



CITY GENERAL SERVICES DEPARTMENT
(2021 2nd 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-evelop 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 information of a former and / or current employee of the Department upon request, which includes information about his / her designation, length of service, compensation and other benefits.

Office or Division:	ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	City General Services Department former and current Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) duly filled-up Document Request Slip form to be signed by Employee & Division Chief concerned, if applicable		Administrative Division, Human Resource Management Section (HRMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for Certificate of Employment	1.1 Receives Request	None	3 minutes	Clerical Staff - Human Resource Management Section (HRMS), Administrative Division
2. Wait for action taken / release of requested Certificate of Employment	2.1. Approves Request	None	10 minutes	Chief / OIC, Administrative Division
	2.2. Prepares Certification of Employment	None	20 minutes	Clerical Staff – HRMS, Administrative Division
	2.3. Initials	None	10 minutes	Asst. Chief / Acting Asst. Chief, Administrative Division
	2.4. Signs	None	10 minutes	Chief / OIC, Administrative Division
3. Receives the requested Certificate of Employment	3.1. Record and release of Certification	None	5 minutes	Clerical Staff - HRMS, Administrative Division
TOTAL:		None	58 minutes	



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.

Office or Division:	ADMINISTRATIVE DIVISION			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	City General Services Department former and current Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of Document Request Slip form to be signed by Employee & Division Chief concerned, if applicable		Administrative Division, Human Resource Management Section (HRMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for Office Clearance	1.1 Receives Request	None	3 minutes	Clerical Staff - Human Resource Management Section (HRMS), Administrative Division
2. Wait for action taken / release of requested Office Clearance	2.1. Approves Request	None	10 minutes	Chief, Administrative Division / OIC
	2.2. Prepares Office Clearance	None	20 minutes	Clerical Staff - HRMS, Administrative Division
	2.3.. 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
3. Receives Office Clearance	3.1. Records and release of Office Clearance	None	5 minutes	Clerical Staff - HRMS, Administrative Division
TOTAL:		None	4 hours and 38 minutes	



3. PREPARATION OF DISBURSEMENT VOUCHER – PROCUREMENT OF GOODS, INFRASTRUCTURE, PROJECTS, AND CONSULTANCY SERVICES

The Disbursement Voucher is being prepared as part of the requirements in the payment for services rendered or goods delivered, including claims on Infra, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al.

Office or Division:	ADMINISTRATIVE DIVISION	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government, G2B – Government to Business	
Who may avail:	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>a. For Bidding / Negotiated / Shopping</p> <ul style="list-style-type: none"> • Approved Acceptance and Inspection Report (1 original copy) • Approved Requisition and Issue Slip • Delivery & Invoice Receipts (1 original) • Approved Purchase Order, Purchase Order, and Contract, if any (1 photocopy) <p>b. For Infrastructure</p> <ul style="list-style-type: none"> • Billing Statement / Contract / Notice to Proceed / Notice to Commence (1 photocopy) <p>c. For Retention</p> <ul style="list-style-type: none"> • Letter Request, Certificate of Acceptance (End-User) / Delivery & Invoice Receipts (1 original copy) • Old Disbursement Voucher / Purchase Order / Purchase Request, Notice of Award & Notice to Proceed (1 photocopy) 	Administrative Division, Fiscal Management Section (FMS)	



<p>d. Insurance</p> <ul style="list-style-type: none"> Policy Schedule from GSIS & Certification (in good running condition) from the CGSD <p>e. For Reimbursement</p> <ul style="list-style-type: none"> Certificate of Acceptance (End-User) / Delivery & Invoice Receipts (1 original copy) Old Disbursement Voucher / Obligation Request Slip/ Purchase Order / Purchase / Confirmatory Report/ Requisition and Issue Slip / Inspection Report / Justification/ Request, Notice of Award & Notice to Proceed (1 photocopy) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete Checklist of Requirements are submitted to the Administrative Division, Fiscal Management Section (FMS)	1.1. Receives and records document / Conducts initial evaluation of completeness of documents	None	3 minutes	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.2. Assigns personnel who will prepare vouchers / Review completeness of documents / Prepares voucher / Review final voucher	None	1 hour	Division Chief / Section Chief / Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.3. Forwards the voucher to the Records Management & Control Division (RMCD)	None	3 minutes	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.4. Coordinate with the enduser /	None	3 minutes	Clerical Staff Records



	Release of voucher, for signature of the enduser			Management and Control Division (RMCD)
	1.5. Prepares endorsement letter, addressed to the City Accounting Department, upon returned of the signed voucher by the enduser / Forwards voucher to the City Accounting Department	None	15 minutes	Clerical / Releasing Staff Records Management and Control Division (RMCD)
	TOTAL:	None	1 hour and 24 minutes	



4. PROVISION / FAST TRACKING 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.

Office or Division:	RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	The Bureaucracy; All City Constituencies, with concern			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter- requests with valid reason/ endorsement (1 original and 2 photocopies)		The Bureaucracy; All City Constituencies, with concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits authenticated letter-requests • Personal (submit at receiving area of Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph)	1.1. Checks availability document / letter / communication for reproduction	None	30 minutes	Staff, Records Storage Section (RSS) Records Management and Control Division (RMCD)
	1.2. Approves release of requested document/s	None	2 minutes	Chief, RMCD & City Govt. Dep't. Head III
2. Receives requested copy of document/s	2.1. Releases to applicant/client	None	2 minutes	Releasing Staff Current Records & Mails Section, RMCD -
TOTAL		None	34 minutes	



5. 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.

