



GENERAL SERVICES OFFICE



Recording/Controlling Purchase Request for Procurement Management Process

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Provincial Government of Cavite			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Purchase Request Purchase Order Order of Agreement Delivery Receipt Acknowledgement Receipt 			PGC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Observance of Prescribed Health Screening Protocols (Client's Temperature Check, Fill out Clients' Logbook and Use Alcohol for Hand Disinfection)				
1. Endorse Purchase Request	1.1 Receive Purchase Request	none	10 minutes	<u>Myraflor C. Fajardo</u> Administrative Officer I <u>Jasmin M. Lagura</u> Administrative Aide I
	1.2 Record/Number Purchase Request 1.2.1 Assess completeness of supporting documents for purchase request including Canvass Sheet or bases of prices	none	10 minutes	<u>Ofelia L. Soriano</u> Administrative Officer V
	1.2.2 Review Purchase Request amounting to Php 100,000.00 below	none	10 minutes	<u>Felicitas D. Hernandez</u> Supervising Administrative Officer
	1.2.3 Evaluate Purchase Request to more than Php 100,000.00	none	10 minutes	<u>Ferdinand A. Belamide</u> General Services Officer
	1.2.4 Record and assign corresponding control number. Record controlled purchase request to IPMS	none	10 minutes	<u>Carmela H. Gutierrez</u> Administrative Aide I
	12.5 Endorse controlled Purchase Request to Governor, Vice Governor and Provincial Administrator for approval	none	10 minutes	<u>Alelie M. Romanes</u> Administrative Aide I (Casual) <u>Jimmy A. Caparas</u> Administrative Aide III (Casual)



Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Provincial Government of Cavite			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Purchase Request • Purchase Order • Order of Agreement • Delivery Receipt • Acknowledgement Receipt 			PGC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.6 Preparation of Purchase Order. Receive, evaluate and prepare Purchase Order	none	10 minutes	<u>Ofelia L. Soriano</u> Administrative Officer V <u>Maricel H. Alcantara</u> Administrative Aide I (Casual) <u>Rizza D. Bulandos</u> Administrative Aide I
	1.2.7 Receive approved Purchase Order/Order of Agreement	none	30 minutes	<u>Del Marie N. Poniente</u> Comp. Maintenance Technologist I
2. Deliver items	2.1 Accept and inspect the deliveries	none	30 minutes	<u>Analie B. Rodil</u> Admin. Officer V <u>Amparo P. Olores</u> Admin. Officer III Inspectorate Committee
	2.2. Endorse the Inspected items	none	10 minutes	<u>Inspectorate Committee</u> <u>Analie B. Rodil</u> Admin. Officer V <u>Amparo P. Olores</u> Admin. Officer III
3. Sign Acknowledgement Receipt	Issue/Release the requested Items	none	10 minutes	<u>Merly F. Garcia</u> Administrative Officer I <u>Dante G. Perey</u> Administrative Officer I
	TOTAL	None	2 hours & 30 minutes	



REQUEST FOR RELEASE OF EQUIPMENT (PROPERTY MANAGEMENT)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizens			
Who may avail:	Provincial Government of Cavite			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Property Accountability Receipt Inventory Custodian Slip Request Letter 				PGC
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Observance of Prescribed Health Screening Protocols (Client's Temperature Check, Fill out Clients' Logbook and Use Alcohol for Hand Disinfection)				
1.Forward Letter request/Order to release	1.1 Receive Letter request/Order to Release. Attach Route Slip and forward to General Services Officer	none	10 minutes	<u>Myraflor C. Fajardo</u> Administrative Officer I <u>Jasmin M. Lagura</u> Administrative Aide I
	1.2 Inform/Instruct the Property Management Section	none	10 minutes	<u>Mr. Ferdinand A. Belamide</u> General Services Officer
	1.3 Check the availability of equipment	none	10 minutes	<u>Arthur F. Carlos</u> Administrative Aide III
	1.4 Prepare Property Accountability Receipt (PAR) and Inventory Custodian Slip (ICS) for the availability of equipment	none	20 minutes	<u>Arthur F. Carlos</u> Administrative Aide III
	1.5 Record the Property Accountability Receipt (PGC.GSO.R.014) & Encode ICS	none	10 minutes	<u>Analie B. Rodil</u> Head-Property Management Section <u>Merly F. Garcia</u> Administrative Officer I And other Property Management staff
2.Sign the Property Accountability Receipt (PAR) / Inventory Custodian Slip (ICS) and in Record Book	2.1 Issue of Items requested	none	45 minutes	<u>Analie B. Rodil</u> Head-Property Management Section <u>Elizabeth M. Pareja</u> Administrative Aide IV <u>Marites L. Mojica</u> Administrative Aide III
	2.2 Sign PAR/ICS	none	10 minutes	<u>Mr. Ferdinand A. Belamide</u>



Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizens			
Who may avail:	Provincial Government of Cavite			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Property Accountability Receipt • Inventory Custodian Slip • Request Letter 				PGC
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				General Services Officer
	2.3 Forward PAR to the Office of the Provincial Administrator	none	5 minutes	<u>Jimmy A. Caparas</u> Administrative Aide III (Casual) <u>Jobelle Anne B. Flores</u> Administrative Aide III (Casual)
	TOTAL	None	2 hours (1 hr – preparation of PAR; 1 hr – Issuance of equipment/ vehicle	



REQUEST FOR PROPERTY RETURN OF UNSERVICEABLE EQUIPMENT (PROPERTY MANAGEMENT)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Provincial Government of Cavite			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Property Accountability Receipt Inventory Custodian Slip Property Return Slip 			PGC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Observance of Prescribed Health Screening Protocols (Client's Temperature Check, Fill out Clients' Logbook and Use Alcohol for Hand Disinfection)				
1. Transmit Request	1.1 Receive request. Encode and attach Route Slip to be forwarded to the General Services Officer	none	5 minutes	<u>Myraflor C. Fajardo</u> Administrative Officer I <u>Jasmin M. Lagura</u> Administrative Aide I
	1.2 Notify concerned employee for appropriate action	none	5 minutes	<u>Mr. Ferdinand A. Belamide</u> General Services Officer
	1.3 Pull out PAR/ICS on File	none	10 minutes	<u>Joanna Marie C. Mojica</u> Administrative Aide IV <u>Violeta M. Dimaranan</u> Administrative Aide III (Casual)
	1.4 Prepare Property Return Slip	none	10 minutes	<u>Edwin N. Erni</u> Administrative Aide VI <u>Roberto P. Penus</u> Administrative Aide III <u>Arthur F. Carlos</u> Administrative Aide III
2. Receive Property Return Slip	2.1 Retrieve unserviceable equipment/vehicle's file	none	10 minutes	<u>Mr. Ferdinand A. Belamide</u> General Services Officer <u>Analie B. Rodil</u> Administrative Officer V
	2.2 Approve PRS	none	10 minutes	<u>Edwin N. Erni</u> Administrative Aide VI <u>Roberto P. Penus</u> Administrative Aide III <u>Arthur F. Carlos</u> Administrative Aide III (Casual)
	2.3 Filing/hauling/Stocking of Unserviceable at the warehouse (as the case maybe)	none	10 minutes	<u>Edwin N. Erni</u> Administrative Aide VI <u>Roberto P. Penus</u> Administrative Aide III <u>Arthur F. Carlos</u> Administrative Aide III (Casual)
	TOTAL	None	1 hour	



ISSUANCE OF OFFICE, JANITORIAL, ELECTRICAL AND OTHER SUPPLIES

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Provincial Government of Cavite			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Requisition Issuance Slip • Acknowledgement Receipt 			PGC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Observance of Prescribed Health Screening Protocols (Client's Temperature Check, Fill out Clients' Logbook and Use Alcohol for Hand Disinfection)				
1. Endorse letter request for Office, Janitorial, Electrical and other supplies	1.1 Check items requested based on Approved RIS	None	20 minutes	<u>Amparo P. Olores</u> Head-Supply Management Section
	1.2 Prepare requested supplies	None	20 minutes	<u>Amparo P. Olores</u> Head-Supply Management Section
2. Accept requested supplies	2.1 Issue requested supplies	None	Simple transaction – 40 minutes Complex transaction-1 hour	<u>Amparo P. Olores</u> Head-Supply Management Section <u>Dante G. Perey</u> Administrative Officer I and staff of Supply Management Section
3. Sign Acknowledgement Receipt	3.1 Encode/File Acknowledgement Receipt for Monitoring purposes	None	20 minutes	<u>Dante G. Perey</u> Administrative Officer I and other assigned staff of Supply Management Section
	TOTAL	None	1 hour (Simple Transaction) 1 hour & 20 minutes (complex transactions)	



