



**CITY GENERAL SERVICES DEPARTMENT**  
**(2020 1<sup>st</sup> EDITION)**

**CITIZEN'S CHARTER**



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## **I. Mandate:**

### **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.

## **II. Vision:**

The City 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.

## **III. Mission:**

“We provide the delivery of general services to the Quezon City Government and its constituents that are effective, efficient and economical” shall remain as the guiding mission of the Department.

## **IV. Service Pledge:**

We the officials and employees of the City General Services, pledge to:

**C-** ommit to deliver an effective, efficient and economical services as promised in our Citizen’s Charter;

**G-** ive 24/7 access to the services of the CGSD, with no noon break policy;

**S-** erve the public with utmost integrity, honesty, courtesy, & dedication;

**D-** evelope a committed, service-oriented and technologically advanced personnel.



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# **City General Services Department**

## **External Services**



## 1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

The Certificate of Employment (COE) is issued to verify employment history, which includes information about designation, length of service, compensation and other benefits of a former and current employee of the Department.

<b>Office or Division:</b>		<b>ADMINISTRATIVE DIVISION</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		City General Services Department former and current Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request Slip form to be signed by Employee & Division Chief concerned		Administrative Division, Human Resource Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Certificate of Employment	1.1 Receives Request	None	3 minutes	Clerical Staff - Human Resource Management Section
	1.2. Approves Request	None	10 minutes	Chief, Administrative Division / OIC
	1.3. Prepares Certification of Employment	None	20 minutes	Clerical Staff - Human Resource Management Section
	1.4. Initials	None	10 minutes	Asst. Chief, Administrative Division
	1.5. Signs	None	10 minutes	Chief, Administrative Division / OIC
2. Receives Certificate of Employment	2.1. Record and release of Certification	None	5 minutes	Clerical Staff - Human Resource Management Section
	<b>TOTAL:</b>	<b>None</b>	<b>58 minutes</b>	

## 2. ISSUANCE OF OFFICE CLEARANCE

Office Clearance (OC) is issued to former and current GSD employees needing this document that states that he/she has no pending administrative case with the Department.





<b>Office or Division:</b>		<b>ADMINISTRATIVE DIVISION</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		City General Services Department former and current Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request Slip form to be signed by Employee & Division Chief concerned		Administrative Division, Human Resource Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Office Clearance	1.1 Receives Request	None	3 minutes	Clerical Staff - Human Resource Management Section
	1.2. Approves Request	None	10 minutes	Chief, Administrative Division / OIC
	1.3. Prepares Office Clearance	None	20 minutes	Clerical Staff - Human Resource Management Section
	1.4. Initials / Signs	None	4 hours	1.) Asst. Chief/ Division Chief concerned, 2.) Asst. Chief / Chief, Administrative Division/ 3.) Asst. Dep't. Head/ City Govt. Dept. Head III
2. Receives Office Clearance	2.1. Records and release of Office Clearance	None	5 minutes	Clerical Staff - Human Resource Management Section
	<b>TOTAL:</b>	<b>None</b>	<b>4 hours and 38 minutes</b>	

### **3. RECEIVING/FAST TRACKING/ RELEASING OF COMMUNICATION LETTERS AND DOCUMENTS & APPROVED PURCHASE ORDERS**

Provides centralized receiving and releasing of all documents/communications for proper recording, routing procedures, mailing and delivery of correspondence. All incoming documents shall thereafter be turned over to the City General Services Department Head, who shall route the same to concerned action unit/division for appropriate action. The approved Purchase Orders for verification of required attachments/documents for inspection, recording, and thereafter be forwarded to the Department Head for appropriate instruction.

<b>Office or Division:</b>	<b>RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen , G2B – Government to Business, G2G – Government to Government





<b>Who may avail:</b>		Quezon City Constituents, Quezon City Government Offices/Departments/Barangays/Schools-Officials & Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of Communication Letters/Documents and Attachments		Quezon City Constituents, Quezon City Government Offices/Departments/Barangays/Schools-Officials & Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits for Receiving Various Types Communication Letters and Documents & Approved Purchase Orders	1.1. Receives & Logs	None	5 minutes	Records Management & Control Division – Receiving Staff  Current Records & Mail Section
	1.2. Forwards to the Head of the Department the received Letters and Documents & Approved Purchase Orders	None	5 minutes	Records Management & Control Division – Clerical Staff  Current Records & Mail Section
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	

#### 4. RECEIVING/ RELEASING OF PURCHASE REQUESTS (PR)/ APR/ RIS FOR STAMPING

Receives Purchase Requests/APR/ RIS for evaluation by CWMD as to availability or non-availability on stocks and/or listed or not listed in then PS-DBM supplies catalog.

<b>Office or Division:</b>	<b>RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Various Departments and Offices and Accredited Service Providers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of Communication Letters/Documents and Attachments		Various Departments and Offices and Accredited Service Providers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits	1.1. Receives & Logs	None	5 minutes	Records Management &



Purchase Requests/ APR/ RIS for Stamping	1.2. Forwards to the Central Warehouse Management Division	None	2 Minutes	Control Division – Clerical Staff  Current Records & Mail Section
	1.3. Releases to the End Users	None	2 Minutes	
	<b>TOTAL</b>	<b>None</b>	<b>9 minutes</b>	

**5. PROVISION OF COPY/IES OF DOCUMENTS, LETTERS AND OTHER FORMS OF CORRESPONDENCE**

Provides available copy/ies on file of requested documents, reproduce, and properly authorized for release by the approving authority. This involves requisition and charge-out procedures in issuing RMCD files/records safe kept and maintain in our records storage/facility.

<b>Office or Division:</b>		<b>RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		The Bureaucracy; All City Constituencies, with concern		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter- requests with valid reason/ endorsement		The Bureaucracy; All City Constituencies, with concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits authenticated letter-requests	1.1. Checks availability document / letter / communication for reproduction	None	5 minutes to  10 minutes	Records Management and Control Division  Records Storage Staff
	1.2. Approves release of requested document/s	None	2 minutes  2 minutes  1 hour	Records Management and Control Division /  RMCD Chief  City Govt. Dept. Head III
	2.1. Releases to applicant/client	None	2 minutes	Records Management and Control Division  Releasing Staff
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 21 minutes</b>	



## 6. DISPOSAL OF VALUELESS RECORD

This is empowering the CGSD to enforce policies on Quezon City Government records management and administration. The requesting office/department shall accomplish the NAP Form No. 3 (Request for Authority to Dispose of Records) in three (3) sets/copies, properly fill-up, approved and signed by the head of agency concerned. This involved the review and evaluation of all requests for authority to dispose of the City' valueless unnecessary records as against the approved RRDS, for final approval of the National Archives of the Philippines (NAP), thereby facilitating actual disposal with COA, Requesting Agency/End-Users and NAP's Accredited Buyer. Proceeds goes to the City's Treasury Department.

