

CITY GENERAL SERVICES DEPARTMENT
CITIZEN'S CHARTER



VISION :

THE GENERAL SERVICES DEPARTMENT ENVISIONS ITSELF TO BE A QUALITY COMMUNITY WITHIN THE QUEZON CITY GOVERNMENT BY DELIVERING RESPONSIVE AND QUALITY GENERAL SERVICES THROUGH COMMITTED, SERVICE-ORIENTED AND TECHNOLOGICALLY ADVANCED PERSONNEL.

MISSION :

WE PROVIDE THE DELIVERY OF GENERAL SERVICES TO THE QUEZON CITY GOVERNMENT AND ITS CONSTITUENTS THAT ARE:

EFFECTIVE, EFFICIENT AND ECONOMICAL

Functional Description

THE CITY GENERAL SERVICES OFFICER

Article Twenty, Section 490, Title V, Chapter III, Book III of the Local Government Code of 1991 also known as RA 7160 provides that:

The general services officer shall take charge of the office of the general services and shall:

- (1) Formulate measures for the consideration of the City Council and provide technical assistance and support to the governor or mayor, as the case maybe, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities pursuant to Section 17 of this Code and which require general services expertise and technical support services;
- (2) Develop plans and strategies and upon approval thereof by the governor or mayor, as the case may be, implement the same, particularly those which have to do with the general services, supportive of the welfare of the inhabitants which the governor or mayor is empowered to implement and which the City Council is empowered to provide for under this Code;
- (3) In addition to the foregoing duties and functions, the general services officer shall:
 - i. Take custody of and be accountable for all properties, real or personal owned by the local government unit and those granted to it in the form of donation, reparation, assistance and counterpart of joint projects;
 - ii. With the approval of the governor or mayor, as the case may be, assign building or land space to local officials or other public officials, who by law, are entitled to such space;
 - iii. Recommend to the governor or mayor, as the case may be, the reasonable rental rates for local government properties, whether real or personal which will be leased to public or private entities by the local government;
 - iv. Recommend to the governor or mayor, as the case may be, reasonable rental rates of private properties which may be leased for the official use of the local government unit;
 - v. Maintain and supervise janitorial, security, government public buildings and other real property, whether owned or leased by the local government unit;
 - vi. Collate and disseminate information regarding prices, shipping and other costs of supplies and other items commonly used by the local government unit;
 - vii. Perform archival and records management functions with respect to records of offices and departments of the local government unit; and
 - viii. Perform all other functions pertaining to supply and property management heretofore performed by the local government treasurer, and enforces policies on records creation, maintenance, and disposal.
- (4) Be in the frontline of general services related activities, such as the possible or imminent destruction or damage to records, supplies, properties and structures and the orderly and sanitary clearing up of waste materials or debris, particularly during and in the aftermath of manmade and natural calamities and disasters;
- (5) Recommend to the City Council and advise the governor or mayor , as the case may be, on all matters relative to general services; and
- (6) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

THE ASSISTANT CITY GENERAL SERVICES OFFICER

Assists the City General Services Officer in carrying out the functions mandated under Article twenty (20) hereof, RA 9470 and perform such duties and functions as maybe assigned by the City General Services Officer.

ADMINISTRATIVE STAFF

- Recommend to the head of department actions relative to organizational development and human resource management.
- Undertake actions in relation to personnel welfare and benefits.
- Exercise administrative functions in accordance with existing Civil Service Laws, rules and regulations in relation to human resource management.
- Organize trainings and seminars as part of the capability building programs of the department.
- Periodic preparation of departmental budget, accomplishment reports and other developmental programs.
- Maintain adequate stock and supplies inventory for the department, including preparation and processing of financial documents.
- Maintenance and development of Information Technology capabilities within the department.
- Maintain current records, issuances and pertinent administrative documents of the department.

PROPERTY MANAGEMENT AND CONTROL DIVISION

- Formulate plans and program standards, activities and the like, pertinent to economical and efficient management and administration of land, building and equipment relative to acquisition, utilization and disposal in conformity with approved standards, rules and regulations.
- Conduct periodic inventories, inspections, assessments of properties, structures, and equipment of the various offices/ departments of the City Government including QCPU campuses, QC Government hospitals, QC public elementary and high schools, health centers, day care centers and 142 Barangays, in coordination with rightful authorities/offices in accordance with existing laws, rules and regulations.
- Prepare and cause processing of necessary documents/records for the acquisition registration and insurance of all properties, structures and equipment.