PROVISION OF REQUESTED ITEMS AND EQUIPMENT (SOUND SYSTEM, LED WALL, CHAIRS AND TABLES)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government; Government to Citizens; Government to Business			
Who may avail:	PGC and General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Request Letter Service Requisition Form Service Agreement Slip 				PGC
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Observance of Prescribed Health Screening Protocols (Client's Temperature Check, Fill out Clients' Logbook and Use Alcohol for Hand Disinfection)				
1. Transmit Request	1.1 Receive request letter. Encode and attach Route Slip to be forwarded to the General Services Officer	none	5 minutes	<u>Myraflor C. Fajardo</u> Administrative Officer I <u>Jasmin M. Lagura</u> Administrative Aide I (Casual)
	1.2 Approve notation for the provision of Requested facilities	none	5 minutes	<u>Mr. Ferdinand A. Belamide</u> General Services Officer
	1.3 Forward Letter Request with Notation to Community Services Section	none	5 minutes	<u>Mary Grace N. Garcia</u> Administrative Aide III (Casual)
	1.4 Record in the monthly schedule Board, schedule the request and notify the client	none	5 minutes	<u>Lalanie L. Palmario</u> Administrative Aide I
	1.5 Prepare Service Requisition Form (SRF)	none	5 minutes	<u>Lalanie L. Palmario</u> Administrative Aide I
	1.6 Schedule the delivery of personnel assigned to prepare Travel order	none	5 minutes	<u>Engr. Joselito A. Villa</u> Administrative Officer III
2. Sign the Service Agreement Slip	2.1 Deliver the requested items/equipment	none	30 minutes or Time Varies depending in the area of delivery	<u>Engr. Joselito A. Villa</u> Administrative Officer III and other concerned Community Affairs Staff
	2.2 Assigned personnel to recover the items/equipment and return t storage area	none	30 minutes or Time Varies depending in the areas concerned	<u>Engr. Joselito A. Villa</u> Administrative Officer III and other concerned Community Affairs Staff
	TOTAL	None	1 hour or time varies depending on the situation to deliver services	

Note: Request for the use of equipment and items for Community Services at barangays, cities, municipalities and NGOs are temporarily suspended for safety and protection during the COVID-19 pandemic period. Only activities at the Provincial Capitol offices are being provided with until the IATF lifted guidelines in holding events and activities.



REQUEST FOR REPAIR AND MAINTENANCE (WORKPLACE IMPROVEMENT AND MAINTENANCE)

Office or Division:	General Services Office			
Classification:	Frontline			
Type of Transaction:	Internal			
Who may avail:	Provincial Government of Cavite			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter Maintenance Slip Acknowledgement Receipt 			PGC	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Request for Repair Works	1.1 Receive Request. Attach Route Slip. Forward to GS Officer	none	5 minutes	<u>Myraflor C. Fajardo</u> Administrative Officer I <u>Jasmin M. Lagura</u> Administrative Aide I (Casual)
	1.2 Approve of request/Notation for appropriate action	none	20 minutes	<u>Mr. Ferdinand A. Belamide</u> General Services Officer
	1.3 Forward Request to Maintenance Personnel	none	5 minutes	<u>Ronaldo B. Bulandos</u> Reproduction Machine Operator I
	1.4 Schedule repair which includes: Electrical Works Plumbing Works Carpentry Works Other Facility-related Works	none	5 minutes	<u>Joseph A. Avecilla</u> Head-Workplace Improvement & Maintenance Section <u>Sheril D. Mangalino</u> Administrative Aide III (Casual)
2. Fill-out Maintenance Slip (MS)	2.1 Receive Maintenance Slip (MS). Indicate details/action to be performed	none	20 minutes	<u>Joseph M. Avecilla</u> Head-Workplace Improvement & Maintenance Section and Foreman (as the case maybe) and Maintenance personnel
	2.2 Perform repair and make recommendation if necessary, for major repair	none	7 hours for major repairs 4 hours for minor repairs	<u>Joseph M. Avecilla</u> Head-Workplace Improvement & Maintenance Section and Foreman (as the case maybe) and Maintenance personnel
3. Sign Acknowledge ment Receipt	3.1 File accomplished Maintenance Slip (MS)	none	5 minutes	<u>Sheril D. Mangalino</u> Administrative Aide III (Casual)
	TOTAL	None	8 hours for major repairs; 4 hours for minor repairs	



PROOF OF POSTING

VISION

A STRONG AND DYNAMIC LOCAL GOVERNMENT OFFICE THAT IS ADEPT TO MODERN TECHNOLOGY IN SERVING THE NEEDS OF ITS CLIENTELE.