<b>Office or Division:</b>		<b>RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Local Government Offices/Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter and three (3) copies of Request for Authority to Dispose Records		Quezon City Local Government Offices/Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter and three (3) copies of request for authority to dispose records	1.1. Receives, logs, scans  Reviews if included in the RRDS	None	10 minutes	Records Management and Control Division (RMCD) – Receiving Staff  Chief, RMCD
	1.2. Forwards letter to Department Head with recommendation as to RRDS compliance	None	1 hour	RMCD Records Officer, Division Chief
	1.3. Endorses to National Archive of the Philippines for approval and issuance of authority to dispose	None	1 week	RMCD Records Officer
	1.4. Transfer of valueless records with NAP approval to dispose, from requesting department to RMCD storage	None	30 minutes	Requesting Dept./Office and RMCD staff
	1.5. Conducts city-wide disposal of valueless records	None	3 hours	RMCD Representatives from: 1. Commission on Audit 2. Requesting



				Dept./Office
	TOTAL	None	1 week, 4 hours & 40 minutes (Excluding NAP processing of approval to dispose records)	

7. PROVISION OF ORIGINAL COPIES OF CITY-OWNED TCT'S

Provides Original Certificate of Title/s available, safe kept and administered under the custody of Records Management and Control Division, in support to the City's Housing Project thru Quezon City Housing Community Development and Resettlement Department (HCDRD). All requests shall be approved by the City General Services Department Head for release.

Office or Division:	RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Quezon City Housing Community Development and Resettlement Department (HCDRD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"><li>Request letter signed by the Department Head</li><li>Certified true copy of Cert. Authorizing Registration (CAR)</li><li>Deed of Absolute Sale</li><li>Contract to Sell</li><li>Declaration of Tax Payment</li><li>Certification of QC Direct Sale Program Beneficiary</li><li>Certification of Full Payment</li><li>Certification of Exemption from payment of Transfer Tax</li><li>Photo copy of TCT</li></ul>		Quezon City Housing Community Development and Resettlement Department (HCDRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request duly signed by the HCDRD Department head	1.1. Receives, logs, scans	None	5 minutes	Records Management and Control Division (RMCD) – Receiving Staff
	1.2. Forwards to CGSD Department Head for approval	None	2 minutes	City Gov't. Dep't. Head III
	1.3. Returns to RMCD for review of	None	10 minutes	RMCD City-owned Land Title Custodian and



	required documents			RMCD Division Head
	1.4. Prepares endorsement letter to HCDRD for signature by the CGSD Dept. Head	None	10 minutes	RMCD City-owned Land Title Custodian  City Gov't. Dep't. Head III
	1.5. Transmits to HCDRD	None	10 minutes	RMCD City-owned Land Title Custodian
	<b>TOTAL</b>	<b>None</b>	<b>37 minutes</b>	

**8. POSTING OF NOTICES, ADVISORIES & BULLETINS & ISSUANCE OF CERTIFICATE OF POSTING**

A certificate of Posting serves as proof that the department has posted an approved request/s in conspicuous area inside the QC Hall compound (e.g. High Rise Building East and West Wing bulletin boards). The same shall be issued after the posting date thru pick-up or by mail. A request that needs Mayors Certification with Seal will be forwarded to the Office of the City Mayor.

<b>Office or Division:</b>		<b>RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		Any individual or business		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Local and National Government Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter	1.1. Receives request	None	5 Minutes	Records Management and Control Division (RMCD) – Receiving Staff
	1.2. Approve Request	None	20 minutes	RMCD-Division Chief
	1.3. Request posted	None	20 minutes	RMCD- Clerical Staff
	1.4. Encode Certification	None	20minutes	RMCD- Clerical Staff
	1.5. Initials certificate of posting	None	15 minutes	RMCD- Clerical Staff
	1.6. Signs Certificate of posting	None	5 minutes	RMCD, Division Chief or City Govt. Dept. Head III
	1.7. Forwarded to the City Administrator for Mayor’s Certification with Seal (as per	None	10 minutes	RMCD- Clerical Staff



	request only)			
	1.8. Records Certification	None	10 minutes	RMCD- Clerical Staff
	1.9. Issuance & Release of Certification to RMCD	None	10 minutes	RMCD- Clerical Staff
	<b>TOTAL</b>	<b>None</b>	<b>2 hours; approximately 3 days with City Mayor's Certification</b>	

9. PROVISION OF COPY/IES OF REQUESTED CITY TITLES

Provides certified true copy/ies of city-owned real properties to the requesting party for whatever legal purpose it may serve them.

<b>Office or Division:</b>		<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G– Government to Government		
<b>Who may avail:</b>		All City Constituents with Valid reasons (e.g. for City Development Project; Academic study or Thesis Reference)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request with authentication for Specific purpose		<ul style="list-style-type: none"><li>• Client (Transacting Public)</li><li>• Barangay</li><li>• Other Agencies</li></ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request for authentication	1.1. Receives & records Letter and forwards to the Dep't. Head	None	10 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III



	1.3. Assigns request to Land Inventory Section (LIS)	None	10 minutes	Head, FAMCD
	1.4. Land Inventory Section (LIS) evaluates Request Answer Query /Addresses Client Request  <i>(including the coordination process with concerned agencies)</i>	None	5 days	Land Inventory Section (LIS) – Clerical Staff
	1.5. Approval of the Dep’t. Head	None	1 hour	Head of the Department
	1.6. Forwards doc. to RMCD	None	5 minutes	Research and Disposition Section (RDS), FAMCD
	1.7. Release to Applicant/Client the response to said request	None	5 minutes	RMCD
	<b>TOTAL</b>	<b>None</b>	<b>5 days, 1 hour and 35 Minutes</b>	

**10. INCOMING COMMUNICATION (QUERY/REQUEST OF DOCUMENTS) ISSUES AND CASES RELATIVE TO FIXED ASSETS**

To receive query requests on matters on land cases and other issues related to fixed assets.