Office or Division:	RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Quezon City Local Government Offices/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter (1 original and 2 photocopies) Three (3) copies of Request for Authority to Dispose Records 		Quezon City Local Government Offices/Departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter and three (3) copies of request for authority to dispose records	1.1. Receives, logs, and scans Reviews if included in the RRDS	None	10 minutes	Receiving Staff Records Management and Control Division (RMCD) – Records Officer & Chief, RMCD
2. Wait for action taken / release of endorsement letter addressed to NAP	2.1. Forwards letter to Department Head with recommendation as to RRDS compliance Signs the endorsement letter addressed to NAP	None	1 hour	RMCD Records Officer, Division Chief City Govt. Dep't. Head III



	2.2. Endorses to National Archive of the Philippines for approval and issuance of authority to dispose	None	14 days	Records Officer RMCD
3. Transfers of valueless records to RMCD storage	3.1. Transfer of valueless records with NAP approval to dispose, from requesting department to RMCD storage	None	30 minutes	RMCD staff and Representative/s Requesting Dept./Office
4. Witness the conduct of city-wide disposal of valueless records	4.1. Conducts city-wide disposal of valueless records	None	3 hours	RMCD staff and Representatives from: 1. Commission on Audit 2. Requesting Dept./Office
	TOTAL	None	14 days, 4 hours and 40 minutes (Excluding NAP processing of approval to dispose records)	



6. 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"> Request letter signed by the Department Head (1 original and 2 photocopies) <p><u>1 certified copy of the following:</u></p> <ul style="list-style-type: none"> Certified true copy of Cert. Authorizing Registration (CAR) Deed of Absolute Sale Contract to Sell Declaration of Tax Payment Certification of QC Direct Sale Program Beneficiary Certification of Full Payment Certification of Exemption from payment of Transfer Tax <p><u>1 photocopy of:</u></p> <ul style="list-style-type: none"> TCT 		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	Receiving Staff Records Management and Control Division (RMCD)
2. Wait for action taken / release of requested Original	2.1. Forwards to CGSD Department Head for approval	None	2 minutes	City Gov't. Dep't. Head III



Certificate of Title/s				
	2.2. Returns to RMCD for review of required documents	None	10 minutes	City-owned Land Title Custodian and Division Head, RMCD
	2.3. Prepares endorsement letter to HCDRD for signature by the CGSD Dept. Head	None	10 minutes	City-owned Land Title Custodian, RMCD City Gov't. Dep't. Head III
3. Receives the requested Original Certificate of Title/s	3.1. Transmits to HCDRD	None	10 minutes	City-owned Land Title Custodian, RMCD
	TOTAL	None	37 minutes	



7. 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.

Office or Division:	RECORDS MANAGEMENT AND CONTROL DIVISION(RMCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original and 2 photocopies)		Local and National Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter • Personal (submit at receiving area of Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph)	1.1. Receives request	None	5 Minutes	Receiving Staff Records Management and Control Division (RMCD)
2. Wait for action taken / issuance and release of certificate of posting	2.1. Approves requests	None	5 minutes	Division Chief RMCD
	2.2. Posts requests	None	15 minutes	Clerical Staff RMCD
	2.3. Encodes Certification	None	15 minutes	Clerical Staff RMCD



	2.4. Initials Certificate of Posting	None	5 minutes	Division Chief RMCD
	2.5. Signs Certificate of posting	None	5 minutes	City Govt. Dept. Head III / Asst. Govt. Dept. Head
	2.6. Forwards to the Office of the City Mayor for Mayor's Certification with Seal (as per request only)	None	15 minutes	Clerical Staff RMCD
	2.7. Records Certification	None	5 minutes	Clerical Staff RMCD
3. Receives the approved certificate of posting	3.1. Issuance & Release of Certification to RMCD	None	5 minutes	Clerical Staff RMCD
	TOTAL	None	1 hour and 15 minutes (approximately 3 days with City Mayor's Certification)	



8. 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. (Sec. 161 of COA Circular 92-386)

Office or Division:	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)			
Classification:	Simple / Complex			
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"> • General Clearance Form (1 original copy) • Office Clearance - No Property Accountability (1 original copy, 1 duplicate copy) • Division Office Clearance (1 original copy, 1 duplicate copy) • ID Picture for Retirees , size: 2x2 (1 piece) 		<ul style="list-style-type: none"> • Human Resource Management Department • Concerned Department/Offices • Division Office, Division of City Schools • Requesting Party 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for processing of General Clearance, with complete requirements	1.1. Receives, records, evaluates, initials and approves request	None	1 hour	Receiving Staff Records Management and Control Division (RMCD)
	a. Rank-and-File & Contractual			Staff Inventory & Disposal Section
	b. Department Heads/ Accountable Officers/ Elected Officials	None	5 working days	Division Chief / Asst. Division Chief MPMCD Assistant and City Govt. Dept. Head III



2. Receives approved General Clearance	2.1. Releases approved Clearance	None	10 minutes	Releasing Staff RMCD
	TOTAL	None	Rank-and-File & Contractual : 1 hour & 10 minutes Department Heads/ Accountable Officers/ Elected Officials 5 working days & 10 minutes	



9. 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, Accounting Department, and the Commission on Audit.

