li>• Jeasahel Boqueo</li> <li>• Aida Dioquino</li> <li>• Elaine Joy</li> </ul>			



		supporting documents for payment			<ul style="list-style-type: none"> <li>Borlado</li> <li>Juan Miguel Brosas</li> <li>Uzziel Ann Loisaga</li> <li>John Bennet Agustin</li> </ul>			
	4	Preparation & Sorting of all Supporting Documents	1 day	<ol style="list-style-type: none"> <li>Purchase Request</li> <li>Purchase Order</li> <li>OBR</li> <li>Disbursement Voucher</li> <li>Inspection and Acceptance Report Utilization Report</li> <li>Other Supporting documents for payment</li> </ol>				
	5	Processing of Payment	1 - 3 months		<ul style="list-style-type: none"> <li>Budget Office</li> <li>Accounting Office</li> <li>CTO Mayor's Office</li> </ul>			
<b>MOTOR VEHICLE REGISTRATION INCLUDING GSIS INSURANCE</b>	1	Inspection of New Motor Vehicle Heavy Equipment	½ day	<ol style="list-style-type: none"> <li>Purchase Order</li> <li>Delivery Receipt</li> <li>Inspection and Acceptance Report of the Unit</li> <li>Stencil of the Vehicle</li> <li>Picture of the vehicle(all sides)</li> </ol>	<ul style="list-style-type: none"> <li>John Bennet Agustin</li> </ul>	None	G2G	Complex
	2	Preparation of supporting documents for payment	1 day	<ol style="list-style-type: none"> <li>Obligation Request</li> <li>Disbursement Voucher</li> <li>Billing statement from GSIS</li> </ol>	<ul style="list-style-type: none"> <li>John Bennet Agustin</li> </ul>			
	3	Processing of	1 - 3 months		<ul style="list-style-type: none"> <li>Budget Office</li> </ul>			



		Payment			<ul style="list-style-type: none"> <li>Accounting Office CTO</li> <li>Mayor's Office</li> </ul>			
4		Payment of Cheque to GSIS		<ol style="list-style-type: none"> <li>Obligation Request</li> <li>Disbursement Voucher</li> <li>Billing statement from GSIS including the cheque</li> </ol>	<ul style="list-style-type: none"> <li>John Bennet Agustin</li> </ul>			
5		Pick up Insurance Policy	½ day					
6		Registration of Motor Vehicles	1 - 3 days depending on the type of vehicle	<ol style="list-style-type: none"> <li>Updated Insurance Policy from GSIS</li> <li>Emission Testing</li> <li>Stencil of the vehicle/s</li> <li>Presence of the unit for inspection</li> </ol>				
<b>OLD MOTOR VEHICLE (RENEWAL AND REGISTRATION)</b>								
1		Motor Vehicle/ Heavy Equipment	½ day	<ol style="list-style-type: none"> <li>Previous OR/CR</li> <li>GSIS Insurance</li> </ol>				
2		Preparation of Supporting Documents for payment	1 day	<ol style="list-style-type: none"> <li>Obligation request</li> <li>Disbursement Voucher</li> <li>Billing statement from GSIS</li> </ol>	<ul style="list-style-type: none"> <li>John Bennet Agustin</li> </ul>	None	G2G	Complex
3		Processing of payment	1 - 3 months		<ul style="list-style-type: none"> <li>Budget Office</li> <li>Accounting Office</li> <li>CTO</li> <li>Mayors Office</li> </ul>			
4		Payment of cheque to		1.Obligation request	<ul style="list-style-type: none"> <li>John Bennet</li> </ul>			