<b>Office or Division:</b>		<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		Transacting Public, Homeowners’ Association, Party of Interest.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter communication or formal request		Client (Transacting Public)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep’t. Head (with instructions)	None	5 minutes	City Gov’t. Dep’t. Head III
	1.3. Assigns to section concerned	None	5 minutes	Head, FAMCD
	1.4. Conducts: <ul style="list-style-type: none"><li>• Ocular inspection</li><li>• Verification / Research</li><li>• Evaluation</li><li>• Dialogue</li></ul>	None	3 days	Section Concerned, FAMCD
	1.5. Encodes the result of inspection/ verification	None	1 hour	Clerical Staff - Concerned Section
	1.6. Forwards findings to head of the office for approval or for further instruction	None	1 day	Clerical Staff - Concerned Section
	1.7. Approves by the Head, CGSD	None	20 minutes	City Govt. Asst. Dept. Head III / City Govt. Dept. Head III
	1.8. Forwards docs. to RMCD for Release	None	5 minutes	Clerical Staff, FAMCD
2. Requesting party Receives finding to Request	2.1. Release of Documents RMCD	None	5 minutes	Clerical Staff, RMCD
	<b>TOTAL</b>	<b>None</b>	<b>4 days, 1 hour and 45 minutes</b>	

## 11. DISPOSAL OF FIXED STRUCTURES OWNED BY QUEZON CITY GOVERNMENT

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Facilitation/documentation of unserviceable property with/without value for dropping from the Book of Accounts and for record purposes. .



<b>Office or Division:</b>		<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Departments/Offices Barangay Chairman/School Principals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Inventory and Inspection Report of Unserviceable Properties (IIRUP)</li> <li>• Letter of Request for disposal/Barangay Resolution</li> <li>• Report of Waste Materials (RWM)</li> <li>• Latest photo of structure</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Chairman</li> <li>• School Principal</li> <li>• Head of Offices</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep’t. Head (with instructions)	None	5 minutes	City Gov’t. Dep’t. Head III
	1.3. Assigns to section concerned	None	5 minutes	Head, FAMCD
	1.4. Conduct Ocular Inspection	None	1 day	FAMCD STAFF
	1.5. Preparation of In-House Appraisal Documents (Committee on Award)	None	1 day	FAMCD Staff (Research and Disposition Section)
	1.6. For Approval of the In-House Appraisal by the Committee on Awards <ul style="list-style-type: none"> <li>• CGSD</li> <li>• City Budget</li> <li>• City Treasurer</li> <li>• City Accounting</li> </ul>	None	4 days	Head of Department Concerned/ Secretariat
	1.7. Evaluation of Documents Prior to Disposal <ul style="list-style-type: none"> <li>• Request Letter/ Brgy. Resolution</li> </ul>	None	1 hour	FAMCD Staff (Research and Disposition Section)



	<ul style="list-style-type: none"><li>• Photo of Property</li><li>• I &amp; IRUP</li><li>• In House Appraisal</li></ul>			
	<b>TOTAL</b>	<b>None</b>	<b>7 days, 1 hour, and 15 minutes</b>	

**12. FACILITATE THE ISSUANCE OF ASSIGNMENT FOR UTILIZATION**

To issue Assignment for Utilization of City Owned Real Property services rendered and as proof that the requesting party has legal personality over the said matter.

<b>Office or Division:</b>		<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Barangay Chairmen/School Principals/Head of Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"><li>• Letter Request or Formal request</li></ul>		<ul style="list-style-type: none"><li>• Barangay Chairman/School Principals</li></ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep’t. Head (with instructions)	None	5 minutes	City Gov’t. Dep’t. Head III
	1.3. Assigns to section concerned	None	5 minutes	Head, FAMCD
	1.4. Determines the Land ownership thru the inventory of land	None	25 minutes	FAMCD Staff (LIS)
	1.5. Determines the source of fund of the building constructed, call/inform the requesting party to conduct ocular	None	10 minutes	FAMCD Staff (BIIS)



	inspection.			
	1.6. Conducts ocular inventory for verification and inventory of properties (with photo record)	None	1 day	FAMCD Staff (LIS/BIIS)
	1.7. Prepares inventory report, structural map and assign property card with property number and information sheet.	None	20 minutes	FAMCD Staff (LIS/BIIS)
	1.8. Prepares draft of assignment of utilization and Maintenance for review and approval of the Division and Dept. Head.	None	20 minutes	FAMCD Staff (LIS/BIIS)
	1.9. Upon approval, prepare a final copy of assignment of Utilization and Maintenance for signature of the Dept. Head	None	10 minutes	FAMCD Staff (LIS/BIIS)
	1.10. Forwards the assignment of utilization and maintenance to the requesting party/end user for conformity and signature	None	10 minutes	FAMCD Staff (LIS/BIIS)
	1.11. Upon return of signed assignment of utilization and maintenance by the requesting party/end user, the FAMCD forwards the same to the City Mayor, for conformity and signature	None	20 minutes	FAMCD Staff (LIS/BIIS)
2. Receives assignment for utilization	2.1. Releases the returned assignment for utilization, signed by the City Mayor	None	10 minutes	FAMCD Staff (RDS)



	<b>TOTAL</b>	<b>None</b>	<b>3 days &amp; 20 minutes (excluding the activities of conformity and signature of the assignment of utilization and maintenance by the end-user and City Mayor)</b>	
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**13. INVENTORY OF CITY OWNED LAND & BUILDING**

To establish accurate inventory list of City Owned land and building by locating and conducting physical inspection of each city-owned Real Properties funded by the city and those funded by other government agencies and other parties.

