



CITY GENERAL SERVICES DEPARTMENT
(2025 1st EDITION)

CITIZEN'S CHARTER



CITY GENERAL SERVICES DEPARTMENT

**CITIZEN'S CHARTER
(2025 1st EDITION)**



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.



List of Services

1	Preparation of Disbursement Voucher – For Procurement of Goods, Infrastructure, Projects, and Consultancy Services	7
2	Provision / Fast Tracking of Copy/ies of Documents, Letters and other Forms of Correspondence	13
3	Disposal of Valueless Record	18
4	Provision of Original Copies of City-Owned TCT's	24
5	Posting of Notices, Advisories & Bulletins & Issuance of Certificate of Posting	29
6	Processing of General Clearance (As to Property Accountability)	34
7	Conduct of Physical Inventory	39
8	Inspection of Deliveries of Goods and Services	43
9	Processing of Renewal of Registration of City-Owned Vehicles	47
10	Return / Turn-Over of Serviceable and Unserviceable Properties	50
11	Bidding Process and Disposal of Unserviceable Properties and Waste Materials	55
12	Receiving of Goods / Deliveries	60
13	Issuance of Commonly Used Supplies from Centralized Stocking thru Funded Requisition and Issue Slip (RIS)	63
14	Monitoring of Issuances and Utilization of Supplies	68
15	Physical Inventory of Supplies	72
16	Provision Of Copy/ies of Requested City Land Ownership Document	76
17	Disposal of Fixed Structures Owned by Quezon City Government	82
18	Facilitation of the Issuance of Assignment for Utilization of City Owned Real Properties	89
19	Inventory of City Owned Land & Building	96
20	Permit for Distribution of Leaflets/ Fliers	100
21	Issuance of Gate Pass	103
22	Issuance of Job Order	107
23	Request For Venue, Manpower Assistance and Logistics (Sound System/ Tables/ Chairs/ Rostrum/ Backdrop, Extension Outlets, etc.)	111
24	Request for Close Circuit Television (CCTV) Footage	114
25	Provision of Transport Support Service	117
26	Repairs / Maintenance of City-Owned Motor Vehicle (Under CGSD and other City Offices/Departments)	126
27	Motor Vehicle Pre-Inspection (LTO Registration)	138



**CITY GENERAL SERVICES DEPARTMENT
EXTERNAL SERVICES**



1. PREPARATION OF DISBURSEMENT VOUCHER – PROCUREMENT OF GOODS, INFRASTRUCTURE PROJECTS, AND CONSULTANCY SERVICES
(PAGHAHANDA NG DISBURSEMENT VOUCHER - PAGBILI NG MGA KAGAMITAN, PROYEKTONG PANG-IMPRASTRAKTURA, AT SERBISYONG PANG-KONSULTASYON)

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

(Ang “Disbursement Voucher” ay isa sa mga dokumentong inihahanda bilang bahagi ng mahahalagang papeles na kinakailangang maipasa ng bawat “supplier” at ahensya upang makapaningil sa mga serbisyong maayos na napaglingkuran/nagampanan o mga materyales at kagamitang matagumpay na natugunan base sa uri at kalidad ng pangangailangan ng bawat opisina at departamento na nakapaloob sa mga Kontrata o “Purchase Order” na opisyal na iginawad ng pamunuang lungsod. Ilan sa mga nabanggit ay mga Proyecktong Pang-imprastraktura, Materyales at makinaryang karaniwang ginagamit sa loob at labas ng mga opisina, mga proyektong naglalayong maisaayos at mapanatili ang kaligtasan at kaayusan ng mga Kagamitan, Aparato, maging ng mga gusali sa loob ng munisipalidad, mga Serbisyong Pangkalinisan, Seguridad, at iba pa.)

Office or Division: (Opisina o Dibisyon:)	ADMINISTRATIVE DIVISION	
Classification: (Pag-uuri:)	Simple (Simple)	
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government, G2B – Government to Business (Pamahalaan sa Pamahalaan, Pamahalaan sa Negosyo)	
Who may avail: (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
a. For Bidding / Negotiated / Shopping ● Approved Acceptance and Inspection Report (1 original copy) ● Approved Requisition and Issue Slip ● Delivery & Invoice Receipts (1 original) ● Approved Purchase Order, and Contract, if any (1 photocopy)		Administrative Division, Fiscal Management Section (FMS)



b. For Infrastructure - Billing Statement / Contract / Notice to Proceed / Notice to Commence (1 photocopy) c. For Retention - 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)				
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPAN-GASIWA)
1. Complete Checklist of Requirements are submitted to the Administrative Division, Fiscal Management Section (FMS) (Pag-sumite sa Administrative Division, Fiscal Management Section (FMS) ng mga dokumentong nakasaad sa listahan ng mga kinakailangan)	1.1. Receives and records documents / Conducts initial evaluation of completeness of documents (1.1 Tatanggapin at itatala ang mga dokumento / Magsasagawa ng pangunahing pagsusuri ng pagkakumpleto ng mga dokumento)	None (Wala)	6 minutes (6 minuto)	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.2. Assigns personnel who will prepare disbursement voucher / Reviews completeness of documents / Prepares and	None (Wala)	1 hour (1 oras)	Division Chief / Section Chief / Clerical Staff Administrative Division, Fiscal Management Section (FMS)



	reviews final disbursement voucher (1.2. Magtatalaga ng tauhang maghahanda ng disbursement voucher / Masusing susuriin ang mga dokumento kung ito ay kumpleto / Ihahanda at huling susuriin ang disbursement voucher)			
	1.3. For Goods, Services, Infrastructure & Retention Forwards the disbursement voucher to the Records Management & Control Division (RMCD) (1.3 (Dadalhin ang naihandang disbursement voucher sa Records Management & Control Division (RMCD))	None (Wala)	4 minutes (4 minuto)	Clerical Staff Administrative Division, Fiscal Management Section (FMS)
	1.4. For Infrastructure & Retention Prepares endorsement letter, addressed to	None (Wala)	5 minutes (5 minuto)	Clerical Staff Records Management and Control Division (RMCD)



	the end-user / Release of disbursement voucher, for signature of the end-user (1.4. Para sa Imprastruktura at Retensyon Maghahanda ng endorsement letter na nakatugon sa end-user / Ibiga y ang nagawang disbursement voucher upang mapirmahan ng end-user) 1.4.1. For Goods & Services Coordinates with the end-user / Release of disbursement voucher, for signature of the end-user (1.4.1. Para sa Gamit at Serbisyo Makikipag-ugnayan sa end-user / Ibigay ang nagawang disbursement voucher upang maprimahan ng end-user)	None (Wala)	10 minutes (10 minuto)	Clerical Staff Records Management and Control Division (RMCD)
	1.5. For Goods & Services Forwards the signed disbursement voucher with the complete	None (Wala)	5 minutes (5 minuto)	Clerical / Releasing Staff Records Management and Control Division (RMCD)



	documents to the Officer-In-Charge, CGSD, for signature of Acceptance and Inspection Report (AIR) (1.5. Para sa Gamit at serbisyo dadalhin ang pirmadong disbursement voucher kalakip ang kumpletong dokumento sa nangangasiwa ng opisyal ng CGSD para sa pirma ng Acceptance and Inspection Report (AIR))			
	1.6. For Goods & Services Prepares transmittal letter upon return of the signed Acceptance and Inspection Report (AIR) / Forwards disbursement voucher to the City Accounting Department (1.6. Matapos mapirmahan ang Acceptance and Inspection Report (AIR), ipadadala na ang buo at kumpletong dokumento kasabay ang	None (Wala)	1 hour (1 oras)	Clerical / Releasing Staff Records Management and Control Division (RMCD)



	pirmadong Disbursement Voucher sa City Accounting Department sa pamamagitan ng Transmittal Letter.)			
	TOTAL:	None (Wala)	Infrastructure & Retention 1 hour & 15 minutes (1 oras at 15 minuto) Goods & Services: 2 hours & 25 minutes (2 oras at 25 minuto)	

Note: Processing time is applicable only to regular transactions or depending on the bulk of requests:

For Infrastructure & Retention:

4-6 vouchers - 3 hours & 15 minutes

7 or more vouchers - 5 hours & 15 minutes

For Goods & Services:

4-6 vouchers - 5 hours & 25 minutes

7 or more vouchers - 7 hours & 25 minutes

(Paalala: Ang kabuuang oras sa pag-proseso at paggawa ng disbursement voucher ay naangkop lamang sa regular na mga transaksyon o nagdidipende sa bulto ng natanggap na dokumento:

Para sa Imprastraktura at Retensyon:

4-6 vouchers - 3 oras at 15 minuto

7 at higit pang vouchers - 5 oras at 15 minuto

Para sa Gamit at Serbisyo:

4-6 vouchers - 5 oras at 25 minuto

7 at higit pang vouchers - 7 oras at 25 minuto)

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



2. PROVISION / FAST TRACKING OF COPY/IES OF DOCUMENTS, LETTERS AND OTHER FORMS OF CORRESPONDENCE

(PROBISYON / MABILIS NA PAGSUBAYBAY NG MGA KOPYA NG MGA DOKUMENTO, MGA LIHAM AT IBA PANG ANYO NG MGA SULAT)

Provides available copy/ies of records on file, reproduce, and properly authorized for release by the approving authority. This involves requisition and charge-out procedures for issuance of files/records safekept and maintained by RMCD.

