

**GENERAL SERVICES OFFICE
(GSO)
Bacolod City**

**3RD FLOOR OLD CITY HALL BUILDING
TEL. NO. 432-0529/433-2797**

Republic of the Philippines
City General Services Office
City of Bacolod

Mandate:

- To attend to the care, utilization and disposal of supplies, materials, equipment and assets of the Bacolod City Government
- To formulate measures and take custody of all properties of the City Government

Vision:

The City General Services Office as a leading department in providing excellent, and economic and quality service to the City Government of Bacolod.

Mission:

The City General Services Office as one of the mandatory department of the LGU under the Local Government Code of 1991 aims to efficiently provide quality service and support to the city government to safeguard, account, maintain, and record all the city properties and ensure that all are properly issued and utilized according to its purpose.

Organizational Outcome:

Effective and quality services/management pertaining to supply and property.

1. ACCEPTANCE AND INSPECTION OF DELIVERY OF GOODS AND SUPPLIES

The City General Services Office receives Letter Request for Acceptance in order to verify the delivery of goods as per Delivery Receipt and Approved Purchase Order

Office/Division:		GSO Procurement Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Department or Office End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (3 Photocopies)		BAC		
Letter Request for Acceptance (3 Original Copies)		Requesting Office or End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Letter Request for Acceptance and Purchase Order	1.1 Receives Letter Request for Acceptance from Client	None	5 minutes	<i>Supply Officer II</i>
	1.2 Checks Letter Request for Acceptance and Purchase Order	None	5 minutes	<i>Supply Officer II</i>
	1.3 Designate Authorized inspector/acceptor to inspect delivery	None	5 minutes	<i>Supply Officer II</i>
2. Inform date of delivery and receive scheduled date of inspection	2. Receives information as to delivery date and provides schedule of inspection	None	5 minutes	<i>Supply Officer II</i>
3. Assists in the inspection	3.1 Inspects and verifies items to quantity and conformity based on the Delivery Receipt and	None	1 day	<i>Supply Officer II</i>

	approved Purchase Order and if found in order			
	3.2 Designated inspector initials the Acceptance and Inspection Report (AIR) after conducting inspection	None	10 minutes	<i>Supply Officer II</i>
4. End User receives signed Acceptance and Inspection Report (AIR)	4.1 Department Head signs the Acceptance and Inspection Report (AIR) as to quantity	None	10 minutes	<i>Department Head</i>
	4.2 Release duly signed Acceptance and Inspection Report (AIR) to End User	None	10 minutes	<i>Utility Worker I</i>
TOTAL		None	1 day and 1 hour	

2. PROCESSING AND SIGNING OF REQUISITION AND ISSUE SLIP (RIS) FOR SUPPLIES

The City General Services Office receives Requisition and Issue Slip (RIS) for the issuance of supplies delivered.

Office/Division:	GSO Procurement Division
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	Department or Office End User
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition and Issue Slip (RIS) 4 original copies	End User

Purchase Order 1 photocopy		Bids and Awards Committee		
Purchase Request 1 photocopy		Bids and Awards Committee		
Abstract 1 photocopy		Bids and Awards Committee		
Obligation Request 1 photocopy		Bids and Awards Committee		
BAC Resolution 1 photocopy		Bids and Awards Committee		
Acceptance and Inspection Report 1 photocopy		General Services Office		
Delivery Receipt 1 photocopy		Supplier		
Pictures 1 photocopy		General Services Office		
Request for Inspection 1 photocopy		End User		
Attendance for meals 1 photocopy		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User submits Requisition and Issue Slip (RIS) and all attached documents	1.1 Receives Requisition and Issue Slip and all attached documents	None	3 minutes	<i>Utility Worker I</i>
	1.2 Checks and verifies all documents and signatories	None	10 minutes	<i>Utility Worker I</i>
	1.3 Controls RIS	None	5 minutes	<i>Utility Worker I</i>
	1.4 Signs RIS	None	5 minutes	<i>Supply Officer II</i>
2. End User receives signed Requisition and Issue Slip (RIS)	2. Releases the duly signed Requisition and Issue Slip (RIS)	None	5 minutes	<i>Utility Worker I</i>
TOTAL		None	28 minutes	

3. PROCESSING AND SIGNING OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR)

For properties or equipment with a unit value of more than Php 50,000.00, End User submits Property Acknowledgement Receipt (PAR) for approval, encoding and filing of the office.