MISSION

TO DELIVER PROMPT, EFFECTIVE AND EFFICIENT SERVICES IN THE FIELD OF PROCUREMENT, SUPPLY, PROPERTY, RECORDS, HUMAN RESOURCE MANAGEMENT, FACILITY IMPROVEMENT AND COMMUNITY SERVICES.

SERVICE PLEDGE

WE PLEDGE A HIGH DEGREE OF SERVICE EXCELLENCE WITH INTEGRITY AND STRONG ETHICS IN THE PROVISION OF GENERAL SERVICES EXPERTISE.

CITIZEN'S CHARTER

(INTERNAL SERVICES)

CONTROL OF PURCHASE REQUEST				REQUEST FOR REPAIR AND MAINTENANCE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	
1. Receive Purchase Request at the office	Receive Purchase Request	none	10 minutes	Maarcelo C. Ejarido Administrative Officer I	1. Forward Request for Repair Works	Request with Request for Repair Works	none	Maarcelo C. Ejarido Administrative Officer I
2. Record Purchase Request	Record Purchase Request	none	10 minutes	Ornela L. Soriano Administrative Officer V	2. Approve of Requisition	Approve of Requisition	none	Enrieland A. Soriano General Services Officer
3. Review Purchase of Request amounting to P100,000.00 below and more than P10,000.00	Review Purchase of Request amounting to P100,000.00 below and more than P10,000.00	none	10 minutes	Edilberto C. Hernandez Supervising Administrative Officer and Enrieland A. Soriano General Services Officer	3. Forward Request to Maintenance Personnel	Forward Request to Maintenance Personnel	none	Enrieland A. Soriano General Services Officer
4. Assign corresponding control number	Assign corresponding control number	none	5 minutes	Carmela H. Gutierrez Administrative Aide I	4. Schedule repair work which includes Electrical Works, Plumbing Works, Carpentry Works, Other Facility-related Works	Schedule repair work which includes Electrical Works, Plumbing Works, Carpentry Works, Other Facility-related Works	none	Joseph A. Aurelio Head-Workshop Improvement & Maintenance Section Enrieland A. Soriano Administrative Aide II (Casual)
5. Estimate cost of Purchase Request to inform person for approval	Estimate cost of Purchase Request to inform person for approval	none	5 minutes	Arnie M. Sumaras Administrative Aide I (Casual) Joseph A. Aurelio Administrative Aide II (Casual)	5. Receive Maintenance Slip (MS)	Receive Maintenance Slip (MS). Indicate maintenance to be performed	none	Joseph M. Aurelio Head-Workshop Improvement & Maintenance Section Enrieland A. Soriano Administrative Aide II (Casual)
6. Prepare Purchase Order	Prepare Purchase Order	none	15 minutes	Ornela L. Soriano Administrative Officer V Enrieland A. Soriano General Services Officer	6. Perform repair and make replacement if necessary for repair	Perform repair and make replacement if necessary for repair	4 hours for minor repair, 7 hours for major repair	Joseph M. Aurelio Head-Workshop Improvement & Maintenance Section and Foreman (in the case of major) and maintenance personnel
7. Receive approved Purchase Order/Order of Agreement	Receive approved Purchase Order/Order of Agreement	none	10 minutes	Ornela L. Soriano Administrative Officer V Enrieland A. Soriano General Services Officer	7. Sign Acknowledgment Request	File accomplished Maintenance Slip (MS)	5 minutes	Enrieland A. Soriano General Services Officer
8. Accept and inspect the deliveries	Accept and inspect the deliveries	none	25 minutes	Arnie B. Rodi Admin. Officer V Agapay P. Flores Admin. Officer II Inspection Committee	TOTAL	TOTAL	38 minutes for document processing 4 hours for minor repair, 8 hours for major repair	TOTAL
9. Sign Property Accountability Receipt/Check-out Receipt	Issue the requested items	none	10 minutes	Arnie B. Rodi Administrative Officer V Ornela L. Soriano Administrative Officer I				
TOTAL			1 hour & 46 minutes					