However, with the enormous tasks of Property (movable assets) Management, including that of the 142 Barangays of the QC Government, it became too heavy for the PMCD, the essentially important task of handling the fixed assets (land, building, and estates) including the reconciliation of inventory with the City's book of accounts and the City's unaccounted P3.5 Billion properties paved the way for the creation of the Interim Fixed Assets Management and Control Division. Henceforth in 2006, it was internally created within the structure of the CGSD, with the planning and managing functions relative to fixed assets become the regular tasks of IFAMCD while PMCD concentrating on the City's movable assets including that of the 142 Barangays of Quezon City.

FIXED ASSETS MANAGEMENT AND CONTROL DIVISION

- Manage all estates of the local government pursuant to existing laws – PD 957 Section 31, PD 1216, RA 7160 Rule XVIII Art. 112 and RA 7279.
- Formulation of policy guidelines that will govern the disposition of the City's fixed assets.
- Evaluate request and recommend actions on proposals for conversion of subdivision's open spaces, parks, easements and park strips or even encroachment with consideration on maintaining the City's breathing spaces.

- Conducts inventory of all buildings and other structures built and on city owned land –COA CIR 92-386 Section 147 and RA 7160 IRR ART. 439 (D)

STORAGE SECTION (Formerly attached to PROCUREMENT DIVISION)

- Formulate and develop plans, programs, standard and guidelines on procurement, particularly in the areas of acquisition, storage and issuance of supplies in conformity with existing laws, rules and regulations.
- Develop and formulate policies for the purpose of instituting a more economical, efficient and effective delivery of supply services to the local administrative machinery.
- Develop and submit for approval, the adoption and implementation of a Supply Storage Program geared towards a more economical, efficient and effective operation of the City's Central Supply Stockroom.
- Collate, review and evaluate supply utilization programs of the various departments and offices and make necessary recommendation for purposes of improvement thereof.
- Conduct price monitoring of goods and related non-personal services and establish reasonable price updates and specification standards.

BUILDING AND EQUIPMENT MAINTENANCE DIVISION

- Conduct building / office and equipment preventive maintenance to determine and cause repairs and management thereof.
- Recommend for approval, space allocation program for various departments and offices of the QC government and other National Agencies within the QC Hall Complex.
- Administer cleanliness, sanitation and housekeeping of QC Hall Complex including all facilities, designated public schools and government training centers.
- Conduct inspection to ensure that repairs and alterations done by contractors are in conformity with approved plans and scope of work.

RECORDS MANAGEMENT AND CONTROL DIVISION

- Plan, develop and coordinate city-wide programs, projects and activities and enforce policies, rules and regulations governing the creation, maintenance, disposal and archival of QC records and documents.
- Prepare the city for the eventual operation of Central Records Depository to store, manage and administer the records and documents of the various offices and departments of the QC government.
- Perform archival and records management with respect to records of various offices and departments of the QC government.
- Reproduce and rehabilitate records and documents incidental to and vital to QC Government operation and administration.
- Protect, manage and administer the City's patrimonial titles needed for its development programs, plans and projects.
- Coordinate with existing authorities re: LGU records and archival management and administration, specifically with the National Archives of the Philippines (NAP).
- Conduct regular continuing researches, studies and training activities with end-view of improving records system of the local government.
- Propose other related activities geared at continuing professionalization of the LGU records and archival for approval of the management.

MOTORPOOL DIVISION

- Provision of transport support services to QC officials, employees and City constituents especially during calamities both man-made and natural.
- Ensure that vehicles are in good running condition to respond immediately to emergencies and disasters.

- Repairs and maintenance of city-owned motor vehicles with minimal cost in order to prolong the life span and attain maximum utilization.
- Conduct routine technical inspection for the purpose of early identification and rectification of defects and formulate preventive maintenance program.

TASKFORCE STREETLIGHTS

- Plan, implement, and supervise the needed installation, repair and maintenance of streetlight facilities and its appurtenances;
- Conceptualize, plan, and recommend for approval of the City Mayor the QC street lighting program;
- Formulate policies and criteria for project site selection and implementation of the QC street lighting program;
- Evaluate proposals and requests pertaining to the program and extension of electrical facilities in accordance with the approved policies and criteria;
- Coordinate with all implementing departments/units for the installation of new lighting facilities, repair and maintenance of existing streetlights and provision of the needed technical assistance;
- Conduct inventory, validation, and monitoring of all streetlights within the City limits regardless of ownership, location, type, etc;
- Provide policy for the turnover to the concerned barangay the monitoring of operational streetlights who will certify together with the Punong Barangay and in coordination with Barangay Community Relations Department (BCRD) as to the veracity and correctness of the power consumption, prior to payment of MERALCO Bills.
- Coordinate with MERALCO all matters pertaining to application, processing, and payment of MERALCO accounts relative to streetlights;
- Conduct required site inspection/verification.