(Pagbibigay ng mga kopya na nasa pangangalaga/naka-file, pag-sipi, at pinahintulutang ilabas/issue ng nag-aaprubang awtoridad. Kabilang dito ang mga pamamaraan ng paghingi at kahilingan para sa pag-iisyu ng mga file/rekord na iniingatan at pinananatili ng RMCD.)

Office or Division: (Opisina o Dibisyon:)	RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD) (Dibisyon ng Pamamahala at Kontrol ng mga Rekords)			
Classification: (Pag-uuri:)	Simple			
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government, G2C – Government to Citizen G2P – Gobyerno tungo sa Pamahalaan, G2M – Gobyerno tungo sa Mamamayan			
Who may avail: (Sino ang maaaring makagamit:)	The Bureaucracy; All City Constituencies, with concern Ang Burukrasya; Lahat ng mga Konstituyente ng Lungsod, may mga interes			
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)		
Letter requests with valid reason / endorsement (1 original and 2 photocopies) Liham kahilingan na may karampatang dahilan / pag-endorso (1 orihinal at 2 kopya)		The Bureaucracy; All City Constituencies, with concern Ang Burukrasya; Lahat ng mga Konstituyente ng Lungsod, may mga interes		
CLIENT STEPS (MGA	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



HAKBANG NG KLIYENTE)	(MGA PAGKILOS NG AHENSYA)	(MGA BABAYARAN)	(HABA NG PROSESO)	(TAGAPANGASIWA)
1. Submits authenticated letter-request/s, through: 1. Magsumite ng sulat-kahilingan sa paraang: - Personal (submit at the receiving area of RMCD) - Personal (isumite sa tanggapan ng RMCD) - Thru e-mail (send to gsd@quezoncity.gov.ph) - Sa pamamagitan ng pag e-mail (ipadala sa gsd@quezoncity.gov.ph)	1.1. Receives, preliminary assessment of request, logs, scans, and routes the official request to the Department Head 1.1. Pagtanggap, at paunang pagsusuri ng mga dokumento, pag-tala, pag-scan, at pag-ruta ng opisyal na kahilingan sa Pinuno ng Kagawaran	None Wala	10 minutes from receipt of per request 10 minuto mula pagtanggap ng kahilingan	Receiving Staff (Current Records & Mail Section, RMCD) Kawaning Tagatanggap, Current Records & Mail Section, RMCD
2. Wait for action taken 2. Maghintay ng aksyon na gagawin	2.1. Instructs the action unit/division for appropriate action 2.1. Pagbigay ng instruksiyon sa	None Wala	5 minutes to 20 minutes (depending on the number of communications) 5 hanggang 20 minuto (depende sa dami ng kumunikasyon)	Department Head/Officer-In-Charge Pinuno ng Kagawaran/ Opisyal na Tagapamahala



	<i>yunit/dibisyon para sa naaangkop na pag-aksyo</i>			
	2.2. Evaluates request, checks availability of document / letter / communication / records on file, retrieves for reproduction, and prepares letter endorsement 2.2. Pagsusuri ng kahilingan, pag-alam kung may nakasinop na hinihiling na kopya ng dokumento/ sulat/komunikasyon / mga tala sa file, pag-retrieve upang i-photocopy, at paggawa ng liham-endorso	None Wala	10-15 minutes 10-15 minuto	Records Officer, Filing Clerk (Records Storage Section Records, RMCD) Records Officer / Clerk sa Pag-file Records Storage Section, RMCD
	2.3. Initially approves and recommends the release of requested document/s 2.3. Paunang pag-apruba at inirerekomenda ang pagpapalabas/ issue ng hiniling na dokumento	None Wala	5 minutes 5 minuto	Division Chief, RMCD Punong Dibisyon, RMCD



	2.4. Finally approves the release of requested document/s upon the recommendation of Chief-RMCD <i>2.4. Pinal na pag-apruba sa pagpapalabas ng hiniling na dokumento sa rekomendasyon ng Punong Dibisyon</i>	None <i>Wala</i>	3 minutes <i>3 minuto</i>	Department Head/Officer-In-Charge <i>Pinuno ng Kagawaran/Opisyal na Tagapamahala</i>
3. Receives requested copy of document/s <i>3. Pagtanggap ng hiniling na kopya ng dokumento</i>	3.1. Records/logs received copy/ies of documents before releasing <i>3.1. Pagtatalala/lo ng mga kopya ng dokumento bago ipalabas</i> 3.2. Releases to requesting agency/client <i>3.2. Pagbigay sa humihiling na ahensya/kliyente</i>	None <i>Wala</i>	2 minutes <i>2 minuto</i> 2 minutes 2 minutes	Releasing Staff (Current Records & Mail Section, RMCD)
	TOTAL KABUUAN	None <i>Wala</i>	57 minutes 57 minuto	

REMARKS:

As per Rule VII Section 2b of IRR of RA 11032 or the Act of Ease of doing business which states that: “The government agency shall not process deficient or incomplete applications and requests, and shall only process and application or request if it is complete.”



Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular No. 2019-001, s-2019 on the IRR of RA 11032.

(PAHAYAG:

Mula sa Rule VII Seksyon 2b ng IRR ng RA 11302 o ang Act of Ease of doing business na nagsasaad: “Ang Ahensya ng Pamahalaan ay hindi magpoproseso ng may kulang o hindi kumpletong dokumentong aplikasyon at kahilingan, at tanging maipoproseso lamang kung ang mga naturang dokumento ay kumpleto.”)

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144.)



3. DISPOSAL OF VALUELESS RECORD
(PAGTATAPON NG WALANG HALAGANG REKORD)

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 filled-up, approved and signed by the head of agency concerned.

This involves review and evaluation of subject request for authority to dispose of the City's valueless unnecessary records in accordance with NAP approved Agency Records Disposition Schedule and other applicable laws and regulations before endorsement to National Archives of the Philippines (NAP) for final approval, thereby facilitating actual disposal witnessed by COA, Requesting Agency/End-Users, NAP, and accredited/official buyer of valueless records. The proceeds are remitted to the City's Treasury Department.

(Ito ay nagbibigay ng kapangyarihan sa Tanggapan ng Lingkurang Panlahat na ipatupad ang mga patakaran sa pamamahala at pangangasiwa ng mga rekord ng Pamahalaang Lungsod ng Quezon. Ang humihiling na tanggapan/kagawaran ay dapat gawin ang NAP Form No. 3 (Request for Authority to Dispose of Records) sa tatlong (3) set/kopya, maayos na napunan, inaprubahan at nilagdaan ng pinuno ng kinauukulang ahensya.

Kabilang dito ang pagrepaso at pagsusuri sa kahilingan para sa awtoridad na itapon ang mga walang halagang hindi kinakailangang mga talaan/rekords ng Lungsod alinsunod sa naaprubahan ng NAP na Iskedyul ng Disposisyon ng mga Rekord ng Ahensya at iba pang naaangkop na mga batas at regulasyon bago ang pag-endorso sa Pambangsang Sinupan ng Pilipinas (NAP) para sa panghuling pag-apruba, sa gayon ay napapadali ang aktwal na pagtatapon na sinasaksihan ng COA, humihiling na ahensya/mga End-Users, NAP, at akreditado/opisyal na mamimili ng mga walang halagang rekords. Ang halagang nalikom ay ire-remit sa Kagawarang ng Pananalapi ng Lungsod Quezon.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)
Classification: <i>(Pag-uuri:)</i>	Highly Technical
Type of Transaction: <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>
Who may avail: <i>(Sino ang maaaring makagamit:)</i>	Quezon City Local Government Offices/Departments, City Operated Schools, and Hospitals <i>Mga Tanggapan/Departamento ng Lokal na Pamahalaan ng Lungsod Quezon, Mga Paaralan at Ospital na Pinamamahalaan ng Lungsod</i>



CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)		
- Request letter (1 original and 2 photocopies) <i>Liham ng kahilingan (1 orihinal at 2 kopya)</i> - Three (3) copies of Request for Authority to Dispose Records (NAP Form No. 3) signed by the head of agency <i>Tatlong (3) kopya ng Request for Authority to Dispose Records (NAP Form No. 3) na nilagdaan ng pinuno ng ahensya</i>		Quezon City Local Government Offices/Departments, City Operated Schools, and Hospitals <i>Mga Tanggapan/Departamento ng Lokal na Pamahalaan ng Lungsod Quezon, Mga Paaralan at Ospital na Pinamamahalaan ng Lungsod</i>		
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Submits request letter with attached (3) copies of NAP Form No. 3 <i>1. Magsumite ng liham ng kahilingan na may kalakip na (3) kopya ng NAP Form No. 3</i>	1.1. Receives, preliminary assessment of request, logs, scans, and routes the official request to the Department Head <i>1.1. Pagtanggap, at paunang pagsuri ng dokumento, pag-tala, pag-scan, at pag-ruta ng opisyal na kahilingan sa Pinuno ng Kagawaran</i>	None <i>Wala</i>	10 minutes from receipt of per request <i>10 minuto mula pagtanggap ng kahilingan</i>	Receiving Staff (Current Records & Mail Section, RMCD) <i>Kawaning Tagatanggap, Current Records & Mail Section, RMCD</i>
2. Wait for action taken / release of endorsement letter addressed to NAP	2.1. Instructs the action unit/division for appropriate action	None <i>Wala</i>	5 minutes to 20 minutes (depending on the number of communications) <i>5 hanggang 20 minuto</i>	Department Head/Officer-In-Charge



2. Maghintay ng aksyon na gagawin / paglabas ng liham-endorso na patungo sa NAP	2.1. Pagbigay ng instruksiyon sa yunit/dibisyon para sa naaangkop na pag-aksyon		(depende sa dami ng komunikasyon)	Pinuno ng Kagawaran/ Opisyal na Tagapamahala
	2.2. Assigns Records Officer to evaluate request	None	5 minutes	Division Chief, RMCD
	2.2. Pagtatalaga ng Records Officer na susuri sa kahilingan	Wala	5 minuto	Punong Dibisyon, RMCD
	2.3. Evaluates, inspect, if necessary, the request in accordance with ARDS or NAP GRDS compliance		1 day (depending on the number of request or availability of the requesting-party to conduct records inspection)	Records Officer, Records Storage Section, RMCD
	2.3. Pagsusuri, pagsisiyasat, kung kinakailangan, ang kahilingan alinsunod sa itinalaga sa ARDS o NAP GRDS		1 araw (depende sa bilang ng kahilingan o pagkakaroon ng humihiling na magsagawa ng inspeksyon ng mga talaan)	
	2.4. Prepares / forwards letter endorsement addressed to NAP		5 minutes	Division Chief Records Officer, Records Storage Section, RMCD
	2.4. Paghanda ng liham na pag-endorso patungo sa NAP		5 minuto	Punong Dibisyon Records Officer, Records Storage Section, RMCD
	2.5 Signs the endorsement letter addressed to NAP		5 minutes	Department Head/Officer-In-Charge
			5 minuto	Pinuno ng Kagawaran/Opisy



	2.5 Paglagda ng liham ng pag-endorso sa NAP			al na Tagapamahala
	2.6. Endorses to National Archives of the Philippines for final evaluation and approval and issuance of authority to dispose (thru messengerial or postal mail) 2.6. Pag-endorso sa National Archives of the Philippines para sa huling pagsusuri at pag-apruba at pagbibigay ng awtoridad na magtapon (sa pamamagitan ng messengerial o postal mail)	None Wala	2.5 hours 2.5 oras	Records Officer, Releasing Staff, Current Records & Mails Section, RMCD Records Officer, Releasing Staff, Current Records & Mails Section, RMCD
3. Transfer of valueless records to RMCD storage 3. Paglipat ng mga walang halagang rekords sa imbakan ng RMCD	3.1. Transfer of valueless records with accompanying NAP approved authority to dispose, from requesting department/office to RMCD storage 3.1. Paglipat ng mga walang halagang rekord na may kasamang awtoridad na inaprubahan ng NAP mula sa humihiling na departamento/ tanggapan patungo sa imbakan ng RMCD	None Wala	30 minutes to 1.5 hours 30 minuto hanggang 1.5 oras	RMCD Staff and Representative/s of Requesting Department / Office Mga Kawani ng RMCD, at mga Kinatawan ng Humihiling na Departamento/ Tanggapan
4. Witness the conduct of city-wide disposal of valueless records	4.1. Conducts city-wide disposal of valueless records	None Wala	1 day	RMCD staff and Representatives from:



4. Pagsaksi sa pagsasagawa ng aktuwal na city-wide na pagtatapon ng mga walang halagang rekord	4.1. Pagsasagawa ng pagtatapon ng walang halagang mga rekord ng lungsod		1 araw	Kawani ng RMCD at mga kinatawan mula sa: 1. Commission on Audit (COA) <i>Komisyon ng Pagsusuri</i> 2. Requesting Departments / Offices <i>Humihiling na mga Departamento / Tanggapan</i> 3. National Archives of the Philippines (NAP) <i>Pambansang Sinupan ng Pilipinas</i>
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	2 days, 7 hours and 45 minutes (Excluding Requesting party's revision and re-submission of request and NAP processing of approval to dispose records) <i>(2 araw, 7 oras at 45 minuto</i> <i>(Hindi kasama ang ang pag-rebisa at muling pagsusumite</i>	



			<i>ng humihiling na partido at ang pagproseso ng NAP sa pag- aprubang maitapon ang mga rekord)</i>	
--	--	--	--	--

REMARKS:

As per Rule VII Section 2b of IRR of RA 11032 or the Act of Ease of doing business which states that: “The government agency shall not process deficient or incomplete applications and requests, and shall only process and application or request if it is complete.”

Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular No. 2019-001, s-2019 on the IRR of RA 11032.

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144.)



4. PROVISION OF ORIGINAL COPIES OF CITY-OWNED TRANSFER CERTIFICATE OF TITLES (TCTs)
(PAGBIBIGAY NG MGA ORIHINAL NA KOPYA NG MGA TCT NA PAG-AARI NG LUNGSOD)

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 Program and Project through Quezon City Housing Community Development and Resettlement Department (HCDRD). All requests shall be approved by the City General Services Department Head for release.

(Pagbibigay ng Original na Sertipiko ng mga Titulo na nasa pangangalaga, itinatago at pinangangasiwaan sa ilalim ng kustodiya ng Records Management and Control Division, bilang suporta sa Pabahay na Programa at Proyekto ng Lungsod sa pamamagitan ng Quezon City Housing Community Development and Resettlement Department (HCDRD). Ang lahat ng mga kahilingan ay dapat aprubahan ng Pinuno ng Kagawaran ng Lingkurang Panlahat bago mailabas.)

Office or Division: (Opisina o Dibisyon:)	RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)	
Classification: (Pag-uuri:)	Complex (Kompleks)	
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring makagamit:)	Quezon City Housing Community Development and Resettlement Department (HCDRD)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
- Request letter signed by the Department Head (1 original and 2 photocopies) <i>Liham ng kahilingan na nilagdaan ng Pinuno ng Kagawaran (1 orihinal at 2 kopya)</i> <u>1 certified copy of the following:</u> <u>1 sertipikadong kopya ng mga sumusunod:</u> - Certificate of Authorizing Registration (CAR)		Quezon City Housing Community Development and Resettlement Department (HCDRD)



• Deed of Absolute Sale (DAS) • Contract to Sell • Tax Declaration duly signed by the City Assessor's or His duly Authorized Representative • Certificate of Full Payment by the City Treasurer's Office and HCDRD • Certificate of Tax Exemption <u>1 photocopy of:</u> <u>1 kopya ng:</u> • TCT				
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGASIWA)
1. Submits letter request duly signed by the HCDRD Department Head (with attached certified copy of requirements)	1.1. Receives, preliminary assessment of request, logs, scans, and routes the official request to the Department Head	None	10 minutes from receipt of per request	Receiving Staff (Current Records & Mail Section, RMCD)
1. Pagsumite ng liham kahilingan na nilagdaan ng Pinuno ng Kagawaran ng HCDRD (na may kalakip na sertipikadong kopya ng mga kinakailangan)	1.1. Pagtanggap, at paunang pagsuri ng dokumento, pag-tala, pag-scan, at pag-ruta ng opisyal na kahilingan sa Pinuno ng Kagawaran	Wala	10 minuto mula pagtanggap ng kahilingan	Kawaning Tagatanggap, Current Records & Mail Section, RMCD
2. Wait for action taken / release of requested Original Certificate of Title/s	2.1. Instructs the action unit/division for appropriate action	None	5 minutes	Department Head/Officer-In-Charge
2. Maghintay ng aksyon na	2.1. Pagbigay ng instruksiyon sa	Wala		Pinuno ng Kagawaran/



