



CITY GOVERNMENT OF EL SALVADOR

CITIZEN'S CHARTER
2020 (1st Edition)



I. Mandate:

Take full custody and accountability of all local government properties, real or personal owned by the City Government and those who granted to it in the form of donation, preparation assistance, and counterpart of joint projects as well as to have a proper monitoring and inventory of Supplies and Equipment.

II. Vision:

To be sustainable Property Management Program and Deliver Good Services to the LGU with Integrity and Passion.

III. Mission:

Take custody for all the properties real or personal owned by the LGU; monitor and evaluate the Programs of the Office; study and research for the said programs for future development.

IV: Service Pledge:

As public servants we pledge for an excellent service management of the city properties, supply, records and equipment.

We further pledge for ethical standard in the delivery of our services to the public with the intent to preserve our integrity as a public servant.

V: Inventory of Services

- I. Use of Tables, Chairs and Sound System for free**
- II. Rental for Tables, Chairs and Sound System**
- III. Issuance of Certificate of Completion for Suppliers**
- IV. Release of Office Supplies, Equipment**
- V. Release of Construction Materials**
- VI. Conduct Annual Inventory of All LGU Properties**
- VII. VI. Receiving deeds of donation for Equipment from National Offices**



I. Use of Tables, Chairs and Sound System for free

Description: Offer free use of tables, chairs and sound system owned by LGU for eligible borrowers only.

Office or Division:	City General Services Office			
Classification:	simple			
Type of Transaction:	(G2C), (G2G), (G2B)			
Who may avail:	all			
Office or Division:	GSO			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Approved Request Letter by City Mayor 			CMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request letter by City Mayor	Received Requirements and prepare the Items and also the borrower slip		2 – 3 days	Ramesses Andres Joel Alimocon Tecló Bagoio Jr. Nelson Ramayan <u>Ritchie Quiacao</u> Under the supervision of Engr. Rey Labis <u>Michael Fajardo</u> Admin Aide I <u>Ellias Martinez</u> Admin Aide I
2. Receive all the items on site and sign the borrower slip	Deliver the items and let the borrower sign the borrower slip		5 -30 minutes	<u>Emmery Labis</u> Admin Aide III
3. Return the items to GSO	Inspect, Inventory the items then receive and sign the borrower slip for clearance	None	30 minutes	Ramesses Andres Joel Alimocon Tecló Bagoio Jr. Nelson Ramayan <u>Ritchie Quiacao</u> Under the supervision of Engr. Rey Labis <u>Michael Fajardo</u> Admin Aide I



II. Rental for Tables, Chairs and Sound System

Description: Offer rental of tables, chairs and sound system owned by LGU.

Office or Division:	City General Services Office	
Classification:	simple	
Type of Transaction:	(G2C), (G2G), (G2B)	
Who may avail:	all	
Office or Division:	GSO	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Application Form 		GSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form	Prepare the order of payment viz-a-viz number of items	Chair - 10.00 each Tables – 100.00 each Sound System – 3,000.00 (per day basis)	5 -30 minutes	<u>Emmery Labis</u> Admin Aide III
Pay the Order of payment at CTO				
2. Submit Official Receipt	Receive OR and Prepare the items and the borrower slip	None	1 hour	<u>Emmery Labis</u> Admin Aide III
3. Receive the items on site	Deliver the items to the site and let the renter sign the borrower slip		1 hour and 30 minutes	Ramesses Andres Joel Alimocon Teclo Bagoio Jr. Nelson Ramayan <u>Ritchie Quiacao</u> Under the supervision of Engr. Rey Labis <u>Michael Fajardo</u> Admin Aide I <u>Ellias Martinez</u> Admin Aide I
5. Return the items on scheduled time	Inspect, inventory and receive the items and log in at borrower slip for clearance	None	30 minutes-1 hour	Ramesses Andres Joel Alimocon Teclo Bagoio Jr. Nelson Ramayan <u>Ritchie Quiacao</u> Under the supervision of Engr. Rey Labis <u>Michael Fajardo</u> Admin Aide I