Office/Division:		GSO Inventory Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Department or Office End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Acknowledgement Receipt (5 Original Copies)		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User submits Property Acknowledgement Receipt (PAR)	1.1 Receives Property Acknowledgement Receipt (PAR)	None	5 minutes	Administrative Aide I (Utility Worker I)
	1.2 Checks the brand, serial number, description, and if amount as stated on PAR corresponds to Purchase Order, and checks if there is signature of the End User	None	15 minutes	Administrative Aide I (Utility Worker I)
	1.3 Acceptor Initials PAR if End User followed correct inspection process	None	5 minutes	Clerk II, Buyer I, Utility Worker I
	1.4 After further verification, initials and Approves PAR	None	5 minutes	Storekeeper III

	1.5 Initials PAR if no issues found	None	5 minutes	Supply Officer II
	1.6 Signs PAR	None	5 minutes	Department Head / OIC
	1.7 Encodes data to computer for records keeping	None	10 minutes	Utility Worker I
	1.8 Files PAR to employee's folder	None	5 minutes	Utility Worker I
2. End User receives signed Property Acknowledgement Receipt (PAR)	2. Releases the duly signed Property Acknowledgement Receipt (PAR)	None	5 minutes	Utility Worker I
TOTAL		None	1 hour	

4. PROCESSING AND SIGNING OF INVENTORY AND CUSTODIAN SLIP (ICS)

For properties or equipment with a unit value of less than Php 50,000.00 (Php 49,999.00 and below), End User submits Property Acknowledgement Receipt (PAR) for approval, encoding and filing of the office.

Office/Division:		GSO Inventory Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Department or Office End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inventory and Custodian Slip (5 Original Copies)		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User submits Inventory and Custodian Slip (ICS)	1.1 Receives Inventory and Custodian Slip (ICS)	None	5 minutes	Administrative Aide I (Utility Worker I)

	1.2 Checks the brand, serial number, description, and if amount as stated on ICS corresponds to Purchase Order, and checks if there is signature of the End User	None	15 minutes	Administrative Aide I (Utility Worker I)
	1.3 Acceptor Initials ICS if End User followed correct inspection process	None	5 minutes	Clerk II, Buyer I, Utility Worker I
	1.4 After further verification, initials and Approves ICS	None	5 minutes	Storekeeper III
	1.5 Initials ICS if no issues found	None	5 minutes	Supply Officer II
	1.6 Signs ICS	None	5 minutes	Department Head / OIC
	1.7 Encodes data to computer for records keeping	None	10 minutes	Utility Worker I

	1.8 Files ICS to employee's folder	None	5 minutes	Utility Worker I
2. End User receives signed Property Acknowledgement Receipt (PAR)	2. Releases the duly signed Inventory and Custodian Slip (ICS)	None	5 minutes	Utility Worker I
TOTAL		None	1 hour	

5. PROCESSING OF PROPERTY RETURN SLIP (PRS) FOR UNSERVICEABLE PROPERTIES

Employee's file is being updated that the item/equipment under his or her name is unserviceable through the release of Property Requisition Slip (PRS) so the employee will be clear of any liability under his or her name.