CITIZEN'S CHARTER

(EXTERNAL SERVICES)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Request for External Services	Receive Request for External Services	none	10 minutes	Maarcelo C. Ejarido Administrative Officer I
2. Review Request for External Services	Review Request for External Services	none	10 minutes	Enrieland A. Soriano General Services Officer
3. Approve Request for External Services	Approve Request for External Services	none	10 minutes	Enrieland A. Soriano General Services Officer
4. Assign corresponding control number	Assign corresponding control number	none	5 minutes	Carmela H. Gutierrez Administrative Aide I
5. Estimate cost of External Services	Estimate cost of External Services	none	5 minutes	Arnie M. Sumaras Administrative Aide I (Casual) Joseph A. Aurelio Administrative Aide II (Casual)
6. Prepare Request for External Services	Prepare Request for External Services	none	15 minutes	Ornela L. Soriano Administrative Officer V Enrieland A. Soriano General Services Officer
7. Receive approved Request for External Services	Receive approved Request for External Services	none	10 minutes	Ornela L. Soriano Administrative Officer V Enrieland A. Soriano General Services Officer
8. Accept and inspect the deliveries	Accept and inspect the deliveries	none	25 minutes	Arnie B. Rodi Admin. Officer V Agapay P. Flores Admin. Officer II Inspection Committee
9. Sign Property Accountability Receipt/Check-out Receipt	Issue the requested items	none	10 minutes	Arnie B. Rodi Administrative Officer V Ornela L. Soriano Administrative Officer I
TOTAL			1 hour & 46 minutes	

Citizen's Charter of Provincial General Services Office located on the entrance of the office.

PROVINCIAL GOVERNMENT OF CAVITE
General Services Office
Citizen's Charter
2022, 1st Edition

CLIENT'S FEEDBACK

DATE	TIME	NAME	OFFICE AGENCY	MALE	FEMALE	AGE	TELEPHONE NUMBER	CONTACT NO.	PERSONNEL
11/12/2022	8:30	ARIE B. RODI	PROVINCIAL GOVERNMENT OF CAVITE			45	0917-555-1111	0917-555-1111	ARIE B. RODI
11/12/2022	9:00	ORNELA L. SORIANO	PROVINCIAL GOVERNMENT OF CAVITE			35	0917-555-1111	0917-555-1111	ORNELA L. SORIANO
11/12/2022	9:30	ARVIN DELA CRUZ	PROVINCIAL GOVERNMENT OF CAVITE			25	0917-555-1111	0917-555-1111	ARVIN DELA CRUZ

Citizen's Charter of Provincial General Services Office located on Information Desk.



COMMUNICATION PLAN

The Provincial General Services Office (PGSO) is an office under the executive arm of the Provincial Government of Cavite. The Office provides expertise in technical assistance and support to the Provincial Governor in the implementation of measures to ensure the delivery of basic services and provision of adequate facilities in a prompt, efficient, and with utmost courtesy by employee with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break, subject to health and security measures adopted by the office to help contain the spread of Covid-19 virus and its variants.

In compliance to Paragraph 6.3.1.1 of Memorandum Circular No. 2019-002, or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, General Services Office formed one of its primary tools. Citizen's Charter helps to communicate in simple terms our service standards on the delivery of effective services to clients (government or private). Available copies of General Services Office (GSO) Citizen's Charter can be acquired at the Information Desk via brochures/leaflets and posted visibly on the Information Billboards. The lists of Services, requirements, processes, fees to be collected if necessary, processing time, Action officers/service providers and Contact Information are specified for transparency and accessibility of clients to concerned personnel and to facilitate public transactions with ease.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
General Services Office	General Services Compound, Provincial Capitol Compound Trece Martires City, Cavite	Telephone: (046) 419-0952; (046) 419-1058; (046) 487-9891; (046) 419-2097 Telefax: N/A Email Address: pgc_gso@yahoo..com