<i>gagawin / release ng hiniling na Orihinal na Sertipiko ng mga Titulo</i>	<i>yunit/dibisyon para sa naaangkop na pag- aksyon</i>		<i>5 minuto</i>	<i>Opisyal na Tagapamahala</i>
	<i>2.2. Returns to RMCD for review of required documents</i> <i>2.2. Pagbalik sa RMCD upang suriin ang mga kinakailangang dokumento</i> <i>2.3. Checks completeness of requirements</i> <i>2.3. Sinusuri kung kumpleto ang mga kinakailangan</i> <i>2.4. Prepares Original Titles Release Form 4 (serves as certification to Title/s availability) and endorsement letter to HCDRD for signature of the Department Head/Officer-In- Charge</i> <i>2.4. Inihahanda ang Original Titles Release Form 4 (na syang nagsisilbing sertipikasyon na meron Titulo) at liham-endorso patungo sa HCDRD para malagdaan ng Pinuno ng Kagawaran</i>	<i>None</i> <i>Wala</i>	<i>2 minutes</i> <i>2 minuto</i> <i>5 minutes</i> <i>5 minuto</i> <i>2 days</i> <i>2 araw</i>	<i>Title Custodian, RMCD</i> <i>Tagapangalaga ng Titulo, RMCD</i>
	<i>2.5. Final review and recommends the releasing of requested Title/s</i>	<i>None</i>	<i>5 minutes</i>	<i>Division Chief, RMCD</i>



	2.5. Pinal na pagsusuri at inirerekomenda ang pagpapalabas ng hiniling na Titulo	Wala	5 minuto	Punong Dibisyon, RMCD
	2.6. Approved the release of the Original Title to HCDRD for release to legal beneficiary/ies 2.6. Pag-apruba upang ilabas ang Orihinal na Titulo sa HCDRD para sa legal na benepisyaryo nito	None Wala	3 minutes 3 minuto	Department Head/Officer-In-Charge Pinuno ng Kagawaran/Opisyal na Tagapamahala
3. Receives the requested Original Certificate of Title/s 3. Pagtanggap ng hiniling na Orihinal na Sertipiko ng Titulo	3.1. Transmits to HCDRD 3.1. Nagpapadala sa HCDRD	None Wala	5 minutes 5 minuto	Title Custodian, RMCD Tagapangalaga ng Titulo, RMCD Department Head, HCDRD Pinuno ng Kagawaran, HCDRD
	TOTAL (KABUUAN)	None (Wala)	2 days, and 35 minutes (Excluding the availability of Head of Office to receive the original title/s) 2 araw, at 35 minuto (Hindi kabilang kung kailan at maaaring tanggapin	



			<i>lamang ng Pinuno ng tanggapan ang mga orihinal na titulo)</i>	
--	--	--	--	--

REMARKS:

As per Rule VII Section 2b of IRR of RA 11032 or the Act of Ease of doing business which states that: “The government agency shall not process deficient or incomplete applications and requests, and shall only process and application or request if it is complete.”

Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular No. 2019-001, s-2019 on the IRR of RA 11032.

(PAHAYAG:

Mula sa Rule VII Seksyon 2b ng IRR ng RA 11302 o ang Act of Ease of doing business na nagsasaad: “Ang Ahensya ng Pamahalaan ay hindi magpoproseso ng may kulang o hindi kumpletong dokumentong aplikasyon at kahilingan, at tanging maipoproseso lamang kung ang mga naturang dokumento ay kumpleto.”)

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



5. POSTING OF NOTICES, ADVISORIES & BULLETINS & ISSUANCE OF CERTIFICATE OF POSTING
(PAGPASKIL NG MGA PABATID, ABISO & BULITINS & PAGBIBIGAY NG SERTIPIKO NG PAG-PASKIL)

A Certificate of Posting serves as proof that the department has posted an approved request/s in a conspicuous area/s 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 as requested thru pick-up or by mail.

Ang Sertipiko ng Pagpaskil ay nagsisilbing patunay na ang kagawaran ay nagpaskil ng aprubadong kahilingan sa kapansin-pansing lugar sa loob ng QC Hall (hal. High Rise Building East at West Wing bulletin boards). Ito rin ay ibinibigay pagkatapos ng petsa ng pagpaskil tulad ng kahiligan sa pamamagitan ng pick-up o ng koreo.

Office or Division: (Opisina o Dibisyon:)	RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)	
Classification: (Pag-uuri:)	Simple	
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring makagamit:)	Any Government Agency (Kahit anong Ahensya ng Pamahalaan)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
Letter Request (1 original and 2 photocopies) with attached copy/ies of documents to be posted Liham Kahilingan (1 orihinal at 2 photocopies) na may kalakip na kopya ng mga dokumentong ipapaskil		Local and National Government Agencies, Constitutional Offices, GOCCs, GFIs, SUCs, other Government Agencies Mga Ahensiya ng Lokal at Pambansang Pamahalaan, Mga Tanggapan ng Konstitusyonal, GOCCs, GFIs, SUCs, iba pang Ahensya ng Pamahalaan



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYA RAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGASI WA)
1. Submits request letter, thru: <i>1. Magsumite ng liham kahilingan sa paraang:</i> • Personal (submit at receiving area of RMCD) <i>Personal (isumite sa tanggapan ng RMCD)</i> • Thru e-mail (send to gsd@quezoncity.gov.ph) <i>Sa pamamagitan ng pag e-mail (ipadala sa gsd@quezoncity.gov.ph)</i>	1.1. Receives, preliminary assessment of request letter, logs, scans, and routes the official request to the Department Head <i>1.1. Pagtanggap, at paunang pagsuri ng liham kahilingan, pag-tala, pag-scan, at pag-ruta ng opisyal na kahilingan sa Pinuno ng Kagawaran</i>	None <i>Wala</i>	10 minutes from receipt of per request <i>10 minuto mula pagtanggap ng kahilingan</i>	Receiving Clerk (Current Records & Mail Section, RMCD) <i>Kawaning Tagatanggap, Current Records & Mail Section, RMCD</i>
2. Wait for action taken / issuance and release of certificate of posting <i>Maghintay ng aksyon na gagawin / pagpapalabas at pagbigay ng sertipiko ng pagpaskil</i>	2.1. Instructs the action unit/division for appropriate action <i>2.1. Pagbigay ng atas sa yunit/dibisyon para sa naaangkop na pag-aksyon</i>	None <i>Wala</i>	5 minutes <i>5 minuto</i>	Department Head/Officer-In-Charge <i>Pinuno ng Kagawaran/Opisyal na Tagapamahala</i>



	2.2. Evaluates and approves the request <i>2.2. Pagsusuri at pag-apruba ng kahilingan</i>	None <i>Wala</i>	5 minutes <i>5 minuto</i>	Division Chief RMCD <i>Punong Dibisyon RMCD</i>
	2.3. Posts requests <i>2.3. Pagpapaskil ng mga kahilingan</i>	None <i>Wala</i>	10 - 15 minutes <i>10 - 15 minuto</i>	Administrative Staff, RMCD
	2.4. Prepares Certificate of posting with letter endorsement <i>2.4. Paghahanda ang Sertipiko ng pagpapaskil na may liham-endorso</i>	None <i>Wala</i>	5 minutes <i>5 minuto</i>	Administrative Staff, RMCD
	2.5. Initials Certificate of Posting and endorsement letter <i>2.5. Pag-inisyal sa Sertipiko ng Pagpaskil at liham-endorso</i>	None <i>Wala</i>	2 minutes <i>2 minuto</i>	Division Chief RMCD <i>Punong Dibisyon RMCD</i>
	2.6. Signs Certificate of posting (For and by authority of the City Mayor) <i>2.6. Paglagda sa Sertipiko ng pagpaskil (Para sa at sa pamamagitan ng awtoridad ng Alkalde ng Lungsod)</i> Signs department issued Certificate of posting and endorsement letter	None <i>Wala</i>	2 minutes <i>2 minuto</i>	Department Head/Officer-In-Charge <i>Pinuno ng Kagawaran/ Opisyal na Tagapamahala</i> Assistant Department Head for Administration



	<i>Paglagda ng pang departamentong Sertipiko ng pagpaskil at liham-endorso</i>			<i>Katulong ng Pinuno ng Kagawaran para sa Administrasyon</i>
	2.7. Records/logs Certificate of Posting for release	None	3 minutes	Releasing Staff, (Current Records and Mail Section RMCD)
	2.7. <i>Pagtatala/log ng Sertipiko ng Pagpaskil bago ilabas</i>	Wala	3 minuto	
3. Receives Certificate of Posting	3.1. Issuance & Release of Certification to RMCD	None	3 minutes	Releasing Staff, (Current Records and Mail Section RMCD)
3. <i>Pagtanggap ng Sertipiko ng Pagpaskil</i>	3.1. <i>Pag-isyu at Pagpapalabas ng Sertipikasyon sa RMCD</i>	Wala	3 minuto	
	TOTAL (KABUUAN)	None (Wala)	50 minutes (Excluding the availability of the requesting party to receive the certificate of posting) <i>(50 minuto (Hindi kabilang kung kailan at maaaring tanggapin lamang humihiling na Partido))</i>	

REMARKS:

As per Rule VII Section 2b of IRR of RA 11032 or the Act of Ease of doing business which states that: “The government agency shall not process deficient or incomplete applications and requests, and shall only process and application or request if it is complete.”



Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular No. 2019-001, s-2019 on the IRR of RA 11032.

(PAHAYAG:

Mula sa Rule VII Seksyon 2b ng IRR ng RA 11302 o ang Act of Ease of doing business na nagsasaad: “Ang Ahensya ng Pamahalaan ay hindi magpoproseso ng may kulang o hindi kumpletong dokumentong aplikasyon at kahilingan, at tanging maipoproseso lamang kung ang mga naturang dokumento ay kumpleto.”)

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144.)



6. PROCESSING OF GENERAL CLEARANCE (AS TO PROPERTY ACCOUNTABILITY)
(PAG PROSESO NG GENERAL CLEARANCE (TUNGKOL SA PANANAGUTAN NG ARI-ARIAN))

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)

(Ang General Clearance ay binibigay sa mga kawani/ Opisyal na lumipat sa ibang ahensya ng pamahalaan, nagretiro, nagbitiw, itiniwalag o nahiwalay sa serbisyo. Ang Clearance mula sa kanyang opisina na nagpapatunay na siya ay naalis na sa pananagutan sa ari-arian ang kinakailangan dokumentaryo upang suportahan ang kanyang paglabas (sec. 161 ng COA Circular 92-386))

Office or Division: (Opisina o Dibisyon:)	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)	
Classification: (Pag-uuri:)	Simple / Complex <i>Simple / Kompleks</i>	
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government <i>Gobyerno sa Gobyerno</i>	
Who may avail: (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments / Schools – Officials and Employees Mga Opisina / Kagawaran / Paaralan ng Pamahalaan ng Lungsod Quezon – Mga Opisyal at Empleyado	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
- General Clearance Form (1 original copy) <i>General Clearance Form</i> (1 orihinal na kopya) - Office Clearance - No Property Accountability (1 original copy, 1 duplicate copy) <i>Office Clearance – Walang Pananagutan sa Ari-arian</i> (1 orihinal na kopya, 1 pangalawang kopya)		- Human Resource Management Department <i>Departamentung namamahala sa mga Tauhan o Tao</i> - Concerned Office/Departments <i>Kinauukulang Opisina / Kagawaran</i>



• Division Office Clearance (1 original copy, 1 duplicate copy) • ID Picture for Retirees, size: 2x2 (1 piece)		• Division Office, Division of City Schools <i>Opisina ng Dibisyon / Dibisyon ng mga Paaralan sa Lungsod</i> • Requesting Party <i>Humihiling na empleyado</i>		
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Submits request for processing of General Clearance, with complete requirements (1. <i>Magpasa ng mga kompletong dokumento para maiproseso ng General Clearance</i>)	1.1 Receives, records and forwards General Clearance form to Movable Property Management and Control Division (1.1 <i>Tumanggap, magtala at ipasa ang General Clearance sa Dibisyon na namamahala at may control sa pagsasalin ng mga ari-arian. (MPMCD)</i>)	None (Wala)	10 minutes (10 minuto)	Receiving Staff, Records Management and Control Division (RMCD)
2. None (Wala)	2.1. Receives, records, checks, affixes initial and forwards clearance to the Property Officers (2.1. <i>Tinatanggap, nilalathala, sinusuri, nilalagay ang inisyal at ipinapadala ang klirans sa mga opisyal ng mga ari-arian</i>)	None (Wala)	10 minutes (10 minuto)	Staff, Inventory and Disposal Section – MPMCD



	2.2. Verifies, reviews, and affixes initial on the General Clearance form <i>(Nagpapatunay, nagsusuri at inilalagay ang inisyal sa general clearance form)</i>	None <i>(Wala)</i>		Chief, Inventory and Disposal Section – MPMCD <i>Hepe, Seksyon ng Imbentaryo at Pagtatapon - MPMCD</i>
	a) Rank-and-File & Contractual <i>(Mga ranggo at mga kasapi & kontraktwal)</i>	None <i>(Wala)</i>	1 hour <i>(1 oras)</i>	Asst. Chief, Movable Property Management and Control Division
	b) Department Heads/ Accountable Officers/ Elected Official	None <i>(Wala)</i>	5 working days <i>(5 araw)</i>	Chief, Movable Property Management and Control Division
	2.3. Forwards the General Clearance to the CGADH III <i>(2.3. Ibigay ang General Clearance sa CGADH III)</i>	None <i>(Wala)</i>	10 minutes <i>(10 minuto)</i>	Staff, Inventory and Disposal Section - MPMCD
	2.4. Receives, affixes initial and forwards the General Clearance to the CGDH III <i>(2.4. Pagtanggap, paglalapi ng inisyal na pirma at pag-bigay ng General Clearance sa CGDH III)</i>	None <i>(Wala)</i>	1 hour <i>(1 oras)</i>	CGADH III City Gov't. Dep't. Head III



	2.5. Receives, and signs the General Clearance (2.5. <i>Pagtanggap, paglalapi ng pirma sa General Clearance</i>)	None (Wala)	1 hour (1 oras)	City Gov't. Dep't. Head III
	2.6. Releases the duly accomplished General Clearance (2.6. <i>Pagpapalabas ng wastong natapos na General Clearance</i>)	None (Wala)	10 minutes (10 minuto)	Releasing Staff, Records Management and Control Division (RMCD)
	TOTAL	None	Rank-and-File & Contractual: 3 hours & 40 minutes (3 oras at 40 minuto) Department Heads/ Accountable Officers/ Elected Officials: 5 working days, 2 hours & 40 minutes (5 araw, 2 oras at 40 minuto)	



NOTE:

- **Release of the duly accomplished general clearance as to property accountability depends on the availability of the concerned end-user when to pick-up the clearance upon the notification of the RMCD releasing staff.**

(PAALALA:

- *Ang pagpapalabas ng wastong natapos na general clearance (Tungkol sa pananagutan ng ari-arian) ay nakadepende sa availability ng may kinalaman na tagatanggap kung kailan ito kukunin matapos ang abiso mula sa RMCD releasing staff.*

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144.)



7. CONDUCT OF PHYSICAL INVENTORY
(PAGSASAGAWA NG PISIKAL NA IMBENTARYO)

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.

(Ang pagsasagawa ng taunang pisikal na imbentaryo ng lahat ng panustos at kagamitan ng isang lokal na gobyerno ay itinatadhana ng seksyon 156 ng coa circular 92-386. Ito ay isinasagawa ayon sa talaan na ipinamamahagi sa mga opisina at departamento ng lokal na gobyerno ng lungsod quezon, binibigyan naman ng kopya ng resulta ang mga opisina ng punong alkalde, opisina ng pagtutuos at pagsukat at ang Komisyon sa Pagsusuri.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)	
Classification: <i>(Pag-uuri:)</i>	Highly Technical <i>(Lubos na Teknikal)</i>	
Type of Transaction: <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>	
Who may avail: <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices / Departments / Schools – Officials and Employees <i>(Mga Opisina / Mga Kagawaran / Paaralan ng Lungsod Quezon– Mga Opisyal at Empleyado)</i>	
CHECKLIST OF REQUIREMENTS <i>(TALAAN NG MGA KINAKAILANGAN)</i>		WHERE TO SECURE <i>(SAAN MAKAKAKUHA)</i>
Five (5) original copies of the following: <i>(Limang orihinal na kopya ng mga sumusunod:)</i> • Inventory Form (GF #41-A (3)) • Property Acknowledgment Receipt (PAR, Appendix 51) • Inventory Custodian Slip (ICS, Appendix 9-9) • List of Unaccounted Movable Properties (QCG.CGSD.MPMCD.F.04 Rev.01 (10.18.2023))		MPMCD- CGSD and / or End-user MPMCD – CGSD at / o ang Opisina ng Gumagamit



