

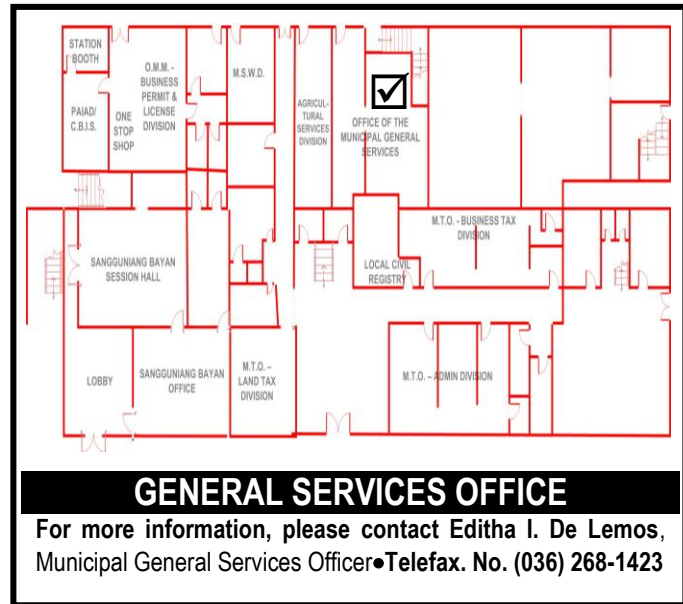


# MUNICIPAL GENERAL SERVICES OFFICE

The Municipal General Services Office provides technical assistance to the Local Chief Executive in carrying out measures to ensure the delivery of basic services and adequate facilities and develop plans and strategies; implement the same, particularly those which have to do with the general services supportive of the people's welfare.

In addition to the foregoing duties and functions the general services office shall:

Take custody and be accountable for all properties, real or personal, owned by the local government unit; recommend to the Local Chief Executive reasonable rental rates of local government properties whether real or personal which will be leased to public or private entities, and as the case maybe, reasonable rental rates of private properties which will be leased for the official use of the local government units; perform janitorial, security, landscaping and other related services in all local government buildings and other real properties whether leased or owned by the local government unit; collate and disseminate information regarding prices of goods and services; supply and property management; and Solid Waste Management.



## SERVICES OFFERED

### A. Procurement of goods and services (For small value procurement and other alternative modes of procurement)

## HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Receive, record, number Approved Purchase Request and Obligation Request and check if it is in accordance with the Annual Procurement Plan	10 mins	Hazel Cipriano Admin. Aide I Glenda Aguirre Admin Aide I Stephanie Impreso Admin. Aide (Job Order)
2. Prepare Resolution to the Head of Procuring Entity for use of Alternative Mode of Procurement (RA 9184)	20mins	Relanie Esta Admin. Aide VI Hazel Cipriano Admin Aide I Glenda Aguirre Admin. Aide I Stephanie Impreso Admin Aide (Job Order)



2. Prepare canvass of Bids (3 sets)	2hrs	Hazel Cipriano Admin Aide I Glenda Aguirre Admin Aide I Stephanie Impreso Admin. Aide (Job Order)
3. Send, receive and follow-up canvass of Bids	2cd	Hazel Cipriano Ronnell Suggang John Villareal
4. Prepare Abstract of Bids	2hrs	Hazel Cipriano Glenda Aguirre Stephanie Impreso Mary Grace Pastrana
5. Prepare Recommendation to the Head of Procuring Entity for award of the contract to lowest and responsive calculated bids	20 mins	Relanie Esta Admin. Aide VI Mary Grace Pastrana Admin Aide (Job Order)
6. Accomplish signatories of Abstract of Bids and Recommendation for Awards	1 cd	Hazel Cipriano Admin. Aide I Ronnell Suggang John Villareal Job Order
7. Prepare contract/ Purchase Order/Notice to Proceed	2hrs	Relanie Esta Hazel Cipriano Glenda Aguirre Stephanie Impreso Mary Grace Pastrana
8. Follow-up signatories in contracts/Purchase Order, ObR and Notice to Proceed	2cd	Hazel Cipriano Ronnell Suggang John Villareal
9. Receive/record/number Approved Contracts	10 mins	Stephanie Impreso Admin. Aide (Job Order)
10. Send copies of Approved Contracts / P.O. to suppliers for delivery of goods or services	1hr	Ronnell Suggang John Villareal