<b>Office or Division:</b>		<b>FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen		
<b>Who may avail:</b>		Barangay Chairmen/School Principals/Head of Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"><li>Photocopy of TCT, Approve Plan, Tax Map, Tax Declaration, Structural Map, Building Plan, Inventory Form QCG-GSD-FAIS-RA-16 and Inventory Form QCG-GSD-FAIS-NR-15</li></ul>		FAMCD, CGSD and/or End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives notice of inventory taking activities	1.1. Issuance of schedule of inventory together with the memorandum for various offices /department/barangays /school offices	None	3 minutes	Records Management and Control Division – Receiving Staff
	1.2. Conducts physical inventory /ocular inspection of city owned land and building	None	1 day	FAMCD Staff (LIS/BIIS)
	1.3. Reconciles inventory report by the assigned personnel	None	1 day	FAMCD Staff (LIS/BIIS)



	1.4. Prepares inventory report , structural map and determine the source of fund, date of building constructed	None	45mins.	FAMCD Staff (LIS/BIIS)
	1.5. Prepares final inventory report	None	5 days	FAMCD Staff (LIS/BIIS)
2. Signs final inventory report	2.1. Submits final inventory report to: <ul style="list-style-type: none"><li>• City Accounting Dept.</li><li>• COA</li><li>• City Mayor</li></ul>	None	1 day	FAMCD Staff (LIS/BIIS)
	<b>TOTAL</b>	<b>None</b>	<b>8 days and 48 minutes</b>	

## 14. PROCESSING OF PURCHASE REQUEST

Purchase Requests are made by different Offices and Departments to procure items needed in their day to day operations. It has to be evaluated first by the GSD-Central Warehouse Management Division whether the items are available or not available on stocks or if listed or not listed in the PS-DBM's supplies and equipment catalogue. The processing of the Purchase requests will be based on the result of the evaluation whether all items are to be procured through public bidding and/or other mode of procurement or in some instances items which are available on stocks can be withdrawn through funded RIS.

<b>Office or Division:</b>		<b>CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Transacting Offices/Dept. of Q.C. Government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transacting Offices/Dept. of Q.C. Gov't.	1.1. Receives / records / encodes PR from RMCD	None	5 minutes	CWMD Staff
	1.2. Reviews / evaluates as to completeness of Specifications / Description	None	10 minutes	CWMD Staff
	1.3. Certifies as to Non-Availability From Stock/ DBM	None	5 minutes	CWMD Staff



	Catalogue			
	1.4. Releases PR to end-user thru RMCD	None	5 minutes	CWMD Staff
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	

15. RECEIVING AND WITHDRAWAL OF GOODS DELIVERED

The Central Warehouse Management Division’s mandate is to receive all goods, supplies and equipment delivered by Contractors for storage and safekeeping. It is also mandated to account each items received and issue the same to various offices and departments for their daily operation.

<b>Office or Division:</b>		<b>CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		Contractors/Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"><li>• Notice of Delivery</li><li>• Approved Purchase Order (P.O.)</li><li>• Request for Verification Form</li><li>• Delivery Receipt/Sales Invoice</li><li>• Requisition and Issue Slip (RIS)</li></ul>		<ul style="list-style-type: none"><li>• End-user/Supplier</li><li>• BAC</li> <li>• End-user/Supplier</li><li>• Supplier</li><li>• End-user</li></ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for verification	1.1. Receives request for verification	None	2 minutes	CWMD Staff
	1.2. Assigns verifier	None	3 minutes	Chief, CWMD
	1.3. Verifies/ Receives delivery of goods as to quantity stipulated In the Purchase Order (P.O.)	None	1 hour	CWMD Staff
	1.4. Prepares Receiving/ Verification Report based on the delivered goods	None	5 minutes	CWMD Staff
	1.5. Withdrawal of goods thru RIS Submitted by the end-user	None	30 minutes	CWMD Staff
	<b>TOTAL</b>	<b>None</b>	<b>41 minutes</b>	





**16. ISSUANCE OF COMMONLY USED SUPPLIES FROM CENTRALIZED STOCKING THRU FUNDED REQUISITION AND ISSUE SLIP (RIS)**

The GSD-Central Warehouse was allocated with revolving fund to procure commonly used supplies and equipment form the PS-DBM. Issuances of these supplies and equipment to requesting offices and departments need to be supported with funded RIS to replenish the amount of items issued to allocate to another procurement of supplies and or equipment.

Office or Division:		CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon City Government Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Funded Requisition and Issue Slip (R.I.S.)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process R.I.S. for Funding	1.1. Certifies list of Commonly used supplies available from Centralized Stocking	None	5 minutes	CWMD Staff
2. Receives funded RIS	2.1. Issuance of funded RIS to end-user	None	5 minutes	CWMD Staff
3. Submits funded RIS and receive goods	3.1. Issuance of goods to end-user through funded RIS	None	30 minutes	CWMD Staff
	TOTAL	None	40 minutes	

**17. ISSUANCE OF GENERAL CLEARANCE**

General Clearance is issued to government employees/official who transferred to another government agency, retired, resigned, dismissed or separated from the service. A clearance from his/her office certifying that he/she is cleared from property accountability is the documentary requirement needed to support the issuance.

Office or Division:	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)
Classification:	Simple / Complex
Type of Transaction:	G2G – Government to Government



<b>Who may avail:</b>		Quezon City Government Offices / Departments / Barangays/Schools – Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"><li>• Gen. Clearance Form</li><li>• Office Clearance</li><li>• Barangay Clearance</li><li>• Division Office Clearance</li><li>• ID Picture for retirees 2 pcs. (2 X 2)</li></ul>		<ul style="list-style-type: none"><li>• Human Resource Management Department</li><li>• Concerned Department/Offices</li><li>• Concerned Barangay</li><li>• Division Office</li><li>• Requesting Party</li></ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for processing of General Clearance, with complete requirements	1.1. Receives, records, evaluates, initials and approves request	None	1 hour	Clerical Staff - RMCD  Inventory & Disposal Section Staff  Division Chief / Acting Asst. Div. Chief
	a. Rank-and-File & Contractual			
	b. Department Heads/ Accountable Officers/ Elected Officials	None	5 working days	Assistant and City Govt. Dept. Head III
	1.2. Releases approved Clearance	None	10 minutes	Clerical Staff - RMCD
	<b>TOTAL</b>	<b>None</b>	Rank-and-File & Contractual : <b>1 hour &amp; 10 minutes</b>  Department Heads/ Accountable Officers/ Elected Officials <b>5 working days &amp; 10 minutes</b>	