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Receives notice of Inventory taking activities (Tumanggap ng dokumento patungkol sa pagsasagawa ng imbentaryo)	1.1. Issuance of memorandum together with schedule of inventory, to various offices/ department (Pagpapalabas ng kasulatan kasama ang iskedyul para sa pagsasagawa ng imbentaryo)	None (Wala)	2 days (2 araw)	Receiving Staff, Records Management and Control Division (RMCD)
2. Forms part of the Inventory Team (Nakibahagi sa pangkat ng imbentaryo)	2.1 Conducts physical inventory of movable assets together with the Inventory Team (2.1 Nagsagawa ng pisikal na imbentaryo kasama ang ibat ibang kabahagi nito)	None (Wala)	3 days (3 araw)	Staff, Inventory and Disposal Section
3. None (Wala)	3.1 Reconciles Inventory Report by the assigned personnel (3.1 Pagsasaayos ng Imbentaryo ng nakatalagang kawani) 3.2	None (Wala)	5 days (5 araw)	Staff, Inventory and Disposal Section



	Establishment of List of Unaccounted Properties (If any) (3.2 <i>Pagtukoy sa mga hindi na deklarang ariarian. (kung meron man))</i>)			
4. Signs final inventory report as end-user (4. <i>Pagpirma sa pinal na kopya ng imbentaryo</i>)	4.1 Prepares, affixes initials and signs final Inventory report (4.1 <i>Paglapi ng inisyal at pag pirma sa pinal na kopya ng imbentaryo.</i>)	None (Wala)	4 days (4 araw)	Staff, Inventory and Disposal Section Asst.Chief and Chief – MPMCD
5. None (Wala)	5.1. Submits and transmits final inventory report to: (5.1 <i>Pagsusumite / pagpasa ng pinal na kopya ng imbentaryo sa:</i>) 1. Commission on Audit 2. City Accounting Department	None (Wala)	3 days (3 araw)	Staff, Inventory and Disposal Section Releasing Staff, Records Management and Control Division (RMCD)
	5.2. Furnishes copy to the end-user (5.2 <i>Pagbigay ng kopya sa end-user</i>)	None (Wala)	4 hours (4 oras)	Staff, Inventory and Disposal Section
	TOTAL (KABUUAN)	None (Wala)	17 days & 4 hours (24 araw at 4 oras)	



NOTE:

- **Conduct of physical inventory may take longer depending on the number of movable assets to be inventoried; location of the office; and availability of transportation for the offices outside the QC Hall complex.**
- **Signed Final Inventory Report also depends on when will the end-user return the inventory report signed by their head.**

(PAALALA:

- *Ang pagsasagawa ng pisikal na imbentaryo ay maaaring tumagal ng mas matagal depende sa bilang ng mga ari-arian na dapat ma-imbentaryo; lokasyon ng opisina; at availability ng transportasyon para sa mga opisina sa labas ng QC Hall complex.*
- *Ang nilagdaang Final Inventory Report ay nakadepende rin sa kung kailan ibabalik ng end-user ang inventory report na nilagdaan ng kanilang pinuno.*

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



8. INSPECTION OF DELIVERIES OF GOODS AND SERVICES
(PAGSUSURI NG MGA NAIHATID NA PRODUKTO AT SERBISYO)

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.

(Ang pagsusuri ng mga naihatid na produkto at serbisyo ng awtorisadong Teknikal na Tagasuri ay isinasagawa upang matukoy kung ang mga naihatid na produkto o serbisyo ay naaayon sa mga espesipikasyong itinakda sa Utos ng Pagbili / Kasunduan sa Paghahatid ng Suplay at/o mga Kontrata o Kasunduan.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)	
Classification: <i>(Pag-uuri:)</i>	Simple / Complex / Highly Technical <i>Simple / Komplikado / Lubos na Teknikal</i>	
Type of Transaction: <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government, G2B – Government to Business <i>Pamahalaan sa Pamahalaan, G2B - Pamahalaan sa Negosyo</i>	
Who may avail: <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices / Departments, Suppliers, Contractors, Dealers <i>Mga Opisina / Kagawaran ng Pamahalaan ng Lungsod Quezon / Mga Tanggapan/ mga Tagpagtustos, Kontraktor/ Tagapagbenta</i>	
CHECKLIST OF REQUIREMENTS <i>(TALAAN NG MGA KINAKAILANGAN)</i>		WHERE TO SECURE <i>(SAAN MAKAKAKUHA)</i>
• Notice of Delivery and Request for Inspection (QCG.CGSD.RMCD.F.13 Rev.01 (09.13.2023) (1 original copy and 3 photocopies) <i>(Pagbatid ng Paghahatid at Pakiusap para sa Pagsusuri (QCG.CGSD.RMCD.F.13 Rev.01 (09.13.2023) (1 orihinal na kopya at 3 kopya))</i> • Un-dated Delivery Receipts (1 original copy and 3 photocopies) <i>(Mga Resibo ng Paghahatid na Walang Petsa (1 orihinal na kopya at 3 kopya))</i>		• RMCD – CGSD • Supplier / Contractor



- Approved Contract / Purchase Order/s (3 photocopies) (Naaprubahang Kontrata / Utos ng Pagbili (3 kopya)) - Terms of Reference (TOR) and Price Schedule (3 photocopies) (Mga Tuntunin ng Sanggunian (TOR) at Talaan ng Presyo (3 kopya))		End-user		
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Submits Notice of delivery and Request for Inspection (With attached requirements) (Pagpapasa ng Pagbatid ng Paghahatid at Pakiusap para sa Pagsusuri (Na may kalakip na mga kinakailangan))	1.1. Receives and records Notice of Delivery and Request for Inspection (1.1. Pagtanggap at pagtatala ng Pagbatid ng Paghahatid at Pakiusap para sa Pagsusuri)	None (Wala)	5 minutes (5 minuto)	Receiving Staff, Records Management and Control Division (RMCD)
	1.2. Notice of Delivery and Request for Inspection forwards to CGDH III (For instructions) (1.2. Pagpasa ng Pagbatid ng Paghahatid at pakiusap para sa Pagsusuri sa CGDH III (Para sa mga tagubilin))	None (Wala)	10 minutes (10 minuto)	City Gov't. Dep't. Head III
	1.3. Notice of Delivery and Request for Inspection (1.3. Pagbatid ng Paghahatid at pakiusap para sa Pagsusuri)	None (Wala)	5 minutes (5 minuto)	Receiving Staff, Technical Inspection Section



	1.4. Assigns Technical Inspector <i>(1.4. Pag-aatas ng Teknikal na Tagasuri)</i>	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	Chief, Technical Inspection Section
	1.5. Conducts inspection of deliveries <i>(1.5. Pagsasagawa ng pagsusuri ng mga paghahatid)</i>	None <i>(Wala)</i>	3 days <i>(3 araw)</i>	Inspector, Technical Inspection Section
	1.6. Prepares inspection report for review, affixes initial and approves report <i>(1.6. Paghahanda ng ulat ng pagsusuri para sa pagrepaso, paglagda ng paunang pirma, at pag-apruba ng ulat)</i>	None <i>(Wala)</i>	4 hours <i>(4 na oras)</i>	Inspector, Technical Inspection Section; Chief, Technical Inspection Section; Asst. Chief, MPMCD
	1.7. Approves and signs inspection column (IAR) <i>(1.7. Pagaapruba at paglalagda inspection column (IAR))</i>	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	Chief, MPMCD
	1.8. Forwards duly approved and signed report to Fiscal Management Section, Administrative Division (For disbursement voucher preparation)	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	Receiving Staff, Technical Inspection Section



	<i>(1.8. Pagpasa ng natiyak at may lagdang pirma sa ulat ng Fiscal Management Section, Administrative Division (Para sa paghahanda ng disbursement voucher))</i>			
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	3 days, 4 hours & 50 minutes <i>(3 araw, 4 na oras at 50 minuto)</i>	

NOTE: Processing time is only applicable to simple/regular transactions.
Simple transaction – 1 to 3 days
Complex transaction – 4 to 7 days
Highly Technical transaction – 8 to 21 days

(PAALALA: Ang oras ng pagproseso ay naaangkop lamang sa mga simple / regular na transaksyon.)

Simpleng transaksyon – (1) Isa hanggang (3) Tatlong araw
Komplikadong transaksyon – (4) Apat hanggang (7) Pitong araw
Lubos na Teknikal na transaksyon – (8) Walo hanggang (21) Dalawampu’t isang araw)

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



9. PROCESSING OF RENEWAL OF REGISTRATION OF CITY-OWNED MOTOR VEHICLES

(PAG PROSESO NG MULING PAGREREHISTRO NG MGA SASAKYANG PAG-AARI NG LUNGSOD)

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 Transportation Office.