III. Issuance of Certificate of Completion for Suppliers

Description: Provide certificate for complete deliveries of supplies based on contract agreement and purchase order

Office or Division:	City General Services Office			
Classification:	simple			
Type of Transaction:	(G2C), (G2B)			
Who may avail:	Business Owners			
Office or Division:	GSO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Contract Agreement/ Purchase Order/ Delivery Receipt on File 		CGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certificate of Completion of deliveries of goods	View and validate all the files that confirms complete deliveries and issue order of payment	Php.130 (Proceed to treasury office) for the payment	5 min-10 min.	<u>Engr. Rey A. Labis</u> OIC-GSO
2. Client pay at CTO and get official receipt then present to GSO	2.1 Issue certificate of completion reflecting OR number, amount paid and date issued 2.2 for signature of the responsible officer		5 – 10 minutes	<u>Kareen B. Duetes</u> Under the supervision of Engr. Rey Labis <u>Engr. Rey A. Labis</u> OIC-GSO
3. Receive the Document sign the log book to acknowledge receipt	Release the Document by logging-it out and for the recipient to acknowledge receipt		5 minutes	<u>Kareen B. Duetes</u> Under the supervision of Engr. Rey Labis



IV. Release of Office Supplies and Equipment

Description: Proper processing for releasing of all supplies and equipment needed by the offices of the city government.

Office or Division:	City General Services Office	
Classification:	Simple	
Type of Transaction:	(G2C), (G2G)	
Who may avail:	Offices of the City Government	
Office or Division:	GSO	
CHECKLIST OF REQUIREMENTS Request for your supplies per your APP	WHERE TO SECURE Per department's file	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CGSO bring request form and APP	1.1. Go to CGSO front line staff then present your request and ask for the supply officer in charge	None	1 minute	<u>Mary Cris B. Saquing</u> Property Inspector
	1.2 Supply in charge will then determine the availability of the supplies that was requested	None	10/15 minutes	<u>Reynald Suguilon</u> Utility Worker I
2. Sign on the RIS	Supply Personnel will then Record and issue RIS to be signed by the CGSO and the end user/s for proper recording	none	10 minutes	<u>Kareen B. Duetes</u> Under the supervision of Engr. Rey Labis <u>Emmery Labis</u> Utility Worker III
3. Receive of Supplies and Equipment	Supply in charge will then turnover or may deliver the supplies according to its volume or size	None	5 minutes	<u>Reynald Suguilon</u> Utility Worker I



V. Release of Construction Materials

Description: Proper processing for releasing for Construction material that is needed city government projects.

Office or Division:	City General Services Office
Classification:	Simple
Type of Transaction:	(G2C), (G2G)
Who may avail:	Offices of the City Government
Office or Division:	GSO
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request slip for your supplies	Per department's file

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the CGSO bring request form and APP	1.1. Go to CGSO front line staff then present your request and ask for the supply officer in charge	None	1 minute	<u>Mary Cris B. Saquing</u> Property Inspector
	1.2 Supply in charge will then determine the availability of the supplies that was requested	None	10/15 minutes	<u>Kim Ian Macalaging</u> Utility Worker I
5. Sign on the RIS	Supply Personnel will then Record and issue RIS to be signed by the CGSO and the end user/s for proper recording	none	10 minutes	<u>Kareen B. Duetes</u> Under the supervision of Engr. Rey Labis <u>Emmery Labis</u> Utility Worker III
6. Receive of Supplies and Equipment	Supply in charge will then turnover or may deliver the supplies according to its volume or size	None	5-30 minutes	<u>Kim Ian Macalaging</u> Utility Worker I



VI. Conduct Annual Inventory of All LGU Properties

Description: to properly monitor the condition and physical count of all LGU owned properties.