18. INVENTORY OF MOVABLE ASSETS

Sec. 156 of COA Circular 92-386 provides for an annual physical inventory of all supplies and property of the local government units, to ascertain the value of movable assets of the City. A physical inventory is conducted per schedule given to various departments/offices/units/task forces of the Quezon City Government, results of which are furnished the Office of the City Mayor, City Accounting, and the Commission on Audit



<b>Office or Division:</b>		<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Quezon City Government Offices / Departments Barangays/Schools – Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Inventory Form 41A;</li> <li>• Acknowledgement Receipt for Equipment (ARE)</li> <li>• Sales Invoice (SI); Purchase Order (PO); Purchase Request (PR) or Supply and Delivery Agreement (SDA)</li> </ul>		MPMCD, CGSD and/or End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives notice of Inventory taking activities	1.1. Issuance of schedule of inventory together with the memorandum for various offices / department	None	2 days	Clerical Staff - RMCD
	1.2. Conducts physical inventory of movable assets together with the inventory team	None	3 days	Inventory Section / Team
	1.3. Reconciliation of Inventory Report by the assigned personnel	None	3 days	Inventory Section
	1.4. Preparation of final inventory report	None	3 days	Inventory Section / Team
2. Signs final inventory report as end-user	2.1 Submits final inventory report to: <ul style="list-style-type: none"> <li>1 Commission on Audit</li> <li>2 City Accounting Department</li> <li>3 Dept. of Interiors and Local Govt.</li> <li>4 City Mayor</li> </ul>	None	One (1) day	Inventory Section, MPMCD
	<b>TOTAL</b>	<b>None</b>	<b>12 days</b>	



## 19. INSPECTION OF DELIVERIES OF GOODS AND SERVICES

Inspection of deliveries by authorized Technical Inspector is conducted to determine if the items conformed to the specifications set forth on the Purchase Order/Supplies Delivery Agreement and/or contracts or agreements.

<b>Office or Division:</b>		<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government, G2B – Government to Business		
<b>Who may avail:</b>		Quezon City Government Offices / Departments Suppliers, contractors, Dealers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Letter</li> <li>Purchase Order (PO)</li> <li>Purchase Request (PR)</li> <li>Agreement Contract</li> <li>Certificate of Acceptance</li> <li>Acknowledgment Receipt for Equipment (ARE)</li> </ul>		<ul style="list-style-type: none"> <li>End-user/Supplier</li> <li>End-user</li> <li>End-user/ MPMCD, CGSD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter for inspection of deliveries	1.1 Receives and logs letter request	None	10 minutes	RMCD - Receiving Section
	1.2. Forwards Documents to MPMCD for instruction or assignment	None	3 Minutes	CGADH III
	1.3. Conducts inspection of delivery	None	3 days	Inspector assigned, TIS
	1.4. Prepares inspection report / AIR	None	30 minutes	Inspector assigned, TIS
	1.5. Reviews, initials & signs Acceptance and Inspection Report (Inspection Portion)	None	1 hour	Chief, TIS/ Asst. Chief & Chief, MPMCD
	1.6. Forwards to CWMD (Acceptance portion)	None	5 minutes	Chief, CWMD CGADH III
	1.7. Signs/ Approves AIR / IR	None	15 minutes	CGDH III



	<b>TOTAL</b>	<b>None</b>	<b>3 days, 1 hour &amp; 53 minutes, including the issuance of Acceptance and Inspection Report (AIR)</b>	
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**20. RENEWAL OF REGISTRATION OF CITY-OWNED VEHICLES**

To ensure proper and maximum utilization of government properties particularly motor vehicles, renewal of registration in coordination with corresponding End-users, is facilitated by MPMCD with the Land Transpiration Office.

<b>Office or Division:</b>		<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		Quezon City Government Offices / Departments Barangays/Schools – Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
• Checklist Form		Motorpool Division, CGSD			
• Certificate of Cover (GSIS)		GSIS thru CGSD			
• LTO-Certificate of Registration (photo copy) • LTO-Official Receipt (photo copy)		On file with CGSD			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submits request for renewal of registration	1.1. Receives and logs request	None	10 minutes	Receiving Staff - RMCD	
	1.2. Forwards request for renewal to MPMCD, in coordination with Motorpool division	None	10 minutes	Programming and Utilization Section staff, MPMCD	
	1.3. Conducts pre-inspection based on Maintenance checklist	None	30 minutes	Motorpool Division	
2. Brings motor vehicle at LTO for inspection	2.1. Assists during inspection at LTO	None	4 hours	Programming and Utilization Section staff, MPMCD	
	2.2. Renewal of Registration	None	4 hours	Programming and Utilization Section staff, MPMCD	
	2.3. Provides photocopy of OR to end-user	None	10 minutes	Programming and Utilization Section staff, MPMCD	



	TOTAL	None	9 hours (excluding LTO inspection and processes)	
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21. RETURN/TURN-OVER OF UNSERVICEABLE PROPERTIES

Properties which are deemed unserviceable and/or excess by concerned departments/offices are returned/turned over to CGSD for proper disposal. Properties which can still be used or needed by other departments/offices will be reissued.

Office or Division:		MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon City Government Offices / Departments / Schools – Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"><li>Property Return Slip (PRS)</li><li>Inventory and Inspection Report of Unserviceable Properties (IIRUP)</li><li>Report of Waste Materials (RWS)</li></ul>		MPMCD, CGSD		
<ul style="list-style-type: none"><li>Approved gate pass</li></ul>		BGMD, CGSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request with complete requirements, for schedule and checking of Unserviceable properties	1.1. Receives letter request	None	10 minutes	Receiving Staff - RMCD
	1.2. Receives and verifies submitted requirements	None	20 minutes	Inventory and Disposal Section Authorized Staff
	1.3. Conducts checking of returned unserviceable properties and transport to MSB	None	3 hours	Authorized Staff
	1.4. Initial of Acting Asst. Chief/ Section Chief/ Authorized Staff	None	30 minutes	Acting Asst. Division Chief/ Section Chief/ Authorized Staff
	1.5. Signature of Division Chief	None	10 minutes	Division Chief
2. Receipt of copy of Property Return Slip	2.1. Release of approved documents	None	5 minutes	Inventory and Disposal Section Authorized Staff



	<b>TOTAL</b>	<b>None</b>	<b>4 hours &amp; 15 minutes</b>	
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**22. DISPOSAL OF UNSERVICEABLE PROPERTIES AND WASTE MATERIALS**

Properties which are already unserviceable will be disposed thru auction sale facilitated by the Committee on Awards with the CGSD as Secretariat.