Office or Division:	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)			
Classification:	Highly Technical			
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		
Five (5) original copies of the following: <ul style="list-style-type: none"> • Inventory Form (GF 41A(3)) - • Acknowledgement Receipt for Equipment (ARE,GF 9(2)) • Inventory Custodian Slip (ICS, Appendix 9-9) • List of Unaccounted Movable Properties(QCG-GSD-LUMP-87) 		MPMCD- CGSD and / or End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notice of Inventory taking activities	1.1. Issuance of memorandum together with schedule of inventory, to various offices / department	None	2 days	Receiving Staff Records Management and Control Division (RMCD)
2. Forms part of the Inventory Team	2.1. Conducts physical inventory of movable assets together with the Inventory Team	None	3 days	Inventory Section / Team
3. None	3.1. Reconciliation of Inventory Report by the assigned personnel 3.3.1 Establishment of List of Unaccounted	None	5 days	Inventory Section / assigned personnel



	properties (if any)			
4. Signs final inventory report as end-user	4.1. Preparation of final inventory report	None	3 days	Inventory Section / Team
5. None	5.1. Submits final inventory report to: 1 Commission on Audit 2 City Accounting Department 3 Dept. of Interiors and Local Govt. 4 City Mayor	None	1 day	Releasing Staff RMCD
	TOTAL	None	14 days	



10. 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.

Office or Division:	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business			
Who may avail:	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Notice of Delivery (1 original copy and 3 photocopies) • Delivery Receipts (1 original copy and 3 photocopies) • Approved Purchase Order/s (3 photocopies) 		<ul style="list-style-type: none"> • Supplier / Enduser • Supplier 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notice of delivery	1.1 Receives and records Notice of Delivery	None	5 minutes	Receiving Staff Records Management and Control Division (RMCD)
	1.2. Notice of Delivery forwards to CGDH III (for instructions)	None	3 Minutes	City Gov't. Dep't. Head III
	1.3. Notice of Delivery forwards to CWMD (for receipt of delivery)	None	3 minutes	Division Chief CWMD
	1.4. CWMD requests Technical Inspector (MPMCD) to conduct inspection	None	5 minutes	Division Chief CWMD
	1.5. Assigns Technical Inspector	None	3 minutes	Chief, Technical Inspection Section (MPMCD)



	1.6. Conducts inspection of deliveries	None	1-3 days	Technical Inspector (MPMCD)
	1.7 Submits inspection report for review, initials and approval of report	None	30 minutes	Chief, Technical Inspector -TIS (initial) Asst. Div. Chief (initial) MPMCD
	1.8 Approves / Signs inspection column (AIR)	None	30 minutes	Division Chief, MPMCD
	1.9 Forwards accomplished AIR to Technical Staff / Asst. Department Head	None	5 minutes	Technical Staff (Office of the Head CGSD)
	1.10 Forwards approved AIR to the City Accounting Department	None	30 minutes	Releasing Staff RMCD
	TOTAL	None	3 days, 1 hour & 54 minutes)	



11. 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.

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 Barangays / Schools – Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly Accomplished Checklist Form (1 original copy & 1 carbon copy) 		Motorpool Division, CGSD		
<ul style="list-style-type: none"> Certificate of Cover (GSIS), 1 original copy 		GSIS thru CGSD		
<ul style="list-style-type: none"> LTO-Certificate of Registration (1 photo copy) LTO-Official Receipt (photo copy) 		On file with CGSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request (Checklist form) for renewal of registration	1.1. Receives and logs request	None	10 minutes	Receiving Staff Records Management and Control Division (RMCD)
	1.2. Forwards request for renewal to MPMCD, in coordination with Motorpool Division	None	10 minutes	
2. Wait for schedule (Depending on the availability of motor vehicle)	2.1. Assigns schedule for LTO inspection	None	10 minutes	Staff, Programming and Utilization Section (PUS) MPMCD
3. Brings motor vehicle at LTO for inspection.	3.1. Assists during inspection at LTO	None	3 hours	Staff PUS, MPMCD
4. None	4.1. Facilitates renewal of Registration	None	4 hours	Staff PUS, MPMCD



5.1 None	5.1. Transmits / forwards copy of LTO-OR (renewed) to RMCD for releasing	None	2 hours	Staff PUS, MPMCD
6. Receives photocopy of renewed O.R.	6.1. Provides photocopy of OR to end-user	None	10 minutes	Releasing Staff RMCD
	TOTAL	None	1 day, 1 hour & 40 minutes	



12. 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		
4 original copies and 3 photocopies of the following: <ul style="list-style-type: none"> Property Return Slip (PRS,LGU No.12(2)) Inventory and Inspection Report of Unserviceable Properties (IIRUP, GF No. 17-A(2)) Report of Waste Materials (RWM, GF No. 61-A(2)) 1 original copy and 3 photocopies of: <ul style="list-style-type: none"> Approved Gate Pass 		MPMCD, CGSD		
		Buildings & Grounds Management Division (BGMD)		
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 Records Management and Control Division (RMCD)
2. None	2.1. Receives and verifies submitted requirements	None	20 minutes	Authorized Staff Inventory and Disposal Section (IDS), MPMCD
3. Bring the returned unserviceable properties to Manila Seedling Bank (MSB)	3.1. Conducts checking of returned unserviceable properties and transports to MSB	None	3 hours	Authorized Staff IDS, MPMCD