Office or Division:	City General Services Office			
Classification:	Highly Technical			
Type of Transaction:	(G2G)			
Who may avail:	All LGU Offices			
Office or Division:	GSO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* approved inventory team letter sign by city mayor *check list of issued properties		CGSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All departments involve shall prepare all equipments and the likes for physical inventory	1,1 Create Inventory team composed of members from CGSO, Accounting Office, COA, Mayors Office and Engineering's Office		1 day	<u>Engr. Rey Labis</u> OIC-GSO
	1.2 Consolidate records from City Accounting office for property identification of Properties		3 to 4 weeks	<u>Jun Ray B. Apag</u> Storekeeper II
	1.3 Create Inventory letter that contains the schedule of Inventory per offices and barangays		1 day	<u>Jun Ray B. Apag</u> Storekeeper II
2. Office personnel ask for the list of equipment's issued on them from GSO and create proper tagging for easier inventory	2. Inventory team will then check and verify as per specifications from ARE and put property stickers		1 day to 1 week	<u>Jun Ray B. Apag</u> Storekeeper II Emmery N. Labis Admin Aide III <u>Karen B. Duetes</u> Under the supervision of Engr. Rey Labis <u>Joshua R. Solomon</u> COA-Representative <u>Darlene A. Gaid</u> Draftsman II <u>Shiela E. Nisperos</u> Admin Aide III <u>Jocelyn D. Gempisao</u>



				Admin Officer II
3. Will received copy of the result of inventory and comply with the required document needed	3. Inventory Team will then furnish a copy of Inventory result per office (offices who have lost some items are required to submit affidavit of loss to CGSO)			<u>Jun Ray B. Apag</u> Storekeeper II Emmery N. Labis Admin Aide III <u>Karen B. Duetes</u> Under the supervision of Engr. Rey Labis <u>Joshua R. Solomon</u> COA-Representative <u>Darlene A. Gaid</u> Draftsman II <u>Shiela E. Nisperos</u> Admin Aide III <u>Jocelyn D. Gempisao</u> Admin Officer II
	3.2 Inventory team will then attach the affidavit of loss to the Report on Physical Count of Property Plan and Equipment report "RPCPPE"		20 mins	<u>Jun Ray B. Apag</u> Storekeeper II Emmery N. Labis Admin Aide III <u>Karen B. Duetes</u> Under the supervision of Engr. Rey Labis <u>Joshua R. Solomon</u> COA-Representative <u>Darlene A. Gaid</u> Draftsman II <u>Shiela E. Nisperos</u> Admin Aide III <u>Jocelyn D. Gempisao</u> Admin Officer II
	3.3 Inventory team will then create RPCPPE to be submitted to the Commission on Audit		1 month(result will be consolidated for COAs reportage)	<u>Jun Ray B. Apag</u> Storekeeper II Emmery N. Labis Admin Aide III <u>Karen B. Duetes</u> Under the supervision of Engr. Rey Labis <u>Joshua R. Solomon</u> COA-Representative <u>Darlene A. Gaid</u> Draftsman II <u>Shiela E. Nisperos</u> Admin Aide III <u>Jocelyn D. Gempisao</u> Admin Officer II



VII. Receiving deeds of donation for Equipment from National Offices

Description: Donation of Supplies and Equipment from Government Owned and Controlled Corporations

Office or Division:	City General Services Office	
Classification:	Simple	
Type of Transaction:	(G2G)	
Who may avail:	All government entity	
Office or Division:	GSO	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
		CGSO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform CGSO for donations.	Assist National Offices/NGO and Prepare Acknowledgment Receipt for Equipment to be signed by the End user	None	5-15 minutes	Jun Ray B. Apag Storekeeper II
2. Deliver the item to the End Users	Assist National Offices/NGO to the End Users	None	5-15 minutes	Reynald Suguilon Utility Worker I
3. none	Forward the documents for deed of donation to Accounting office for proper booking of Equipment	None	5 minutes	Jun Ray B. Apag Storekeeper II



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



Office	Address	Contact Information
Office A	Address	Hotline Number
Office A	Address	Hotline Number
Office A	Address	Hotline Number