Office/Division:		GSO Inventory Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Department or Office End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Return Slip (5 Original Copies)		End User		
Actual Items/Equipment to be returned		End User		
Pictures of Items/Equipment to be returned (5 Original Copies)		End user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Property Return Slip (PRS) with note from Department Head that	1.1 Receives Property Requisition Slip (PRS) at GSO Warehouse in Barangay Alijis	None	30 minutes	Utility Worker I
	1.2 Initials PRS after verifying that	None	5 minutes	Storekeeper III

property is Unserviceable	property is in his custody			
	1.3 Signs PRS	None	5 minutes	Dept. Head/ OIC
	1.4 Encodes data to computer for records keeping and deletes accountabilities of said accountable officers	None	10 minutes	Storekeeper III
	1.5 Files PRS office copy to employee's folder	None	5 minutes	Utility Worker I
2. End User receives Property Return Slip (PRS)	2. Releases PRS to End User	None	5 minutes	Utility Worker I
TOTAL		None	1 hour	

6. PROCESSING OF PRS, RE-PAR/RE-ICS FOR SERVICEABLE PROPERTIES

Item/Equipment that is serviceable is issued to another new owner through RE-PAR or RE-ICS

Office/Division:		GSO Inventory Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Department or Office End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Return Slip (5 Original Copies)		End User		
Pictures of Items/Equipment (5 Original Copies)		End User or new owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Property Return	1.1 Receives Property Return	None	5 minutes	Utility Worker I

Slip (PRS) at GSO Warehouse in Brgy. Alijis.	Slip (PRS) at the office			
	1.2 Notes the PRS that item/property is serviceable	None	5 minutes	Storekeeper III
2. Submits Re-PAR/Re-ICS with signature of new owner	2.1 Receives Re-PAR/Re-ICS	None	5 minutes	Utility Worker I
	2.2 Checks Re-PAR/Re-ICS	None	5 minutes	Utility Worker I
	2.3 Signs RE-PAR / RE-ICS	None	5 minutes	Dept. Head/OIC
3. End User receives Property Return Slip (PRS)	3. Releases Re-PAR/Re-ICS to End User	None	5 minutes	Utility Worker I
TOTAL		None	30 minutes	

7. APPROVAL OF APPLICATION FOR CLEARANCE OF GOVERNMENT EMPLOYEES WITH NO ACCOUNTABILITY

Approval of clearance of those with no accountability of requesting City Government Employees, Dep-Ed, City Schools Division personnel, Bacolod City Police Office personnel, Bureau of Fire Protection personnel and Department of Justice Court personnel

Office/Division:		GSO Inventory Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Department or Office End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form duly signed by the Head of Office (4 Original Copies)		City Government Employees, Dep-Ed, City Schools Division personnel, Bacolod City Police Office personnel, Bureau of Fire Protection personnel and Department of Justice Court personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance duly	1.1 Receives clearance	None	5 minutes	Utility Worker I

approved by the Head of Office	1.2 Checks and reviews employees records and accountabilities	None	10 minutes	Storekeeper III
	1.3 Inventory Division initials clearance	None	5 minutes	Supply Officer II
	1.4 Department Head approves Clearance once employee is cleared of accountabilities	None	5 minutes	Department Head/OIC
2. End User receives duly signed clearance	2. Releases duly signed clearance to employee	None	5 minutes	Utility Worker I
TOTAL		None	30 minutes	

8. APPROVAL OF APPLICATION FOR CLEARANCE OF GOVERNMENT EMPLOYEES WITH ACCOUNTABILITY (SERVICEABLE PROPERTIES)

Approval of clearance of those with accountability (serviceable properties) of requesting City Government Employees, Dep-Ed, City Schools Division personnel, Bacolod City Police Office personnel, Bureau of Fire Protection personnel and Department of Justice Court personnel

Office/Division:	GSO Inventory Division
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	Department or Office End User
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form duly signed by the Head of Office (4 Original Copies)	City Government Employees, Dep-Ed, City Schools Division personnel, Bacolod City Police Office personnel, Bureau of Fire Protection personnel and Department of Justice Court personnel