4. None	4.1. Reviews / Initials of Asst. Div. Chief/ Section Chief/ Authorized Staff	None	30 minutes	Asst. Division Chief/ Section Chief/ Authorized Staff MPMCD
	4.2. Approves / Signs of Division Chief	None	10 minutes	Division Chief MPMCD
5. Receives copy of PRS / IIRUP / RWM	5.1. Releases approved documents	None	5 minutes	Authorized Staff, IDS, MPMCD
	TOTAL	None	4 hours & 15 minutes	



13. 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.

Office or Division:	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Bidders/ Private Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of the following: <ul style="list-style-type: none"> Property Return Slip (PRS) Consolidated IIRUP & RWM In-house Appraisal Bid Documents 		MPMCD, CGSD		
1 original copy and 3 photocopies of: <ul style="list-style-type: none"> Gate Pass 		Buildings & Grounds Management Division (BGMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits bidding proposal	1.1. Receives & evaluates	None	1 hour	Secretariat - Disposal Committee, CGSD
2. Attends / Participates in the bidding	2.1. Conducts Bidding	None	2 hours	Secretariat - Disposal Committee, CGSD
3. None	3.1. Prepares Resolution of Award for signature of the Committee on Awards Members	None	5 days	Secretariat – Disposal Committee, CGSD
4. Receives Resolution of Award	4.1 Issues Order of Payment	None	30 minutes	Secretariat – Disposal Committee, CGSD
5. Presents to CGSD proof of payment (OR) made to the City Treasurer	5.1. Verifies documents presented	None	10 minutes	Secretariat – Disposal Committee, CGSD



6. None	6.1. Prepares Notice to Commence and Guidelines in Hauling	None	2 days	Secretariat – Disposal Committee, CGSD
7. Receives Notice to Commence and Guidelines in Hauling	7.1. Advises Awardee to secure Gate Pass	None	10 minutes	Inventory and Disposal Section Authorized Staff
8. Submits request to issue gate pass for items awarded	8.1. Receives requests	None	10 minutes	Inventory and Disposal Section Authorized Staff
9. Receives approved Gate Pass	9.1. Approves Gate Pass	None	10 minutes	Chiefs – MPMCD/BGMD Head - CGSD
10. Hauls awarded items	10.1 Monitors hauling process including clearing after hauling	None	15 days	Inventory and Disposal Section Authorized Staff
	TOTAL	None	22 days, 4 hours and 10 minutes	



14. PERMIT FOR LEAFLETING / DISTRIBUTION OF FLIERS

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

Office or Division:	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business, G2G – Government to Government			
Who may avail:	Employees / Agents of Real Estate Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter Request (1 original copy and 2 photocopies) • Duly filled-up Request Form for Distribution of Leaflets (2 original copies) • Sample Leaflet (2 original copies) • photocopy of company ID (2 photocopies) 		<ul style="list-style-type: none"> • Client • Security and Housekeeping Services Section, BGMD • Client • Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request permit for Leafleting	1.1 Receives and logs letter request / Forwards letter request to the Department Head	None	10 Minutes	Receiving Staff RMCD
	1.2. Releases letter request with instruction of the Department Head to the BGMD BGMD Head gives instruction	None	5 minutes	City Gov't. Dep't. Head III Chief / Clerical Staff / BGMD
2. Clients accomplish the form and submit requirements	2.1. Explains the Guidelines and Requirements	None	5 Minutes	Chief Security and Housekeeping Services Section



	2.2. Approves / Signs the Request	None	5 Minutes	Division Head BGMD
3. Receives approved permit	3.1. Issues approved Permit to client	None	5 Minutes	Clerical Staff BGMD
	TOTAL	None	30 minutes	



15. 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.

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:	All people with official transaction with the concerned Q.C. Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up Gate Pass Form with supporting document (photocopies of P.O. Receipts, Job Order Etc.) <ul style="list-style-type: none"> • For Working Permits – 3 copies • For Catering – 2 copies • For Supplies – 4 copies 		Security and Housekeeping Services Section, BGMD / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Gate Pass Form	1.1. Provides Gate Pass Form Records the content of the gate pass and indicates Control Number	None	5 Minutes	Clerical Staff BGMD
2. Wait for the release of approved Gate Pass	2.1. Checks / Verifies the contents of the Gate Pass / Refer to concerned division	None	5 Minutes	Clerical Staff BGMD
	2.2. Reviews / Initials / Recommends Approval of Gate Pass	None	15 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
	2.3. Approval	None	15 minutes	City Gov't. Asst. Dep't. Head / City Gov't.. Dep't. Head
3. Receives approved Gate Pass	3.1. Releases approved Gate Pass	None	5 minutes	Clerical Staff BGMD
	TOTAL	None	45 minutes	



16. 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.

