

Table 7. Office of the City General Services Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Issuance of Certificate of Clearance A. Leave application 1. Maternity Leave 2. Commutation of Accrued leave 3. Leave application for more than 30 days B. Travel abroad C. Retirement/Resignation/End of Term	Submit all the requirements to the Receiving Clerk	Receives documents and check if all clearances are signed and information are correct	Clearances from Office concerned, Accounting and Treasurer		2 minutes	Cynthia H. Lao Virginia L. Hular
	Submit all the requirements and surrender all accountable properties whether serviceable or unserviceable	Prepares GSO clearance and check MR issued for turn-over or cancellation of MR or counter MR for signature of recipient	Clearances from Office concerned, city treasurer, accounting MR'S issued		1-2hrs	Cynthia H. Lao Virginia L. Hular Leonita V. Claudio
		Affix initial upon checking on the accuracy and completeness of informations			3-5 minutes	Crizon A. Grande Joselfino S. Vicente
	Receives clearance and affix signature on the duplicate copy	Signs Clearance			1 minute	Roseville P. del Rosario
		Record and release clearance, duplicate copy retained for GSO file duly signed by the client			1 minute	Cynthia H. Lao Virginia L. Hular
Note: Under normal condition when all properties under his/her account are completely surrendered to the GSO and all signatories are in Office						

<p>2. Inspection of Supplies,materials, and equipment/spareparts</p>	<p>Proceed to GSO with the supplies, materials and equipment for inspection, except construction materials (job site)</p> <p>Receive Copy of DR , approved Inspection and Acceptance Report</p>	<p>Conduct Inspection of delivered goods and specification of items against delivery receipt</p> <p>countersign Delivery Receipts and approve Inspection and acceptance Report</p> <p>Affix tagging stickers on the item for inventory and inclusion in the asset list of the City and prepare PIS and MR to end user for signature</p> <p>Release inspected goods, delivery receipts and approved Inspection and Acceptance Report GSO-Original copy of PIS and MR</p>	<p>Delivery Receipt</p> <p>Inspection and Acceptance Report</p> <p>Waste materials report</p>		<p>30minutes to 2hours</p> <p>1 minute</p> <p>30 minutes to 2 hours</p> <p>5-30 minutes</p>	<p>Crizon A. Grande Dante C. Gapulao Arsenio B. Carambas</p> <p>Crizon A. Grande Dante C. Gapulao Arsenio B. Carambas</p> <p>Crizon A. Grande Dante C. Gapulao Arsenio B. Carambas Leonita V. Claudio Aldrin C. Magallon Virginia L. Hular</p> <p>Crizon A. Grande Dante C. Gapulao Arsenio B. Carambas</p>
<p>3. Facilitate Registration and Insurance of Vehicles</p>	<p>Submit Vehicle Documents (Supplier/dealer)</p>	<ol style="list-style-type: none"> 1. Receive, check and record the documents 2. Inspect the Vehicle and stencil Engine/Chassis no. 3. Accomplish application for Insurance based on the documents received 4. Submit application to the GSIS for issuance of Premium bill 	<ol style="list-style-type: none"> 1. Vehicle Sales Invoice (photocopy) 2. Stencils (Engine and chassis) 		<p>3-5 minutes</p> <p>30-45 minutes</p> <p>10-20 minutes</p> <p>30 minutes</p>	<p>Crizon A. Grande</p> <p>Crizon A. Grande</p> <p>Crizon A. Grande</p> <p>Crizon A. Grande</p>

			3. Application form (GSIS)			
		5.Registration of Vehicle for LTO	A. New 1. Vehicle Sales Invoice 2. Stock Report 3. PNP Clearance 4. LTO Inspection Stencil-chassis and Engine 5. Insurance (GSIS)		1 hour	Crizon A. Grande
	Receive Registration of Vehicle	6. Release Registration, OR, Plate Number and Sticker of Vehicle to end-user Release renewed registration, OR, and stickers to end-user	B. Renewal 1. Photocopy of OR/CR 2. Stencil Engine and Chassis 3. Emission test 4. LTO Inspection		30-45minutes	

APPROVED BY:

ROSEVILLE P. DEL ROSARIO
City General Services Officer