

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)

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GENERAL SERVICES OFFICE

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 have 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**

1. **Use of Tables, Chairs and Sound System for free**
2. **Rental for Tables, Chairs and Sound System**
3. **Issuance of Certificate of Completion for Suppliers**
4. **Release of Office Supplies, Equipment**
5. **Release of Construction Materials**
6. **Conduct Annual Inventory of All LGU Properties**
7. **Receiving deeds of donation for Equipment from National Offices**

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

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

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| **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** |
| * Approved Request Letter by City Mayor | | CMO |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit approved request letter by City Mayor | Receive requirements and prepare the items and also the borrower slip |  | 2 – 3 days | Ramesses Andres  Joel Alimocon  Teclo Baguio Jr.  Nelson Ramayan  Ritchie Quiacao  Under the supervision of Engr. Rey Labis  Michael Fajardo  Admin Aide I  Ellias Martinez  Admin Aide I |
| 1. 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 | Emmery Labis  Admin Aide III |
| 1. Return the items to GSO | Inspect, Conduct an inventory of the items then receive and sign the borrower slip for clearance | None | 30 minutes | Ramesses Andres  Joel Alimocon  Teclo Baguio Jr.  Nelson Ramayan  Ritchie Quiacao  Under the supervision of Engr. Rey Labis  Michael Fajardo  Admin Aide I |

**II. Rental for Tables, Chairs and Sound System**

**Description** **of the Service**: This Service offers rental of tables, chairs and sound system owned by LGU.

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| **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** |
| * Application Form | | GSO |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Fill out 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 | Emmery Labis  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 | Emmery Labis  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 Baguio Jr.  Nelson Ramayan  Ritchie Quiacao  Under the supervision of Engr. Rey Labis  Michael Fajardo  Admin Aide I  Ellias Martinez  Admin Aide I |
| 5. Return the items on scheduled time | Inspect, conduct an inventory and receive the items and log in at borrower slip for clearance | None | 30 minutes-1 hour | Ramesses Andres  Joel Alimocon  Teclo Baguio Jr.  Nelson Ramayan  Ritchie Quiacao  Under the supervision of Engr. Rey Labis  Michael Fajardo  Admin Aide I |

**III. Issuance of Certificate of Completion for Suppliers**

**Description of the Service:** It provides certificate for complete deliveries of supplies based on contract agreement and purchase order.

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| **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** |
| * Contract Agreement/ Purchase Order/ Delivery Receipt on File | | CGSO |

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| **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 confirm complete deliveries and issue order of payment | Php.130 (Proceed to treasury office) for the payment | 5 min-10 min. | Engr. Rey A. Labis  OIC-GSO |
| 1. Pay at City Treasurer’s Office (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 Sign the document |  | 5 – 10 minutes | Kareen B. Duetes  Under the supervision of Engr. Rey Labis  Engr. Rey A. Labis  OIC-GSO |
| 1. Receive the document and sign the log book to acknowledge receipt | Release the Document by logging-it out and for the recipient to acknowledge receipt |  | 5 minutes | Kareen B. Duetes  Under the supervision of Engr. Rey Labis |

**IV. Release of Office Supplies and Equipment**

**Description** **of the Service**: This Service facilitates proper processing for releasing of all supplies and equipment needed by the offices of the city government.

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| **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** |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to the CGSO and bring request form and Annual Procurement Plan (APP) | 1.1. Receive Request Form | None | 1 minute | Mary Cris B. Saguing  Property Inspector |
|  | 1.2 Determine the availability of the requested supplies | None | 10/15 minutes | Reynald Suguilon  Utility Worker I |
| 1. Sign on the Requisition Issuance Slip (RIS) | Record and issue RIS to be signed by the CGSO and the end user/s for proper recording | none | 10 minutes | Kareen B. Duetes  Under the supervision of Engr. Rey Labis  Emmery Labis  Utility Worker III |
| 1. Receive Supplies and Equipment | Turnover or deliver the supplies according to its volume or size | None | 5 minutes | Reynald Suguilon  Utility Worker I |

**V. Release of Construction Materials**

**Description of the Service:** This Service facilitates proper processing for releasing of Construction materials that are needed for city government projects.