<b>Office or Division:</b>		<b>MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Bidders/ Private Contractors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"><li>Property Return Slip (PRS)</li><li>Consolidated IIRUP &amp; RWS</li><li>In-house Appraisal</li><li>Notice of Bidding</li></ul>		MPMCD, CGSD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits bidding proposal	1.1. Receives & evaluates	None	1 hour	Secretariat, Disposal Committee, GSD
	1.2. Conducts Bidding	None	2 hours	Secretariat, Disposal Committee, GSD
	1.3. Prepares Resolution of Award for signature of the Committee on Awards Members	None	1 week	Inventory and Disposal Section
2. Presents to CGSD the proof of payment made to the City Treasurer based on the Resolution of Awards	2.1. Verifies documents presented	None	10 minutes	Inventory and Disposal Section
3. Submits request to issue gate pass for items awarded	3.1. Receives requests	None	10 minutes	Inventory and Disposal Section
	<b>TOTAL</b>	<b>None</b>	<b>1 week, 3 hours, &amp; 20 minutes</b>	





### 23. PROVISION OF TRANSPORT SUPPORT SERVICE

Transport assistance is provided by CGSD to all city offices/departments as well as city constituents wherein request is approve in accordance with the existing guidelines. Letter request with the necessary information must be forwarded to determine the necessity of the transport service at the same time shall serves as basis for approval.

<b>Office or Division:</b>		<b>MOTORPOOL DIVISION (MD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Citizen		
<b>Who may avail:</b>		Quezon City Government Offices/Departments and QC Constituents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request for buses /AUV for non GSD personnel</li> <li>&amp; Trip Ticket duly signed by Division Chief concerned</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Motorpool Division, GSD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request	1.1. Receives Letter Request	None	5 minutes	Records Mgt. & Control Division
	1.2. Evaluates & Approves Request: AUV / Bus	None	1 day	Chief, Motorpool Division/ CGDH III
	1.3. Receives Letter Request for recording & forwarded to Chief, Motorpool Division	None	5 minutes	Motorpool Division, Receiving Clerk
	1.4. Instructs the Sr. Transport & Development Officer for Implementation	None	15 minutes	Asst. Chief / Chief, Motorpool Division
	1.5. Matching and scheduling of buses and drivers	None	10 minutes	Sr. Transport & Development Officer / Dispatcher
	1.6. <ul style="list-style-type: none"> <li>Preparation of work plan and trip ticket.</li> <li>Confirmation of scheduled trips</li> </ul>	None	20 minutes	Motorpool Supervisor II and/or Dispatcher
2. Receives notification request approval	2.1. Dispatches city-owned motor vehicles with driver	None	15 minutes	Dispatcher
<b>TOTAL</b>		<b>None</b>	<b>1 day &amp; 1 hour</b>	



## 24. REPAIRS / MAINTENANCE OF CITY-OWNED MOTOR VEHICLE (UNDER CGSD AND OTHER CITY OFFICES/DEPARTMENTS)

Repair & maintenance is extended to all city-owned motor vehicles to retain and/or restore it to serviceability in order to extend its useful life and maximum utilization shall be attained.

<b>Office or Division:</b>		<b>MOTORPOOL DIVISION (MD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Quezon City Government Offices/Departments (End-user)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for repair/maintenance of vehicle Job Order		Client  Motorpool Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for repair of city-owned motor vehicle	1.1. Receives/records/forwards letter request	None	5 Minutes	Records Management & Control Division
	1.2. Receives letter request from Chief, CGSD (with instructions)	None	5 Minutes	Motorpool Division, Receiving clerk
	1.4. Instructs the Special Operations Officer III	None	5 Minutes	Chief, Motorpool Division, Special Operations Officer V
	1.5. Instructs the SOO II / Mechanic II / III	None	5 Minutes	Special Operations Officer III
	1.6. Start repair of vehicle (transmission, under chassis) (engine overhaul)	None	2 - 3 days  2 Weeks	Special Operations Officer II, Mechanic II/III
2. Acceptance / Release of Vehicle to the end user	2.1. Acknowledges receipt and signs the Job Order	None	10 Minutes	Special Operations Officer III/ V
	<b>TOTAL</b>	<b>None</b>	<b>2 weeks, 3 days &amp; 30 minutes (actual repair period depends on the condition of the vehicle)</b>	



25. VEHICLE PRE-INSPECTION (FOR REPAIR)

City-owned motor vehicles subject for repair must undergo a motor vehicle inspection to identify the extent of damage & repairs to be done and if it is still not beyond economical repair.

Office or Division:		MOTORPOOL DIVISION (MD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Quezon City Government Offices/Departments (End-user)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for repair/maintenance of vehicle Checklist & Job Order		Client  Motorpool Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1.1. Receives and records letter request  Forwards the letter request to CGDH III	None	5 Minutes	Records Management & Control Division
	1.2. Receives Letter request from Head, CGSD	None	5 Minutes	Motorpool Division, Receiving Clerk
	1.3. Instructs the Special Operations Officer III for Implementation	None	2 Minutes	Chief, Motorpool Division
	1.4. Instructs the S.O.O II / Mechanic II / III for assignment of mechanic	None	5 Minutes	Special Operations Officer III
	1.5. Conducts Inspection of vehicle	None	30 Minutes	Special Operations Officer II, Mechanic III and Mechanic II
2. Acceptance / Release of vehicle to the end user	2.1. Reviews and Signs the Checklist / Job Order	None	10 Minutes	Special Operations Officer III / V
	TOTAL	None	57 minutes (actual repair not included)	



## 26. VEHICLE PRE-INSPECTION (LTO REGISTRATION)

Pre-inspection of city-owned motor vehicles shall be made prior to LTO registration to determine the vehicle roadworthiness and to ensure that subject vehicle shall pass or qualify the LTO standard of requirements. Motor vehicle checklist is prepared.