Office or Division:	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Q.C. Hall Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request (1 original copy and 2 photocopies) / verbal / phone request / email Job Order Form (1 original copy) 		<ul style="list-style-type: none"> Client Building and Facilities Maintenance Section -BGMD 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for repair	1.1. Receives, records & approves Request	None	10 Minutes	Clerical Staff / Section Chiefs / Division Chief BGMD
2. Wait for action taken	2.1. Delegates the Job Order to concerned unit (carpentry, electrical, ACU, plumbing, janitorial)	None	10 Minutes	Unit Head / Clerical Staff BGMD
	2.2. Secures needed supplies and materials from the stockroom	None	30 minutes	Storekeeper BGMD
	2.3. Acts on the request	None	30 minutes	Concerned Unit
3. Signs the Job Order (Acknowledged portion)	3.1. Submits accomplished job order report	None	30 minutes	Concerned Staff
	TOTAL	None	1 hour & 50 minutes	



17. 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		
<ul style="list-style-type: none"> Letter Request (1 original copy and 2 photocopies) 		Client / Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter through: <ul style="list-style-type: none"> Personal (submit at Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) 	1.1 Receives and logs letter request / Forwards letter request to the Department Head	None	10 Minutes	Receiving Staff Records Management & Control Division (RMCD)
2. Wait for action taken or release of reply	2.1. Releases letter request to the concerned division with instruction of the Department Head	None	5 minutes	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Verifies	None	5 Minutes	Clerical Staff BGMD



	the availability of the requested venue			
	2.3. Prepares reply letter either approved or disapproved If approved, issues guidelines	None	30 minutes	Clerical Staff BGMD
	2.4. Reviews and Initials reply letter	None	5 minutes	Section Chief / Division Chief/ BGMD Assistant Department Head
	2.5. Approves and signs reply letter	None	5 minutes	City Government Department Head III
3. Receives reply letter	3.1 Scans, logs, and releases reply letter to client through: <ul style="list-style-type: none"> • Personal / Mail • E-mail 	None	15 minutes	Releasing Staff RMCD
	TOTAL	None	1 hour and 15 minutes	



18. 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"> Letter Request (1 original copy and 2 photocopies) Verbal or phone request 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter through: <ul style="list-style-type: none"> Personal (submit at Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) 	1.1 Receives and logs letter request / Forwards letter request to the Department Head	None	10 Minutes	Receiving Staff Records Management & Control Division (RMCD)
2. Wait for action taken or release of reply	2.1. Releases letter request to the concerned division with instruction of the Department Head	None	5 minutes	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Verifies the availability of the	None	5 Minutes	Clerical Staff BGMD



	requested logistics			
	2.3. Prepares reply letter either approved or disapproved If approved, issues guidelines	None	30 minutes	Staff Security and Housekeeping Services Section BGMD
	2.4 Reviews and Initials reply letter	None	5 minutes	Section Chief / Division Head/ Asst. Dep't. Head
	2.5. Approves and Signs reply letter	None	5 minutes	City Govt. Dept. Head III
3. Receives reply letter	3.1 Scans, logs, and releases reply letter to client through: <ul style="list-style-type: none"> • Personal / Mail • E-mail 	None	15 minutes	Releasing Staff RMCD
	TOTAL	None	1 hour and 15 minutes	



19. REQUEST FOR CLOSE CIRCUIT TELEVISION (CCTV) FOOTAGE

There are two (2) CCTV service providers in QC Hall compound, the DRRMO and Lockheed Security and Investigation Agency, the service provider of QC Hall compound. Other CCTV cameras in some offices are owned by respective users. CCTV cameras installed within the buildings, path walks, perimeter gates and other facilities within the QC Hall premises were provided by the Lockheed in compliance with the technical requirement set forth in the Terms of Reference (TOR). The Lockheed CCTV operation is being handled by Lockheed security guard's certified CCTV operators and being monitored by the CGSD-BGMD Security Unit.

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"> • Letter Request (1 original copy and 2 photocopies) • CCTV Request Form (2 original copies) • Verbal or phone request 		<ul style="list-style-type: none"> • Client • Security and Housekeeping Services Section, BGMD 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits CCTV Request Form or letter request	1.1. Receives and logs request	None	10 Minutes	Clerical Staff RMCD & BGMD
2. Wait for action taken or release of request / response	2.1. Releases letter request to the concerned division with instruction of the Department Head	None	5 minutes	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Evaluates the nature and	None	5 Minutes	Staff Security Unit BGMD



	information of the request			
	2.3. Records the request at the CCTV request logbook.	None	3 minutes	Clerical Staff Security Unit BGMD
	2.4 Evaluates / Recommends approval / Approves the CCTV Request Form	None	5 minutes	Security Unit/ Division Chief BGMD and Asst. Dep't. Head
3. Receives request	3.1. Releases request upon approval of the request.	None	3 minutes	Clerical Staff Security Unit BGMD
	TOTAL	None	26 minutes	



20. PROCESSING OF PURCHASE REQUEST (PR) / AGENCY PROCUREMENT REQUEST (APR) / REQUISITION ISSUE SLIP (RIS)

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.