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| **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 slip for your supplies** | | **WHERE TO SECURE**  **Per department’s file** |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to the CGSO and hand in request form and APP | Receive the Request Form and APP | None | 1 minute | Mary Cris B. Saguing  Property Inspector |
|  | 1.2 Determine the availability of the requested supplies | None | 10/15 minutes | Kim Ian Macalaging  Utility Worker I |
| 1. Sign on the RIS | Record and issue RIS to be signed by the CGSO and the end user/s for proper recording | none | 10 minutes | Kareen B. Duetes  Under the supervision of Engr. Rey Labis  Emmery Labis  Utility Worker III |
| 1. Receive Supplies and Equipment | Turnover or deliver the supplies according to its volume or size | None | 5-30 minutes | Kim Ian Macalaging  Utility Worker I |

**VI. Conduct Annual Inventory of All LGU Properties**

**Description of the Service**: This Service makes sure to properly monitor the condition and physical count of all LGU-owned properties.

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| **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 |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Prepare all equipment and the likes for physical inventory | 1,1 Create Inventory team composed of members from CGSO, Accounting Office, COA, Mayor’s Office and Engineering’s Office |  | 1 day | Engr. Rey Labis  OIC-GSO |
| 1.2 Consolidate records from City Accounting office for property identification of Properties |  | 3 to 4 weeks | Jun Ray B. Apag  Storekeeper II |
| 1.3 Create Inventory letter that contains the schedule of Inventory per office and barangay |  | 1 day | Jun Ray B. Apag  Storekeeper II |
| 2. Ask for the list of equipment issued to 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 | Jun Ray B. Apag  Storekeeper II  Emmery N. Labis  Admin Aide III  Kareen B. Duetes  Under the supervision of Engr. Rey Labis  Joshua R. Solomon  COA-Representative  Darlene A. Gaid  Draftsman II  Shiela E. Nisperos  Admin Aide III  Jocelyn D. Gempisao  Admin Officer II |
| 3. Receive 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 which have lost some items are required to submit affidavit of loss to CGSO ) |  |  | Jun Ray B. Apag  Storekeeper II  Emmery N. Labis  Admin Aide III  Karen B. Duetes  Under the supervision of Engr. Rey Labis  Joshua R. Solomon  COA-Representative  Darlene A. Gaid  Draftsman II  Shiela E. Nisperos  Admin Aide III  Jocelyn D. Gempisao  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 | Jun Ray B. Apag  Storekeeper II  Emmery N. Labis  Admin Aide III  Karen B. Duetes  Under the supervision of Engr. Rey Labis  Joshua R. Solomon  COA-Representative  Darlene A. Gaid  Draftsman II  Shiela E. Nisperos  Admin Aide III  Jocelyn D. Gempisao  Admin Officer II |
|  | 3.3Inventory team will then create RPCPPE to be submitted to the Commission on Audit |  | 1 month( result will be consolidated for COAs reportage) | Jun Ray B. Apag  Storekeeper II  Emmery N. Labis  Admin Aide III  Karen B. Duetes  Under the supervision of Engr. Rey Labis  Joshua R. Solomon COA-Representative  Darlene A. Gaid  Draftsman II  Shiela E. Nisperos  Admin Aide III  Jocelyn D. Gempisao  Admin Officer II |

**VII. Receiving deeds of donation for Equipment from National Offices**

**Description of the Service:** Donation of Supplies and Equipment from Government-Owned and Controlled Corporations

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

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| **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 |
| 1. Deliver the item to the End Users | Assist National Offices/NGO to the End Users | None | 5-15 minutes | Reynald Suguilon  Utility Worker I |
|  | Forward the documents for deed of donation to Accounting office for proper booking of Equipment | None | 5 minutes | Jun Ray B. Apag  Storekeeper II |

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| **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 | CSC – Contact Center ng Bayan – 0908-8816-565 |
| PCC | Presidential Complaints Center - 8888 |
| ARTA | Anti-Red Tape Authority – 478-5093 |

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| **Office** | **Address** | **Contact Information** |
| Office A | Address | Hotline Number |
| Office A | Address | Hotline Number |
| Office A | Address | Hotline Number |