<b>Office or Division:</b>		<b>MOTORPOOL DIVISION (MD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All Quezon City Government Offices/Departments (End-user)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request for Vehicle inspection (for L.T.O. Registration)</li> <li>Motor Vehicle Maintenance Checklist</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Motorpool Division, GSD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives approved Memorandum on schedule of vehicle inspection	1.1 Issues Schedule of vehicles for inspection	None	10 minutes	Chief, Movable Property Mgmt & Control Division, Supply Officer V
2. Submits vehicle/s due for inspection	2.1. Receives request for inspection	None	5 Minutes	Motorpool Division, Receiving Clerk
	2.2. Instructs the Special Operations Officer III, for Implementation	None	2 Minutes	Chief, Motorpool Division, Special Operations Officer V
	2.3. Instructs the Special Operations Officer II / Mechanic II / III	None	2 Minutes	Special Operations Officer III
	2.4. Conducts Inspection of vehicle (based on checklist)	None	10 Minutes	Special Operations Officer II, Mechanic II / III
3. Receives inspected vehicle/s	3.1. Reviews and signs the Check list form	None	3 Minutes	Special Operations Officer V/Special Operations Officer III
	<b>TOTAL</b>	<b>None</b>	<b>32 minutes/ vehicle</b>	



**27. PERMIT FOR LEAFLETING/ DISTRIBUTION OF FLIERS**

The permit for the distribution of leaflets and fliers is to provide public and private entity the opportunity to market/promote their product and services within the Quezon City Hall Compound to the employees and transacting public.

<b>Office or Division:</b>		<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		Employees / Agents of Real Estate Company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"><li>Letter Request</li><li>Filled-up form</li> <li>Sample Leaflet &amp; photocopy of company ID</li></ul>		<ul style="list-style-type: none"><li>Client</li><li>Security and Housekeeping Services Section - BGMD</li><li>Client</li></ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request permit for Leafleting	1.1. Receives Request	None	5 Minutes	RMCD / BGMD – Receiving Clerk
2. Clients accomplish the form and submit requirements	2.1. Explains the Guidelines and Requirements	None	10 Minutes	Section Chief – Security and Housekeeping Services Section
	2.2. Signs / approves the Request	None	5 Minutes	BGMD –Division Head
3. Receives approved permit	3.1. Issues approved Permit to client	None	5 Minutes	BGMD – Clerical Staff
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	

**28. ISSUANCE OF GATE PASS**

A Gate pass is being secured from the Department, in order to monitor the movement of government supplies and properties, personal property as well as any activity within the Quezon City Hall Compound.

<b>Office or Division:</b>	<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		All people with official transaction with the concerned Q.C. Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up gate pass form with supporting document (P.O. Receipts, Job Order Etc.)		Security and Housekeeping Services Section - BGMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Gate Pass Form	1.1. Provides Gate Pass Form  Records the content of the gate pass and indicates Control Number	None	10 Minutes	BGMD – Clerical Staff
	1.2. Checks / Verifies Content of the Gate Pass. Refer to concerned division	None	15 Minutes	BGMD – Clerical Staff
	1.3. Initials /Recommends Approval of Gate Pass	None	5 Minutes	Heads of: 1. Buildings & Grounds Management Division 2. Movable Property Management and Control Division 3. Fixed Assets Management & Control Div. 4. Central Warehouse Management Division
	1.4. Approval	None	30 minutes	CGADH III / CGDH III
	<b>TOTAL</b>	<b>None</b>	<b>1 hour</b>	

### 29. JOB ORDER (REPAIRS)

The job order form is being issued to the requesting offices that need the maintenance service of the department. It is also to monitor that the request for repair of office furniture, equipment and facilities had been acted on effectively and efficiently.

<b>Office or Division:</b>	<b>BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government



<b>Who may avail:</b>		Q.C. Hall Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request / verbal/phone request</li> <li>Job Order Form</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Building and Facilities Maintenance Section -BGMD</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request repair	1.1. Receives & records & approves Request	None	10 Minutes	BGMD - Clerical Staff  Section Chiefs / BEMD Division Chief
	1.2. Delegates the job order to concerned unit (carpentry, electrical, ACU, plumbing, janitorial)	None	10 Minutes	BGMD – Clerical Staff
	1.3. Secures needed supplies and materials from the stockroom	None	30 minutes	BGMD – Store keeper
	1.4. Acts on the request	None	30 minutes	Concerned Unit
	1.5. Submits accomplished job order report	None	30 minutes	Concerned Staff
	<b>TOTAL</b>	<b>None</b>	<b>1 hour &amp; 40 minutes</b>	

### 30. REQUEST FOR VENUE (MEETINGS / SEMINAR/ EVENTS )

The Department provides venue for meeting, seminars, assembly etc. at the lobby, plaza, covered walks and other open spaces within the Quezon City Hall Compound, giving priority to government sponsored and approved activities. NGO and private groups can also be accommodated upon the approval of the management and availability of the requested venue.

Office or Division:	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
Who may avail:	Any individual, groups, company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter Request		Client	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for a venue	1.1. Receives letter request	None	5 Minutes	RMCD – Clerical Staff
	1.2. Verifies the availability of the requested venue	None	5 Minutes	BGMD – Clerical Staff
	1.3. Prepares reply letter either approved or disapproved  If approved, issues guidelines	None	30 minutes	BGMD – Clerical Staff
	1.4. Initials reply letter	None	5 minutes	BGMD Section Chief / Division Chief/ Asst. Dep't. Head
	1.5. Approves and signs reply letter	None	5 minutes	City Govt. Dept. Head III
	1.6. Releases reply letter through RMCD	None	5 minutes	BGMD – Clerical Staff
	<b>TOTAL</b>	<b>None</b>	<b>55 minutes</b>	

**31. REQUEST FOR LOGISTICS / MANPOWER ASSISTANCE  
(SOUND SYSTEM/ TABLES/ CHAIRS/ ROSTRUM/ BACKDRAFT)**

The Department provides logistics such as tables, chairs, sound system etc, as well as manpower assistance to government sponsored and approved activities within Quezon City.