Office or Division:	CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Transacting Offices/Dept. of Q.C. Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (1 original copy and 3 photocopies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Request (PR) / Agency Procurement Request (APR) / Requisition Issue Slip	1.1 Receives, logs and forwards to CWMD	None	7 minutes	Receiving Staff Records Management and Control Division (RMCD)
2. None	2.1. Reviews / Evaluates as to Non-Availability from Central Stock/ DBM Catalogue 2.2. Forwards the same to Asst. Division Chief for review / initial	None	5 minutes	Staff / Chief, Storage Section / Assistant Division Chief - CWMD



	2.3. OIC-CWMD signs the certification as to availability or non-availability of the items listed in the Purchase Request	None	5 minutes	Officer-In-Charge - CWMD
3. Receives PR / APR / RIS	3.1. Releases PR / APR / RIS to end-user/s	None	5 minutes	Releasing Staff RMCD
	TOTAL	None	22 minutes	



21. RECEIVING OF GOODS / DELIVERIES

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.

Office or Division:	CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business, G2G – Government to Government			
Who may avail:	Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Notice of Delivery (1 original copy and 3 photocopies) • Delivery Receipts / Sales Invoice (1 original copy and 3 photocopies) • Approved Purchase Order/s (3 photocopies) 		<ul style="list-style-type: none"> • Supplier • BAC • Supplier 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier to submit Notice of Delivery with the following attachments: a. Notice of Delivery b. Approved PO c. Delivery Receipts	1.1. RMCD-GSD Receives Notice of Delivery to be forwarded to OIC-GSD for instruction 1.1.1. CWMD –delivery 1.1.2. MPMCD – inspection (advance info)	None	5 minutes	Receiving Staff Records Management and Control Division (RMCD)
	1.2. CWMD receives the deliveries (as scheduled 3 days prior to request)	None	30 minutes	Staff, Receiving and Programming Section CWMD
	1.3. CWMD prepares request for inspection to the Technical Inspection Section- MPMCD copy furnished the COA	None	15 minutes	Staff, Receiving and Programming Section CWMD
	1.4. Items received shall now be recorded to CWMD Stockcard/s	none	10 ± minutes	Staff CWMD
TOTAL		None	1 ± hour	



22. 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 from 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.) (1 original copy and 3 photocopies)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits funded Requisition Issue Slip (RIS)	1.1 Receives, logs and forwards to CWMD	None	7 minutes	Receiving Staff Records Management and Control Division (RMCD)
2. None	2.1. Receives funded RIS and forwards the same to the OIC-CWMD 2.1.1. Refers to Chief, Storage and Processing Section	None	5 minutes	Staff / OIC CWMD
	2.2. Chief, Supplies and Storage Section prepares job order 2.2.1. CWMD Staff prepares all the requested items for issuance	None	10 ± minutes	Section Chief / Staff Supplies and Storage Section (SPS) CWMD
3. Receives the requested goods	3.1. Issues goods to end-user	None	30 minutes	Staff SPS, CWMD
TOTAL		None	52 ± minutes	



23. 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.

Office or Division:	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G– Government to Government			
Who may avail:	All City Constituents with Valid reasons (e.g. for City Development Project; Academic study or Thesis Reference)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request with authentication for Specific purpose (1 original copy and 2 photocopies)		<ul style="list-style-type: none"> • Client (Transacting Public) • Barangay • Other Agencies 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for authentication	1.1. Receives & records Letter and forwards to the Dep't. Head	None	10 minutes	Receiving Staff Records Management and Control Division
2. Wait for appropriate action / release of request	2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	2.2. Assigns request to Land Inventory Section (LIS)	None	10 minutes	Head, FAMCD
	2.3. Land Inventory Section (LIS) evaluates request / Answers Query / Addresses Client's request (including the coordination process with concerned agencies)	None	5 days	Clerical Staff Land Inventory Section (LIS) FAMCD
	2.4. Prepares final reply / Reviews and initials / Approves	None	1 hour	Clerical Staff, LIS / Head, FAMCD / City



	and Signs by the Dep't. Head			Gov't. Asst. Dep't. Head
	2.5. Forwards reply letter to RMCD	None	5 minutes	Research and Disposition Section (RDS), FAMCD
3. Receives response	3.1. Scans, logs, and releases reply letter to applicant / client	None	15 minutes	Releasing Staff RMCD
	TOTAL	None	5 days, 1 hour and 45 minutes	



24. 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.

Office or Division:	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Transacting Public, Homeowners' Association, Party of Interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter communication or formal request (1 original copy and 2 photocopies)		Client (Transacting Public)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Receiving Staff Records Management and Control Division
2. Wait for action / release of request	2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	2.2. Assigns to section concerned	None	5 minutes	Head, FAMCD
	2.3. Conducts: Ocular inspection Verification / Research Evaluation Dialogue	None	3 days	Section Concerned, FAMCD
	2.4. Encodes the result of inspection/ verification and submit to the Head, FAMCD	None	1 hour	Clerical Staff - Concerned Section
	2.5. Forwards findings to Head of the Office for	None	1 day	Head, FAMCD



	approval or for further instruction			
	2.6. Approves by the Head, CGSD	None	20 minutes	City Govt. Asst. Dept. Head III / City Govt. Dept. Head III
	2.7. Forwards documents to RMCD for releasing	None	5 minutes	Clerical Staff, FAMCD
3. Requesting party Receives finding to Request	3.1. Release of Documents RMCD	None	5 minutes	Releasing Staff RMCD
	TOTAL	None	4 days, 1 hour and 45 minutes	