RE-Property Acknowledgement Receipt (Re-PAR) (5 Original Copies)		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance duly approved by the Head of Office including the Re-PAR	1.1 Receives clearance with Re-PAR/ Re-ICS from government employee	None	5 minutes	Utility Worker I
	1.2 Checks and reviews employees records on accountabilities and Re-PAR	None	10 minutes	Storekeeper III
	1.3 Inventory Division initials clearance	None	5 minutes	Supply Officer II
	1.4 Department Head approves Clearance once employee is cleared of accountabilities	None	5 minutes	Department Head/OIC
2. End User receives duly signed clearance	2. Releases duly signed clearance to employee	None	5 minutes	Utility Worker I
TOTAL		None	30 minutes	

9. APPROVAL OF APPLICATION FOR CLEARANCE OF GOVERNMENT EMPLOYEES WITH ACCOUNTABILITY (UNSERVICEABLE PROPERTIES)

Approval of clearance of those with accountability (Unserviceable properties) of requesting City Government Employees, Dep-Ed, City Schools Division personnel, Bacolod City Police Office personnel, Bureau of Fire Protection personnel and Department of Justice Court personnel

Office/Division:	GSO Inventory Division
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Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		Department or Office End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form duly signed by the Head of Office (4 Original Copies)		City Government Employees, Dep-Ed, City Schools Division personnel, Bacolod City Police Office personnel, Bureau of Fire Protection personnel and Department of Justice Court personnel		
Property Return Slip (PRS) (5 Original Copies)		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance duly approved by the Head of Office including the PRS	1.1 Receives clearance with PRS from government employee	None	5 minutes	Utility Worker I
	1.2 Checks and reviews employees records on accountabilities	None	15 minutes	Storekeeper III
	1.3 Inventory Division initials clearance	None	5 minutes	Supply Officer II
	1.4 Department Head approves Clearance once employee is cleared of accountabilities	None	5 minutes	Department Head/OIC
2. End User receives duly signed clearance	2. Releases duly signed clearance to employee	None	5 minutes	Utility Worker I
TOTAL		None	35 minutes	

10. APPROVAL OF APPLICATION FOR BURIAL PERMIT AT HANDUMANAN/ GRANADA CEMETERY

The office approves burial permit to be released to client

Office/Division:		GSO Admin Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may Avail:		Any person of legal age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate (1 photocopy)		Local Civil Registrar		
Memorandum of Agreement (1 photocopy)		City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits Burial Permit	1.1 Receives Burial Permit	None	5 minutes	Utility Worker I
	1.2 Evaluates application for burial permit	None	5 minutes	Utility Worker I
	1.3 Approves burial permit	None	5 minutes	Any Officer
2 Receives duly signed Burial Permit	2. Releases burial permit to client	None	5 minutes	Utility Worker I
TOTAL		None	20 minutes	

11. PROCESSING OF EXHUMATION FORM

The City General Services Office releases Exhumation Form after evaluation of office personnel which is a requirement to be submitted to Permits and Licensing to process their exhumation permit

Office/Division:		GSO Admin Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may Avail:		Any family member of legal age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Death Certificate (1 photocopy)		Local Civil Registrar		
Exhumation Form (1 photocopy)		City General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	1.1 Checks death certificate	None	5 minutes	Utility Worker I
	1.2 Signs exhumation Form	None	5 minutes	Officer of the Day
2 Receives duly signed Exhumation Form	2. Releases duly signed Exhumation Form	None	5 minutes	Utility Worker I
TOTAL		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client can write feedback from the “Feedback Form” provided and drop it to the “Suggestion Box” located outside the office
How feedbacks are processed	Feedbacks are gathered and processed by Admin staff by the end of the week to be forwarded to concerned division
How to file a complaint	Client can file a complaint through the “Isugid kay Mayor” by scanning the QR Code located in the entrance of the office or through the link: https://bit.ly/ISUGIDKAYMAYORALBEE
How complaints are processed	“Isugid kay Mayor” staff checks the complaint submitted for appropriate action
Contact Information	Email address: gso@bacolodcity.gov.ph