Approximate Processing Time : 6 cd

## **B. Procurement of goods and services (Requiring Public Bidding) RA 9184**

### HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Receive, record, number Approved Purchase Request and Obligation Request and check if it is in accordance with the Annual Procurement Plan	5 mins.	Hazel Cipriano Glenda Aguirre Stephanie Impreso
2. Prepare Bid Documents	1cd	Relanie Esta Karen Villanueva



3. Bidding Process from posting to issuance of Notice to Proceed (RA 9184)	Latest Allowable Time=124 cd Earliest Possible Time=28cd	BAC Secretariat
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Approximate Processing Time : 125 cd days

## C. Receipt, Inspection and Acceptance of Delivered Goods and Services

### HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Supplier delivers goods per approved Purchase Order; MGSO staff receives and inspects delivered goods/services.	20 minutes	Emeralda R. Ame Administrative Officer I (Supply Officer I) Digna R. de Felipe Records Officer I Herlyn M. Samoy, Administrative Aide IV
2. Signing of Inspection and Acceptance Report if delivery of goods/services conforms with Purchase Order.	2 minutes	Editha I. de Lemos Municipal General Services Officer

Approximate Processing Time : 25 minutes

## D. Requisition of Supplies, Materials and Equipment from Stock

### HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Requisitioning office accomplishes Property Acknowledgement Receipt (PAR), for equipment, or Inventory Custodian Slip (ICS), for Supplies, and returns the same to General Services Office	10 minutes	Emeralda R. Ame Administrative Officer I Jovanie L. Mabasa Administrative Aide I Libby G. Iguban Adm. Aide-Job Order
2. MGSO staff issues/releases available supplies/materials/equipment		
3. Representative of requisitioning office accepts supplies/materials.		

Approximate Processing Time : 10 minutes



## E. Request for Cancellation/Transfer of Property Accountability

### ☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client/employee requests for cancellation of property accountability and returns property.		Emeralda R. Ame Administrative Officer I Libby G. Iguban Adm. Aide-Job Order
2. MGSO staff verifies records, cancels accountability and prepares Property Return Slip (PRS).	10 minutes	
3. MGSO signs and issues PRS	5 minute	Editha I. de Lemos MGSO
4. Client/employee accepts/ signs PRS.		

Approximate Processing Time : 6 minutes

## F. Issuance of Property Accountability Clearance

### ☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client/employee requests for cancellation of property accountability and returns property.		Digna R. de Felipe Administrative Officer I Herlyn M. Samoy Administrative Aide IV Libby G. Iguban Maricel R. Temporado Adm. Aide – Job Order
2. MGSO staff verifies records, cancels accountability, and prepares clearance together with: a) Property Return Slip (PRS) to those separating from service; or b) Acknowledgement Receipt for Equipment (ARE) to those applying for one-month or more leave of absence/ travelling abroad.	20 minutes	



3. MGSO signs and issues PRS/ARE/clearance	2 minutes	Editha I. de Lemos MGSO
4. Client/employee accepts the documents.		

Approximate Processing Time : 20 minutes

## G. Cleanliness and Sanitation Services

### HOW TO AVAIL OF THE SERVICE

SERVICES OFFERED	SCHEDULE	PERSON TO APPROACH
1. Maintains cleanliness of Parks and Public utilities and Buildings		Libby Iguban Monitoring
Area Covered		
•Pastrana Park	4:00 A.M.-8:00A.M. 1:00 P.M.-5:00 P.M.	Roderick dela Cruz Nido Vista Jeffrey Fernando Bianito Nilay
•Magsaysay Park	4:00 A.M.- 8:00 A.M. 1:00 P.M. – 5:00 P.M.	Marjun Magsisi Cherry Sarabia Julito Villanueva
•Kalibo Shopping Center	8:00 A.M.-12:00 NN 1:00 P.M.-5:00 P.M.	Janita Zaldivar Reylito Crisostomo
•Municipal Building: Ground Floor	6:00 A.M.-10:00 A.M 1:00 P.M.-5:00 P.M.	Romeo Frondosa Marvie Sarabia
2 <sup>nd</sup> Floor	8:00 A.M.-12:00 P.M. 1:00 P.M.-5:00 P.M.	Marlyn Abayon Helen Villanueva
3 <sup>RD</sup> Floor	8:00 A.M.- 12:00 NN.	Jovelyn Traje
Kalibo Terminal-Oyo Torong	4:00 A.M.-8:00 A.M. 1:00 P.M.-5:00 P.M.	Wilfredo C. Iradiel
2. Maintains Cleanliness of Major Thoroughfares, Sidewalks and Road	6:00 A.M.-10:00 A.M.	Robele Roldan Monitoring