25. DISPOSAL OF FIXED STRUCTURES OWNED BY QUEZON CITY GOVERNMENT

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

Office or Division:	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Departments/Offices Barangay Chairman/School Principals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Inventory and Inspection Report of Unserviceable Properties (IIRUP) (3 original copies) • Letter of Request for disposal/Barangay Resolution (1 original copy and 2 photocopies) • Report of Waste Materials (RWM) (3 original copies) • Latest photo of structure (3 original copies) 		<ul style="list-style-type: none"> • Barangay Chairman • School Principal • Head of Offices 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Receiving Staff Records Management and Control Division
2. None	2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	2.2. Assigns to section concerned	None	5 minutes	Head, FAMCD
3. Participates / witness the conduct of ocular inspection	3.1. Conduct Ocular Inspection	None	1 day	Staff, FAMCD
4. None	4.1. Preparation of In-House Appraisal Documents (Committee on Award)	None	1 day	Staff Research and Disposition Section FAMCD



	<p>4.2. For Approval of the In-House Appraisal by the Committee on Awards</p> <ul style="list-style-type: none"> • CGSD • City Budget • City Treasurer • City Accounting 	None	4 days	Head of Department Concerned/ Secretariat
	<p>4.3. Evaluation of Documents Prior to Disposal</p> <ul style="list-style-type: none"> • Request Letter/ Brgy. Resolution • Photo of Property • I & IRUP • In House Appraisal 	None	1 hour	Staff Research and Disposition Section FAMCD
	TOTAL	None	6 days, 1 hour, and 15 minutes	



26. 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.

Office or Division:	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Chairmen/School Principals/Head of Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request or Formal request (1 original copy and 2 photocopies) 		<ul style="list-style-type: none"> Barangay Chairman/School Principals 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
2. Wait for appropriate action / Release of approved Assignment for Utilization	2.1. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	2.2. Assigns to section concerned	None	5 minutes	Head, FAMCD
	2.3. Determines the Land ownership thru the inventory of land	None	25 minutes	FAMCD Staff (LIS)
	2.4. Determines the source of fund of the building constructed; call / inform the requesting party to conduct ocular inspection.	None	10 minutes	FAMCD Staff (BIIS)



	2.5. Conducts ocular inventory for verification and inventory of properties (with photo record)	None	1 day	FAMCD Staff (LIS/BIIS)
	2.6. Prepares inventory report, structural map and assigns property card with property number and information sheet.	None	20 minutes	FAMCD Staff (LIS/BIIS)
	2.7. Prepares draft of assignment of Utilization and Maintenance for review and approval of the Division Head and Dep't. Head.	None	20 minutes	FAMCD Staff (LIS/BIIS)
	2.8. Upon approval, prepares a final copy of assignment of Utilization and Maintenance for signature of the Dep't. Head	None	10 minutes	FAMCD Staff (LIS/BIIS)
	2.9. Forwards the assignment of utilization and maintenance to the requesting party/end user for conformity and signature	None	10 minutes	FAMCD Staff (LIS/BIIS)
	2.10. Upon return of signed assignment of utilization and maintenance by the requesting party/end user, the FAMCD forwards the same to the City Mayor,	None	20 minutes	FAMCD Staff (LIS/BIIS)



	for conformity and signature			
3. Receives assignment for utilization	3.1. Releases the returned assignment for utilization, signed by the City Mayor	None	10 minutes	FAMCD Staff (RDS)
	TOTAL	None	1 day, 2 hours & 20 minutes (excluding the activities of conformity and signature of the assignment of utilization and maintenance by the end-user and City Mayor)	



27. 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.

Office or Division:	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen			
Who may avail:	Barangay Chairmen/School Principals/Head of Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> TCT, Approve Plan, Tax Map, Tax Declaration, Structural Map, Building Plan (1 photocopy) Inventory Form QCG-GSD-FAIS-RA-16 and Inventory Form QCG-GSD-FAIS-NR-15 (1 original copy) 		FAMCD, CGSD and/or End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Receiving Staff Records Management and Control Division
2. Participates / witness the conduct of physical inventory / ocular inspection	2.1. Conducts physical inventory /ocular inspection of city owned land and building	None	5 days	Staff LIS/BIIS FAMCD
3. None	3.1. Reconciles inventory report with other office / department by the assigned personnel	None	3 days	Staff LIS/BIIS FAMCD



	3.2. Prepares inventory report , structural map, photo documentation and determines the source of fund, date and cost of building constructed	None	3 days	Staff LIS/BIIS FAMCD
4. Signs final inventory report	4.1. Prepares final inventory report	None	5 days	Staff LIS/BIIS FAMCD
5. None	5.1. Submits final inventory report to: <ul style="list-style-type: none"> • City Accounting Dept. • COA • City Mayor 	None	1 day	Receiving Staff RMCD
TOTAL		None	17 days and 3 minutes	



28. PROVISION OF TRANSPORT SUPPORT SERVICE

Transport assistance is provided by CGSD to all city offices / departments as well as city constituents wherein request is approved 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 serve as basis for approval.