(Upang matiyak ang wasto at kasagaran sa paggamit ng mga ari-arian ng pamahalaan o partikular na mga sasakyan, ang pag-renew ng rehistro na may pakikipag-ugnayan sa mga kaukulang End-users ay pinangangasiwaan ng MPMCD kasama ang Land Transportation Office.)

Office or Division: (Opisina o Dibisyon:)	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)	
Classification: (Pag-uuri:)	Simple (Simple)	
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments Barangays – Officials and Employees (Mga Opisina / Kagawaran / Barangay ng Pamahalaan ng Lungsod Quezon – Mga Opisyal at Empleyado)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)	WHERE TO SECURE (SAAN MAKAKAKUHA)	
- Duly Accomplished Checklist Form (QCG.CGSD.MD. F.40) (Wastong Napagtagumpayan na Checklist Form (QCG.CGSD.MD. F.40)) - Certificate of Cover (GSIS), 1 original copy (Certificate of Cover (GSIS), 1 orihinal kopya) - LTO-Certificate of Registration (1 photocopy) (LTO- Sertipiko ng Rehistro (1 kopya)) - LTO-Official Receipt of latest registration (photocopy)	Motorpool Division, CGSD GSIS thru CGSD On file with CGSD	



LTO-Opisyal na Resibo ng pinakabagong rehistro (kopya)				
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Coordinates for the confirmation of LTO inspection assigned schedule (1. Pakikipag-ugnayan sa pagkumpirma ng nakatalagang iskedyul ng inspeksyon ng LTO.)	1.1. Assists end-user to undergo maintenance checklist upon confirmation of schedule (1.1. Pagtulong sa taong taga-gamit na dumaan sa talaan ng pangangalaga pagkatapos makumpirma ang iskedyul.)	None (Wala)	10 minutes (10 minuto)	Staff, Programming and Utilization Section
2. Undergo maintenance checklist (2. Pagdaan sa talaan ng pangangalaga)	2.1. Conducts inspection of motor vehicle (2.1. Pagsasagawa ng inspeksyon ng sasakyan)	None (Wala)	15 minutes (15 minuto)	Mechanic personnel, Motorpool Division
3. Submits maintenance checklist (3. Pagpasa ng talaan ng pangangalaga)	3.1 Receives maintenance checklist submitted (3.1. Pagtanggap ng pinasang talaan ng pangangalaga)	None (Wala)	5 minutes (5 minuto)	Staff, Programming and Utilization Section
4. Brings motor vehicle at LTO for inspection. (4. Pagdala ng sasakyan sa LTO upang ma-inspeksyon)	4.1. Assists during inspection at LTO (4.1. Pagtulong habang ini-inspeksyon)	None (Wala)	1 day (1 araw)	Staff, Programming and Utilization Section
	4.2. Facilitates renewal of Registration (4.2. Pagasikaso ng muling pagrerehistro)	None (Wala)	1 day (1 araw)	Staff, Programming and Utilization Section



	4.3. Prepares and transmits renewed O.R. (4.3. <i>Paghahanda at pagpapadala ng pinakabagong rehistro</i>)	None (Wala)	1 day (1 araw)	Staff & Chief, Programming and Utilization Section Asst.Chief and Chief - MPMCD
5. Receives photocopy of renewed O.R. (5. <i>Pagtanggap ng kopya ng pinakabagong rehistro</i>)	5.1 Furnishes photocopy of O.R. to end-user (5.1 <i>Pagbigay ng kopya sa taga-gamit</i>)	None (Wala)	10 minutes (10 minuto)	Releasing Staff, Records Management and Control Division (RMCD)
	TOTAL (KABUUAN)	None (Wala)	3 days & 40 minutes (3 araw at 40 minuto)	

NOTE:

- Request/s and other concerns regarding Inspection and Registration of Motor Vehicles are directly accommodated by MPMCD Staff.
- Delay registration renewal process is due to late issuance of Certificate of Cover from GSIS (Attachment for registration renewal); and LTMS (Land Transportation Management System) as the new platform for registration renewal.
- Non-renewal of registration is due to non-compliance of end-user, and the current status and condition of motor vehicle.

(PAALALA:

- Ang mga kahilingan at iba pang mga alalahanin ukol sa inspeksyon at rehistro ng mga sasakyan ay direktang tinutugunan ng mga tauhan ng MPMCD.
- Ang pagkaantala sa proseso ng muling pagpaparehistro ay dahil sa huling pag-isyu ng Sertipiko ng Saklaw mula sa GSIS (kalakip para sa muling pagpaparehistro); at LTMS (Land Transportation Management System) bilang bagong plataporma para sa muling pagpaparehistro.
- Ang hindi pagpaparehistro ay dahil sa hindi pagsunod ng taga-gamit, at sa kasalukuyang katayuan at kondisyon ng sasakyan.)

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



10. RETURN / TURN-OVER OF SERVICEABLE AND UNSERVICEABLE PROPERTIES

(PAGBABALIK / PAGSASAULI NG MGA MAPAPAKINABANGAN AT HINDI
MAPAPAKINABANGANG MGA KAGAMITAN)

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.

Mga Pag aari na itinuturing at / o hindi na nagagamit ng isang departamento / opisina ay ibinabalik/naisoli sa CGSD para sa tamang disposiyon. Properties na maari pang magamit o kinakailangan ng ibang departamento / opisina ay muling ipamamahagi.

Office or Division: (Opisina o Dibisyon:)	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)
Classification: (Pag-uuri:)	Complex / Highly Technical <i>Komplikado / Lubos na Teknikal</i>
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government <i>Gobyerno sa Gobyerno</i>
Who may avail: (Sino ang maaaring makagamit:)	Quezon City Government Offices / Departments / Schools – Officials and Employees <i>Mga Opisina / Kagawaran / Paaralan ng Pamahalaan ng Lungsod Quezon – Mga Opisyal at Empleyado</i>
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)
4 original copies and 3 photocopies of the following: Apat(4) na orihinal na kopya at tatlo(3) na potokapi ng mga sumusunod: - Property Return Slip (PRS, LGU No.12(2)) - Property Return Slip (PRS, LGU No. 12(2)) - Inventory and Inspection Report of Unserviceable Properties (IIRUP, GF No. 17-A (2)) - Inventory and Inspection Report of Unserviceable Properties (IIRUP, GF No. 17-A(2)) - Report of Waste Materials (RWM, GF No. 61-A (2)) - Report of Waste Materials (RWM, GF No. 61(2)) 1 original copy and 3 photocopies of: - Approved Gate Pass	MPMCD, CGSD Buildings & Grounds Management Division (BGMD) Dibisyon na namamahala sa mga gusali at kapaligiran (BGMD)



Isang(1) orihinal na kopya at tatlong(3) potokapi ng: • Aprubadong Gate Pass	
--	--

CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGASIWA)
1. Submits request with complete prescribed forms, for schedule and checking of serviceable and unserviceable properties (1. Magsumite/magpasa ng sulat kalakip ang kumpletong kaukulang mga forms, para sa pagtatalaga ng shedule at pag suri ng mga hindi na nagagamit/ kinakailangan at sira na mga kagamitan.)	1.1. Receives and records letter request (1.1. tanggapin at itala ang sulat pahintulot)	None (Wala)	10 minutes (10 Minuto)	Staff, Records Management and Control Division
2. None (2. Wala)	2.1. Receives, evaluates, verifies, and affixes initial on the submitted documents (2.1. tanggapin, suriin, ibiripa at maglagda sa isinumite na mga	None (Wala)	30 minutes (30 minuto)	Staff, Inventory and Disposal Section



