

CITIZEN'S CHARTER

In compliance to Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption and providing penalties thereof:

GENERAL SERVICE OFFICE FRONTLINE SERVICES:

1. PURCHASE REQUEST PROCESSING
2. PROVISION FOR COMMUNITY SERVICES
3. PROVISION FOR REQUESTED FACILITIES
4. ISSUANCE OF PROPERTY CLEARANCE

SERVICE : **PURCHASE REQUEST PROCESSING**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS : 1) DOCUMENTS
 2) CANVASS SHEET
 3) COMPLETE SET OF APPROVED DOCUMENTS ATTACHED TO PURCHASE REQUEST AND OBR.
 4) COMPLETE SET OF PURCHASE ORDER
 5) DELIVERY RECEIPTS/APPROVED PURCHASE ORDER/QUANTITIES
 6) RETURN OF WASTE MATERIAL

STEP BY STEP PROCEDURE		PROCESING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
STEP 1 DOCUMENT TRACKING	TRACK DOCUMENTS ENCODE NECESSARY ENTRIES PRINT THE DOCUMENT TRACKING CODE	FIFTEEN (10) MINUTES	MARIFE BANDO FERDINAND JANIER JR.
STEP 2 CANVASSING	REQUEST FOR QUOTATION TO AT LEAST 3 QUALIFIED SUPPLIERS. CHECK BY THE PROCUREMENT DIVISION TO BE FORWARDED TO THE REQUESTOR	THIRTY (10) MINUTES	JULIE C. PONCE SHIELLA C. EDILLON
STEP 3 PURCHASE OF COMMONLY USED SUPPLIES	CONSOLIDATION OF PPMP'S FROM DIFFERENT OFFICES. INQUIRE THE AVAILABILITY OF COMMONLY USED SUPPLIES AT PS-BUTUAN CITY PROCESS COMPLETE SET OF DOCUMENTS FOR SHOPPING AND BIDDING ASSESS COUNTER SIGN PREPARED PURCHASE ORDER FOR BETTER ACCURACY ON DETAILS. FORWARD PURCHASE ORDER TO THE GENERAL SERVICES OFFICER	FIVE (2) DAYS ONE (1) DAY THREE (3) HOURS FIVE (5) MINUTES FIVE (5) MINUTES	JULIE C. PONCE MARIFE BANDO SHIELLA C. EDILLOBN LIEZEL M. JUMA-ANG

STEP 4 ACCEPTANCE OF DELIVERIES	INSPECT DELIVERY OF SUPPLIES AND MATERIALS TO ENSURE COMPLIANCE AND CONFORMITY WITH THE SPECIFICATIONS IN THE PURCHASE ORDER. A) SUPPLY MANAGEMENT DIVISION B) PROPERTY MANAGEMENT DIVISION C) ADMINISTRATIVE DIVISION	TWENTY (20) MINUTES	JULIE C. PONCE VIVIAN B. MOSQUERA MARIFE BANDO LOREFE R. CONCHA DIONELITO D. CHAN JOEVANE S. PALER DENCIL C. CALDERON RIO SAMONTANES FERDINAND LIM ANTHONY COLES LILIA MEDES MARIVIC PENALOZA ARGIE RUTA JONARD NAVALES
STEP 5 ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR)	ENCODE DETAILED INFORMATION OF EACH PAR ACCOUNTABLE OFFICER'S AND EMPLOYEES	FIVE (5) MINUTES	VIVIAN B. MOSQUERA
STEP 6 ISSUANCE OF INVENTORY CUSTODIAN SLIP (ICS)	ENCODE DETAILED INFORMATION OF EACH ICS FOR ALL ACCOUNTABLE OFFICERS AND EMPLOYEES	FIVE (5) MINUTES	VIVIAN B. MOSQUERA
STEP 7 ISSUANCE OF REQUISITION AND ISSUE SLIP (RIS)	ENCODE DETAILED INFORMATION OF EACH RIS FOR SIGNATURE.	FIVE (5) MINUTES	VIVIAN B. MOSQUERA
STEP 8 LOG OUT THE OUT -GOING DOCUMENTS	FORWARD COMPLETE DOCUMENTS TO THE GENERAL SERVICES OFFICER. RELEASE COMPLETE DOCUMENTS.	FIVE (5) MINUTES	JULIE C. PONCE

STEP 9 PROPERTY TAGGING	TAGGING/RECORDING OF PROPERTY FOR DEPLOYMENT	FIVE (10) MINUTES	VIVIAN B. MOSQUERA ANA MARIE PANAGUITON
STEP 10 WASTE MATERIAL REPORT PREPARATION	ENCODE DETAILED INFORMATION OF WASTE MATERIAL REPORT FOR SIGNATURE	FIVE (10) MINUTES	VIVIAN B. MOSQUERA
STEP 11 LTO REGISTRATION AND INSURANCE OF GOVERNMENT VEHICLE AND BUILDINGS.	PROCESS INSURANCES AT GSIS BUTUAN SMOKE EMISSION TEST PROCESS BILLING AT LTO REGISTRATION	ONE (1) DAY ONE (1) HOUR ONE (1) HOUR	VIVIAN B. MOSQUERA ANA MARIE PANAGUITON ZOSIMO MASINAHON JR.
	TOTAL RESPONSE TIME	SIX (6) DAYS/ SIX (6) HOURS AND FIFTY-SIX (56) MINUTES	