Office or Division:	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Any individual, groups, company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"><li>Letter Request</li><li>Verbal or phone request</li></ul>		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for logistics	1.1. Receives letter request	None	5 Minutes	RMCD- Clerical Staff
	1.2. Verifies the availability of the requested logistics	None	10 Minutes	BGMD – Clerical Staff



	1.3. Prepares reply letter either approved or disapproved If approved, issue guidelines	None	30 minutes	BGMD – Security and Housekeeping Services Section
	1.4 Initials reply letter	None	5 minutes	Section Chief / Division Head/ Asst. Dep’t. Head
	1.5. Signs reply letter	None	5 minutes	City Govt. Dept. Head III
	1.6. Releases reply letter through RMCD	None	5 minutes	BGMD – Clerical Staff
	<b>TOTAL</b>	<b>None</b>	<b>1 hour</b>	

### 32. NEW INSTALLATION

New streetlights are to be installed in the requested area to increase the illumination in the city in order to augment safety and security of the community. Prior to the installation, an inspection will be conducted first to determine whether installation is feasible or not.

<b>Office or Division:</b>		<b>STREETLIGHTS MANAGEMENT AND SERVICES DIVISION (SMSD)</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G – Government to Government		
<b>Who may avail:</b>		<ul style="list-style-type: none"><li>• Quezon City Government Offices/Departments</li><li>• Elected Officials</li><li>• Homeowners Association</li><li>• QC Constituents</li></ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"><li>• Request letter from requesting parties</li><li>• Complaints</li></ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter	1.1. Receives letter request	None	5 mins.	Records Mgt. & Control Div. – Clerical Staff
	1.2. Forwards to Dept. Head for approval of route assignment	None	1 day	Records Mgt. & Control Div. Staff / SMSD Head / CGSD Head
	1.3. For inspection if feasible or not <b>If feasible:</b> Prioritization & finalization of layout plan for approval (Depends on number of incoming	None	2 days	SMSD Inspector



	<i>request letters)</i>  <b>If not feasible:</b> Requesting party will be notified that the installation is not feasible due to a certain reason through formal letter			
2. Receives notification of request approval	2.1. Streetlight installation (Civil, Electrical works) <i>(Depends on number of incoming request letters)</i> a.) Tap to existing b.) New Application meter <i>(excluding the approval of CA &amp; processing of MERALCO meter application)</i>	None	7 days	SMSD Civil and Electrical Crew
	<b>TOTAL</b>	<b>None</b>	<b>10 days &amp; 5 minutes</b> <i>(excluding the approval of CA &amp; processing of MERALCO meter application)</i>	

**33. REPAIRS AND MAINTENANCE OF EXISTING STREETLIGHTS**

Existing streetlights are being maintained by the City in order to maintain illumination in the area. The act of repairing/ replacing streetlight components is being done when it is non-operational or of being a threat to safety of lives and properties.

Office or Division:	STREETLIGHTS MANAGEMENT AND SERVICES DIVISION (SMSD)
Classification:	Complex / Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"><li>• Quezon City Government Offices/Departments</li><li>• Elected Officials</li><li>• Homeowners Association</li><li>• QC Constituents</li></ul>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Request letter from requesting parties</li> <li>Walk-in request/ phone calls</li> <li>Complaints</li> </ul>		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1. Receives letter request	None	5 mins	Records Mgt. & Control Div. – Clerical Staff
	1.2. Receives phone call request / walk-in	None	5 mins	SMDS Clerical Staff
	1.3. Forwards to Dept. Head for approval of route assignment	None	1 day	SMDS Head  Records Mgt. & Control Div. - Staff
	1.4. For schedule of site inspection / repair  Database input of inspection result (MERALCO & City maintained streetlights)  Note: In case of MERALCO post, the requesting party will be notified that the repair cannot be made due to ownership issues, the matter shall be forwarded to the right department/office/ agency	None	1 day	SMDS Inspector
2. Receives notification of request approval	2.1. Repair of non-operational streetlights & always on / damaged post replacement	None	7 days	SMDS Civil & Electrical Crew
	TOTAL	None	9 days & 10 minutes	



<b>FEEDBACK &amp; COMPLAINTS MECHANISM</b>	
<p>How to send feedback</p>	<p>Answer the feedback form in the receiving area of Records Management &amp; Control Division (RMCD), at 9<sup>th</sup> Floor High Rise Bldg., QC Hall and put it in the feedback/suggestion box.</p>
<p>How feedbacks are processed</p>	<p>Every Friday, the Administrative Division opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant Division and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>Upon receiving the reply from the concerned Division, the client will be informed via letter, email or phone call.</p> <p>For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602</p>
<p>How to file a complaint</p>	<p>To file a complaint against the CGSD or its employees, provide the following details via letter/email:</p> <ul style="list-style-type: none"> <li>• Full name and contact information of the complainant</li> <li>• Narrative of the complain</li> <li>• Evidences</li> <li>• Name of the person being complained</li> </ul> <p>Send complaint letter to the Records Management &amp; Control Division (RMCD), at 9<sup>th</sup> Floor High Rise Bldg., QC Hall or email at <a href="mailto:gsd@quezoncity.gov.ph">gsd@quezoncity.gov.ph</a></p> <p>For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602</p>
<p>How complaints are processed</p>	<p>All complaints received regarding CGSD services and against its employees will be processed by the CGSD Discipline Committee (DisComm).</p> <p>The DisComm browses, evaluates, and determines the complaints received. The DisComm shall coordinate with the concerned Division/employee to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation, the DisComm shall create an incident report to the Chairperson of the Discipline Committee/ Department Head, for appropriate action.</p> <p>The DisComm shall give the feedback to the clients via letter/ email.</p> <p>For follow-ups or queries, the contact information are as follows:(02) 8988-42-42, 8632 / 8602</p>



Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph  PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS(
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LIST OF OFFICES		
Office	Address	Contact Information
Department Head	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	quezoncitygso@yahoo.com (02) 8988-42-42, Loc. 8600
Assistant Department Head	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 1958/ 8623 Mobile no. 09156996437
Administrative Division	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 8632
Buildings and Grounds Management Division	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 7329
Central Warehouse Management Division	8th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 8603
Fixed Assets Management and Control Division	8th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 8627
Motorpool Division	8th Flr. High Rise Building Quezon City Hall, Diliman Quezon City  Kalayaan Station	(02) 8988-42-42, Loc. 8611  (02) 8988-42-42, Loc. 8209
Movable Property Management and Control Division	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 8609
Records Management and Control Division	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 8624
Streetlights Management And Services Division / Task Force Streetlights	San Bartolome, QC  14th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8703-66-96  (02) 8988-42-42, Loc. 8618