



General Services Office

External



I. Garbage Collection

This service is for the implementation of the city's garbage collection and disposal program. The city has eight (8) garbage trucks collecting garbage around the city. It has two (2) types of garbage collection: Door-to-Door and Containerized / Depository.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Community			
Who may avail:	All Silay City residents Business and Commercial establishments with in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out and approved forms		General Services Office-Garbage Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call / visit the GSO for uncollected garbage within the city.	1. Receive the calls and take note.	None	10 minutes	<i>Receiving Counter-General Services Office</i>
2. Provide information attending staff request for the client's name, address, and exact location where garbage be collected.	2.. Take actions and locate the said area. 2.1. Garbage Division will collect the said garbage at the location identified.	None	15 minutes	<i>General Foreman</i>
Total:		None	25 minutes	

II. Issuance of Acknowledgement Receipt for Equipment for newly acquired Properties.

This is the division where the team manages to classify, store, retrieve, secure, track and archive records of properties owned by the city. They are responsible in inventory assignments such as record keeping and updating, physical inventory, placing of inventory tags and designation of Acknowledgement Receipt for Equipment.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Silay City employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchased Order papers with attached inspected Official Receipt. 2. Wear Facemask		General Services Office-Property Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. No Facemask No Transaction	1. Check the temperature of the client. 1.1.. Have their hands disinfected with alcohol before entering the office.	None	None	<i>In-charge GSO Personnel</i>
2. Ask the incharge to draft Acknowledgement Receipt for Equipment(ARE) detailing the property.	2. Received and review all documents. 2.1. Prepare the Acknowledgement Report for Equipment papers. 2.2. Return the papers for signatory (incharge of the equipment)	None	10 minutes	<i>Office Clerk</i>
3. Signed the accomplished Acknowledgement Report for Equipment and give back to the office clerk.	3. Received and check completely. 3.1. Record 3.2. Submit to dep't head for signatory. 3.3. Attached to voucher.	None	10 minutes	<i>Office Clerk</i> <i>Dep't Head General Services Office</i>
Total:		None	20 minutes	

III. Motor pool / Vehicle Management

The objective of this services is to implement one driver-one vehicle policy, supervise the whole motor pool operation, making sure that the service vehicles are in good running condition, responsible in the repair and maintenance, in-charge of scheduling and assigning service vehicle with approved request and travel order and manage the allotted petroleum and oil consumption per vehicle.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2G-Government to Government			
Who may avail:	<ol style="list-style-type: none"> 1. All Silay private & public sectors 2. Teachers and Students seminars and fieldtrips 3. Burial services 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with approval from the City Mayor 2. Wear Facemask		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Facemask No Transaction	1. Check the temperature of the client. 1.1. Have their hands disinfected with	None	None	<i>In-charge GSO Personnel</i>



	alcohol before entering the office.			
2. Call or visit the General Services Office to inform if there is an available vehicle.	2. Receive the calls and take note.	None	10 minutes	Office Clerk
3. Provide request letter with name, address, date, time, contact number and exact location where to travel and had an approval from the city mayor.	3. Record the request and take actions to it. 3.1. Contact the person for follow-ups.	None	3 days	Mayor's Office
4. The request letter will be endorsed to General Services Office for scheduling and dispatching.	4. Write down schedule and provide vehicle with driver. 4.1. Contact and confirm the person who requested.	None	10 minutes	<i>in-charge Motor Pool</i> Dep't. Head- General Services Office
5. Follow-up	None	None	None	Office Clerk
	Total:	None	3 days, 20 minutes	

IV. Procurement and Supply Division

This division is responsible in the procurement of supplies, materials and equipments through public bidding and personnel canvass needed by different offices of the city. The office set standards before acquiring an item. It should be the right quality, at a reasonable price, accurate or reasonable quantity provided by reliable source and requested at the right time. They also attend to different office task like preparation of procurement documents, purchase order, purchase request and conduct registry on in-stock supplies.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Silay City Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request documents 2. Wear Facemask		General Services Office-Procurement Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Facemask no Transaction	1. Check the temperature of the client. 1.1. Have their hands disinfected with alcohol before entering the office.	None	None	<i>In-charge GSO Personnel</i>



2. Provide purchase request paper with the approval of city administrator and budget officer for verification.	2. Received and records the documents	None	10 minutes	Receiving Counter- General Services Office
3. Submit to General Services Office for quotation.	3. Prepare quotation	None	10 minutes	Office Clerk
4. Forward the quotation to BAC(Bids and Awards Committee) for approval and to canvass.	4. Canvass to different establishment	None	3 days	Office Clerk BAC(Bid and Awards Committee)
5. Return the quotation paper to General Services Office that has canvassed and with the name of the establishment if who is the winner.	5. Check	None	5 minutes	Office Clerk Dep't. Head General Services Office
6. Prepare Abstract & Quotation with Purchased Order assigned by the dep't. head.	6. Prepare and initiate	None	10 minutes	Office Clerk
	Total:	None	3 days, 30minutes	

V. Provision of Inspection Services on Government Property

This service is generally to check on the condition of various government-owned properties.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Silay City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PO(Purchase Order) with delivery receipt and charge invoice 2. Wear Facemask		General Services Office-Property Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Facemask No Transaction	1. Check the temperature of the client. 1.1. Have their hands disinfected with alcohol before entering the office.	None	None	In-charge GSO Personnel



2. Give out Purchase Order papers with Official receipt to the incharge and request Inspection Report for inspection.	2. Received and check the complete documents. 2.1. Inspect the official receipt of the items.	None	1 hour	<i>Receiving Counter-General Services Office</i>
3. Take note of the Inspector to be assigned by the GSO head to conduct the inspection.	3. Check and review all the documents 3.1. Review the items in the official receipt and marked inspected.	None	1 hour	<i>Assigned Inspector</i>
4. Await to give out the Acceptance and Inspection Report	4. Accomplished Acceptance and Inspection Report 4.1. Process for signatory. 4.2. Attached to voucher	None	1 hour	<i>Dep't Head General Services Office</i>
	Total:	None	3 hours	