Office or Division:	MOTORPOOL DIVISION (MD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Quezon City Government Offices/Departments and QC Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request for buses /AUV for non GSD personnel (1 original and 2 photocopies) Trip Ticket duly signed by Division Chief concerned for GSD Staff (2 original copies) 		<ul style="list-style-type: none"> Client Motorpool Division (MD), GSD 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter through: <ul style="list-style-type: none"> Personal (submit at Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) 	1.1 Receives letter request / Forwards letter request to the Department Head	None	5 Minutes	Receiving Staff Records Management & Control Division (RMCD)
2. None	2.1. Evaluates & Approves Request: AUV / Bus	None	1 day	Chief, Motorpool Division/ City Gov't. Dep't. Head III



	2.2. Receives Letter Request for recording & forwarded to Chief, Motorpool Division	None	5 minutes	Receiving Clerk Motorpool Division
	2.3. Instructs the Sr. Transport & Development Officer for Implementation	None	10 minutes	Asst. Chief / Chief, Motorpool Division
	2.4. Matching and scheduling of buses and drivers	None	10 minutes	Sr. Transport & Development Officer / Dispatcher, MD
	2.5. <ul style="list-style-type: none"> • Preparation of work plan and trip ticket. • Confirmation of scheduled trips 	None	20 minutes	Motorpool Supervisor II and/or Dispatcher, MD
3. Receives notification request approval	3.1. Dispatches city-owned motor vehicles with driver	None	10 minutes	Dispatcher, MD
	TOTAL	None	1 day & 1 hour	



29. 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.

Office or Division:	MOTORPOOL DIVISION (MD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Quezon City Government Offices/Departments (End-user)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request for repair/maintenance of vehicle (1 original and 2 photocopies) Job Order (2 original copies) 		Client Motorpool Division (MD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter through: <ul style="list-style-type: none"> Personal (submit at Records Management & Control Division) E-mail (send to gsd@quezoncity.gov.ph) 	1.1 Receives letter request / Forwards letter request to the Department Head	None	5 Minutes	Receiving Staff Records Management & Control Division (RMCD)
2. None	2.1. Receives letter request from Chief, CGSD (with instructions)	None	5 Minutes	Receiving Clerk Motorpool Division
	2.2. Instructs the Special Operations Officer III	None	5 Minutes	Chief, Motorpool Division, Special Operations Officer V



	2.3. Instructs the SOO II / Mechanic II / III	None	5 Minutes	Special Operations Officer III, MD
3. Witness repair of vehicle	3.1. Start repair of vehicle (transmission , under chassis) (engine overhaul)	None	2 - 3 days 2 Weeks	Special Operations Officer II, Mechanic II/III, MD
4. Acceptance / Release of Vehicle to the end user	4.1. Acknowledges receipt and signs the Job Order	None	10 Minutes	Special Operations Officer III/ V, MD
	TOTAL	None	2 weeks, 3 days & 30 minutes (actual repair period depends on the condition of the vehicle)	



30. 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.

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		
<ul style="list-style-type: none"> • Memo issued by MPMCD, GSD (1 photocopy) • Motor Vehicle Maintenance Checklist (2 original copies) 		<ul style="list-style-type: none"> • Client • Motorpool Division, GSD 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Motor Vehicle for inspection	None	5 Minutes	Clerk, Repair and Maintenance Section, Motorpool Division
3. None	3.1. Instructs the Special Operations Officer III, for Implementation	None	2 Minutes	Chief, Motorpool Division, Special Operations Officer V
	3.2. Instructs the Special Operations Officer II / Mechanic II / III	None	2 Minutes	Special Operations Officer III, MD



	3.3. Conducts Inspection of vehicle (based on checklist)	None	10 Minutes	Special Operations Officer II, Mechanic II / III, MD
4. Receives inspected vehicle/s	4.1. Reviews and signs the Check list form	None	3 Minutes	Special Operations Officer V/Special Operations Officer III, MD
	TOTAL	None	32 minutes/ vehicle	



FEEDBACK & COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the feedback form in the receiving area of Records Management & Control Division (RMCD), at 9th Floor High Rise Bldg., QC Hall and put it in the feedback/suggestion box.</p>
How feedbacks are processed	<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>
How to file a complaint	<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"> • Full name and contact information of the complainant • Narrative of the complain • Evidences • Name of the person being complained <p>Send complaint letter to the Records Management & Control Division (RMCD), at 9th Floor High Rise Bldg., QC Hall or email at gsd@quezoncity.gov.ph</p> <p>For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602</p>
How complaints are processed	<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	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)</p>



LIST OF OFFICES		
Office	Address	Contact Information
Department Head	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	gsd@quezoncity.gov.ph (02) 8988-42-42, Loc. 8600
ADMINISTRATION CLUSTER		
Assistant Department Head (For Administration)	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
Records Management and Control Division	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 8624
Movable Property Management and Control Division	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 8609
Central Warehouse Management Division	Main Office: 8th Flr. High Rise Building Quezon City Hall, Diliman Quezon City Central Warehouse: Scout Reyes Bgy. Paligsahan, Quezon City	(02) 8988-42-42, Loc. 8603
OPERATIONS CLUSTER		
Acting Assistant Department Head (For Operations)	8th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 1508
Buildings and Grounds Management Division	9th Flr. High Rise Building Quezon City Hall, Diliman Quezon City	(02) 8988-42-42, Loc. 7329
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