	GSIS		2. Disbursement Voucher 3. Billing statement from GSIS including the cheque	Agustin			
<b>PROPERTY &amp; BUILDING INSURANCE</b>							
1	Building Insurance	½ day	1. Appraised Value of the Bldg. signed by the City Assessor 2. Building Permit & Occupancy Permit Pictures of the Building	• John Bennet Agustin	None	G2G	Complex
2	Preparation of Supporting documents for payment	1 day	1. Obligation Request 2. Disbursement Voucher 3. Billing statement from GSIS				
3	Processing of Payment	1 - 3 months		• Budget Office • Accounting Office • CTO • Mayors Office			
4	Payment of cheque to GSIS		1. Obligation Request 2. Disbursement Voucher 3. Billing Statement from GSIS including cheque	• John Bennet Agustin			
5	Pick up Insurance Policy	½ day					
<b>PERSONNEL INSURANCE</b>							



	1	Clients present the list of the Personnel to be insured	½ day	1. List of personnel signed by the office head	• John Bennet Agustin	None	G2G	Complex	
	2	Preparation of Supporting documents	1 day	1. Obligation request 2. Disbursement Voucher 3. Billing statement from GSIS					
	3	Processing of Payment	1 - 3 months		• Budget Office • Accounting Office • CTO • Mayors Office				
	4	Payment of Cheque to GSIS		1. Obligation request 2. Disbursement voucher 3. Billing statement from GSIS including cheque	• John Bennet Agustin				
	5	Pick up Insurance Policy	½ day						
<b>PROCUREMENT OF OFFICE SUPPLIES AND EQUIPMENT</b>	<b>THRU PS-DBM</b>								
	1	Client presents the draft of APR	30 minutes	1. Agency procurement Request (APR)	• Elora Jane C. Boncacas	None	G2G	Complex	
	2	Checking of APR	1 hour depending on the transaction	2. Complete and Approved PPMP/AEPP with complete Technical Specifications					
	3	Processing of APR including the	7 - 30 days	1. Agency Procurement					





	supporting documents attached for the payment		Request(APR) 2. Other supporting documents				
<b>THRU PUBLIC PROCUREMENT</b>							
1	Clients presents the draft of Purchase Request(pr)	30 minutes	1. Purchase Request(PR) 2. Complete and Approved PPMP/AEPP 3. ASPP with complete technical specifications	• Elora Jane C. Boncacas	None	G2G	Complex
2	Checking of Purchase Request(PR) including Technical Specifications	1 hour depending on the transaction					
3	Consolidation of all Purchase Request (PR) to one Purchase Request	7 - 30 days					
4	Submission of consolidated PR to BAC	1 day	1. Consolidated Purchase Request				
5	Procurement and PO			BAC Office			
6	Delivery of Item/s	1 day	1. Delivery Receipt 2. Purchase Order	Inspector and GSO			
7	Inspection and Acceptance of Supplies/items	1 day	1. Purchase request 2. Inspection and acceptance	GSO			
8	Distribution of Supplies/items	1 day					



<b>PROCESS OF PAYMENT UNDER PUBLIC PROCUREMENT</b>	1	Bids and Awards Committee (BAC) transmits the Minimum Supporting Documents	1 day	1. Minimum Supporting documents (Original documents) along with a duplicate copy	• Aida A. Dioquino	None	G2G	Complex
	2	Checking and Sorting of Documents	7 days					
	3	Preparation of the Minimum Supporting Documents and the attached documents for the processing of payment as per COA checklist per transaction - For contract review - For final inspection	3 days	1. Delivery Receipt 2. Pictures 3. Summary/ Distribution list (if required)				
	4	Preparation of duplicate copy of all supporting documents and transmittal letter for COA	1 day					
	5	Submission of duplicate copy of documents to COA for contract review or Final Inspection	10 minutes					
	6	Processing of Payment	Up to 4 months					