Shoulders including Street Islands	1:00 P.M.-5:00 P.M.	
<u>Area Covered</u>		
Toting Reyes St. to cor. Roxas Avenue	Monday to Sunday 4:00 A.M. – 8:00A.M. 6:00 P.M. – 10:00P.M.	Romeo Navarro Helbert Buyoc
Osmena Ave. (Crossing Banga to Milagrosa Cemetery)	Monday to Sunday 4:00 A.M. – 8:00 A.M. Monday to Wednesday 1:00 P.M.-5:00 P.M.	Nestor Importado
Veterans Avenue to cor. Roxas Avenue		Reynald Macabante
Veterans Avenue to cor. Mabini St.		Retchelle dela Cruz
Roxas Avenue and Street Island		Rodrigo Bernabe
Mabini Street		Larry Parohinog Marcelino Ramos
D Maagma Street and Street Island		Danilo Masagnay
Toting Reyes St. turn left to Quezon Avenue		Rowel Ibañez
Mabini St. (cor. Roxas Ave turn left to 19 Martyrs St.)		Benny Villanueva
19 Martyr's St. to Regalado Street		Rodel Cardinales
Streets surrounding Kalibo Shopping Center		Sunday Grace Ramos Cris Ricablanca
Roxas Avenue (Fruit Stand area)		Arvin Flores
19 Martyr's Street		Raymundo Ramos
D Maagma St. to Aklan Freedom Shrine		Wennie dela Cruz
Roxas Ave. (from cor. Toting Reyes St. to Gaisano Kalibo)		Mateo Maquinica
M. Laserna Street to cor. F. Quimpo St.		Norberto M. Ronase
Pastrana St. to cor. F. Quimpo St.	Monday to Sunday 4:00A.M – 8:00 A.M.	Norman Villanueva



<p>Goding Ramos Street</p> <p>Arch. Reyes Street</p> <p>C. Laserna St. to 19 Martyr's St.</p> <p>Martelino St. (from cor. Regalado St. to 19 Martyrs St.)</p> <p>Rizal St.(From cor. 19 Martyrs to cor. D. Maagma)</p> <p>L. Barrios St.(from Roxas Ave. to F. Quimpo)</p> <p>Arch. Reyes Street cor. L. Barrios Street</p>	<p>Monday to Wednesday 1:00 P.M – 5:00 P.M.</p>	<p>Rudy Roldan</p> <p>Berly Paroginog</p> <p>Gerry U. Ame</p> <p>Bianito Nilay</p> <p>Jovelyn Traje</p> <p>Regie Rey</p> <p>Expedito Paroginog</p>
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## H. Ferry Services

SERVICES OFFERED	SCHEDULE	PERSON TO APPROACH
<p>1.Bakhaw Norte- Ilaya to Oyo Torong and Vise Versa</p>	<p>Monday to Sunday 4:00am to 8:00pm</p>	<p>Rolito M. Peñaflor Jenny de Miguel, Jr. Renato Dangcalan</p>
<p>3. Bakhaw Sur to Bakhaw Norte Sitio Karomahan and vise versa</p>	<p>Monday to Sunday 4:00am to 8:00pm</p>	<p>Maurel M. Magsisi Elmer I. Roldan</p>



## ☑ HOW TO AVAIL OF THE SERVICE

### SERVICE STANDARDS

- + Serve and greet the client with a smile and courtesy;
- + Answer telephone calls with courtesy within two (2) rings;
- + Wear official uniform and ID;
- + Serve our client with a smile and utmost courtesy;
- + Deliver prompt and quality service to our clients;
- + Immediately attend to requests and complaints of clients relative to general services;
- + Provide service thru telephone call or personal visit at our office;
- + Ensure proper waste disposal system;
- + Ensure maintenance of streets, parks, public buildings and utilities; and
- + Conduct regular monitoring on the proper use of equipment and perform efficient maintenance works as needed.

### PERFORMANCE PLEDGE

We, the staff of the Office for Municipal General Services together with our Municipal Government Department Head 1 (MGSO), Ms. Editha I. De Lemos, pledge to serve our client with a smile and utmost courtesy; deliver prompt and quality service to our clients; immediately attend to requests and complaints of clients; provide service thru telephone call or personal visit at our office; ensure proper waste disposal system; ensure maintenance of streets, parks, public buildings and utilities; and conduct regular monitoring on the proper use of equipment and perform efficient maintenance works as needed.