					Office • CTO and • Mayors Office				
<b>ISSUANCE OF CERTIFICATION FOR THE PURCHASING OF IT EQUIPMENT</b>	1	Client presents the proposed PR along with Complete Technical Specifications	1 day	1. Approved PPMP and Annual Equipment Procurement Program 2. Purchase Request	• Elora Jane Boncacas • Crisanata Bragais	None	G2G	Simple	
	<b>If Approved to Purchase</b>								
	2	A certification will be issued allowing the end-user to purchase the said item/s	1 day	1. Approved PPMP and Annual Equipment Procurement Program 2. Purchase Request	• Juan Miquel Brosas	None	G2G	Simple	
	<b>If Not Approved to Purchase</b>								
	3	Provide Inspection and Inventory Report of Unserviceable property(IIRUP) and waste material report	1 day	1. Inventory and inspection report of unserviceable property (4copies) 2. Report of waste materials(4copies) 3. Pictures on the unserviceable items 4. Surrendered Item	• Crisanta Bragais	None	G2G	Simple	
4	Issuance of certification to purchase	½ day		• Juan Miguel Brosas					
<b>SERVICE VEHICLE</b>	<b>INTER-LGU Offices (within Tabaco)</b>								
	1	Client notifies at least 1 day before the	10 - 15 minutes	1. Itinerary of Travel 2. Passenger details	• Roland B. Garcia	None	G2G	Simple	



<b>REQUISITION</b>		scheduled trip			• Hanna B. Buebo			
	<b>INTER-LGU Offices (Outside Tabaco but within Albay)</b>							
		Client notifies at least 2 days before the scheduled trip	10 - 15 minutes	1. Duly approved letter request by the City Mayors Office 2. Itinerary of Travel 3. Passenger details	• Roland B. Garcia • Hanna B. Buebo	None	G2G	Simple
	<b>INTER-LGU Offices (Outside Albay)</b>							
		Client notifies at least 3 days before the scheduled trip	10 - 15 minutes	1. Duly approved letter request by the City Mayors Office 2. Itinerary of Travel 3. Passenger details	• Roland B. Garcia • Hanna B. Buebo	None	G2G	Simple
	<b>INTER-LGU Offices (Outside Bicol Region)</b>							
		Client notifies at least 7 days before the scheduled trip	10 - 15 minutes	1. Duly approved letter request by the City Mayors Office 2. Itinerary of Travel 3. Passenger details	• Roland B. Garcia • Hanna B. Buebo	None	G2G	Simple
	<b>SERVICE VEHICLE to Dr. Susano J. Rodriguez Memorial Mental Hospital, Cadlan, Pili, Cam. Sur</b>							
1	Client notifies at least 2 days before the scheduled trip	5 - 10 minutes	1. Duly approved request from the City Social Welfare and development Officer (Ma. Salome Villanueva - CSWD Officer) 2. Itinerary of Travel 3. Passenger Details	• Roland B. Garcia • Hanna B. Buebo	None	G2G	Simple	



	2	Checks availability of service vehicle	5 - 10 minutes					
	3	Prepares requests for Authority to Travel (for drivers) and Trip Ticket including approval	½ day	1. Itinerary of Travel 2. Passenger Details	• Hanna B. Buebo			
	4	Schedules travel/trips	10 - 15 minutes	1. Approved Authority to travel 2. Trip ticket				
<b>BUILDING MAINTENANCE</b>	1	Client presents a letter request for repair	2 - 3 hours	1. Letter Request	• Hanna Buebo • Roland Garcia	None	G2G	Complex
	2	Pre-inspection report	1 day	1. Physical Inspection	• Roland Garcia			
	3	Preparation of Program or works, plans and P.R	2 - 3 days	1. Copy of pre-inspection report				
	4	Repair and maintenance works	1 - 30 days depending on the extent of repair		• Maintenance Unit			
	5	Post-inspection	2 - 3 days	1. Program of works and plans	• Roland Garcia			
	6	Preparation of Inspection and Acceptance Report, OBR, DV, Waste Material/s report and other supporting documents for payment	2 - 3 days	1. Copy of Final Inspection report 2. Completion report 3. Pictures	• Hanna Buebo			
	7	Turnover of Unit/ Area to the end user	1 hour		• Roland Garcia			