	<i>dokumento)</i>			
3. Secures approved and duly signed gate pass (3. Gumawa ng aprubado at pirmadong gate pass)	3.1. Conducts inspection of returned/turned-over serviceable /unserviceable properties (3.1 Magsagawa ng inspeksyon ng mga ibinalik/isinoling sira/mapapakinabangan pang mga ari-arian.)	None (Wala)	2 hours (2 oras)	Staff, Inventory and Disposal Section
4. Bring the returned/ turned-over serviceable /unserviceable properties to Manila Seedling Bank (MSB) (Dalhin ang mga ibinalik/isinoling mga ayos / hindi na ayos na mga ari arian sa former manila seedlings bank.)	4.1. Transports the returned/turned-over serviceable /unserviceable properties to MSB (4.1. Dadalhin ang mga nagagamit o hindi na nagagamit na ari-arian na naisauli o nai-turn-over sa MSB)	None (Wala)	5 days (5 araw)	Staff, Inventory and Disposal Section
	4.2. Reviews/ affixes initials on the submitted documents (4.2 Suriin / maglagda ng pirma sa mga naipasang dokumento)	None (Wala)	4 hours (4 minuto)	Chief, Inventory and Disposal Section Asst. Chief, MPMCD
	4.3. Signs on the submitted documents (4.3 Pirmahan ang pinasang dokumento)	None (Wala)	30 minutes (30 minuto)	Chief, MPMCD
	4.4. Affixes initials on the submitted documents (4.4 Maglagay ng mga inisyal sa mga pinasang	None (Wala)	25 minutes (25 minuto)	CGADH III, CGSD



	dokumento)			
	4.5. Approves and signs on the submitted documents (4.5 Pagapruba at pag pirma sa mga pinasang dokumento.)	None (Wala)	25 minutes (25 minuto)	CGDH III, CGSD
5. Receives copy of PRS / IIRUP / RWM (5. Tanggapin ang kopya ng PRS / IIRUP /RWM)	5.1 Prepares cover letter for the end-user's copy 5.2 Releases approved documents (5.1 Paghanda ng sulat para sa kopya ng end-user 5.2 Ibigay ang aprubadong dokumento)	None (Wala)	1 day (1 araw)	Staff, Inventory and Disposal Section Receiving Staff, Records Management and Control Division (RMCD)
	TOTAL (KABUUAN)	None (Wala)	7 working days (7 araw)	

NOTE:

- Processing time is only applicable to simple/regular transactions.
Complex transaction – 4 to 7 days
Highly Technical transaction – 8 to 20 days
- Transport of returned/turned-over properties and waste materials depends on the schedule and availability of the end-user; pull-out location of the property; and availability of transportation and towing equipment.

(PAALALA: Ang oras ng pagproseso ay naaangkop lamang sa mga simple / regular na transaksyon.)

- Komplikadong transaksyon – (4) Apat hanggang (7) Pitong araw
Lubos na Teknikal na transaksyon – (8) Walo hanggang (21) Dalawampu't isang araw)
- Ang transportasyon ng mga naibalik o na-turn-over na mga ari-arian at basura ay nakadepende sa iskedyul na mayroon ang end-user; lokasyon ng pull-out ng ari-arian; at pagkakaroon ng kagamitan sa transportasyon at paghahatak.



For the Miscellaneous Provisions, please refer to page 144.
(*Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144*)



11. BIDDING PROCESS AND DISPOSAL OF UNSERVICEABLE PROPERTIES AND WASTE MATERIALS
(PROSESO PAGPAPA SUBASTA AT PAG DISPOSISYON NG MGA SIRA / HINDI NAPAPAKINABANGANG MGA ARI-ARIAN AT WALA NG HALAGANG BAGAY)

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

(Mga ari-ariang sira / wala nang kapakinabangan ay itatapon sa pamamagitan ng pag susubasta na isasagawa ng Committee on Awards, kaagapay CGSD bilang kalihim.)

Office or Division: (Opisina o Dibisyon:)	MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)			
Classification: (Pag-uuri:)	Highly Technical (Higit na Teknikal)			
Type of Transaction: (Uri ng Transaksyon:)	G2B – Government to Business (Pamahalaan sa Negosyo)			
Who may avail: (Sino ang maaaring makagamit:)	Bidders/ private contractors (Bidder / pribadong kontraktor)			
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)		AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)		
1 original copy of the following: (1 orihinal na kopya ng mga sumusunod:)		MPMCD – CGSD		
- Property Return Slip (PRS) - Consolidated IIRUP & Rwm - In-House Appraisal Report - Bid Documents				
1 original copy and 3 photocopies of: (1 orihinal na kopya at tatlong potokapi ng:)		Buildings & Grounds Management Division (BGMD)		
Gate Pass				
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Submits bidding proposal (1. Magsumite/ magpasa ng	1.1 Receives & evaluates (1.1 Tanggapin at suriin)	None (Wala)	1 hour (1 oras)	Secretariat - Disposal Committee, CGSD



<i>bid proposal)</i>				
2. Attends/ Participates in the bidding proper (2. <i>Dumalo / makilahok sa isang bidding proper</i>)	2.1 Conducts Bidding (Declaration of the highest offeror) (2.1 <i>Magsagawa ng subasta (ideklara ang may pinakamataas na subasta))</i>)	None (Wala)	2 hours (2 oras)	Secretariat - Disposal Committee, CGSD
3. Submits all documentary requirements needed to qualify as the winning bidder (3. <i>Magsumite / magpasa ng mga kaukulang dokumento na kinakailangan upang maideklarang panalong bidder</i>)	3.1. Conducts post evaluation process (3.1 <i>Magsagawa ng proseso ng pagsusuri</i>)	None (Wala)	3 days (3 araw)	Secretariat - Disposal Committee, CGSD
4. None (4. <i>Wala</i>)	4.1 Prepares Notice of Awards approved and signed by the Committee on Disposal (4.1 <i>Maghanda ng Notice of Awards aprubado at napirmahan ng committee on disposal</i>)	None (Wala)	30 minutes (30 minuto)	Secretariat - Disposal Committee, CGSD
5. Receives Notice of Awards (5. <i>Tanggapin and Notice of Awards</i>)	5.1 Issues order of payment for the following: a) 50% full payment of the offered bid b) Performance bond equivalent to 25% of the offered bid (5.1 <i>Mag-isyu ng</i>	None (Wala)	20 minutes (20 minuto)	Secretariat – Disposal Committee, CGSD



	<i>order of payment para sa mga sumusunod:</i> <i>a) 50 porsyento ng kabuuang subasta</i> <i>b) Performance bond sa halagang 25 porsyento ng kabuuang subasta</i>			
6. Presents proof of payments applied from the City Treasurers Office accompanied with the Notice of Awards <i>(6. Magpakita ng pruwera ng mga pinagbyaran sa City Treasurers office kalakip ang Notice of Awards)</i>	6.1 Prepares Notice to Commence and Guidelines in Hauling <i>(6.1. Maghanda ng notipikasyon para magpatuloy at alituntunin as paghahakot)</i>	None (Wala)	10 minutes (10 minuto)	Secretariat – Disposal Committee, CGSD
7. Receives Notice to Commence and Guidelines in Hauling <i>(7. Tanggapin ang notipikasyon para magpatuloy at alituntunin sa paghahakot)</i>	7.1. Advises the awardee to secure Gate pass <i>(7.1 Abisuhan ang awardee para magsiguro ng gate pass)</i>	None (Wala)	10 minutes (10 minuto)	Secretariat – Disposal Committee, CGSD
8. Submits request to issue Gate pass for the awarded items <i>(8. Magusmita / magpasa ng request para</i>	8.1. Receives and checks request <i>(8.1 tanggapin at suriin ang request)</i>	None (Wala)	10 minutes (10 minuto)	Staff, Inventory and Disposal Section



<i>mabigyan ng gate pass)</i>				
9. Receives approved Gate Pass <i>(9. tanggapin ang aprubadong gate pass)</i>	9.1. Issues approved and signed Gate pass <i>(9.1 Mag-isyu ng aprubado at pirmadong gatepass)</i>	None <i>(Wala)</i>	10 minutes <i>(10 minuto)</i>	Staff, Inventory and Disposal Section
10. Hauls the awarded items <i>(10. Hakutin ang mga nai-pagkaloob na mga ari-arian at kagamitan)</i>	10. Monitors hauling process including clearing after hauling <i>(10. Bantayan ang paghahakot kasama ang paglilinis ng kapaligirang pagkatapos ng paghahakot)</i>	None <i>(Wala)</i>	30 days (As the case maybe) 30 araw (Depende sa sitwasyon)	Staff, Inventory and Disposal Section Chief, Inventory and Disposal Section Asst.Chief and Chief – MPMCD Chief, BGMD CGDH III
11. Submits request for the issuance of Certificate of Completion <i>(11. Magsumite at magpasa ng request para mabigyan ng issuance of certificate of completion)</i>	11. Issues Certificate of Completion (For the withdrawal of performers bond) <i>(11. Mag isyu ng certificate of completion (para sa pag wiwithdraw ng performance bond))</i>	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	Secretariat – Disposal Committee, CGSD
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	33 days, 4 hours and 40 minutes <i>(33 araw, 4 oras and 40 minuto)</i>	

NOTE:

- Hauling process may exceed on its prescribed period when all the awarded items has not yet been hauled and the depot area is not yet clear. It may exceed the 30-day prescribed period provided that the winning bidder shall submit a request for extension granted by the disposal committee.



- **Notice to commence shall depends at the time the winning bidder completes and submits the required documents.**

PAALALA:

- *Ang proseso ng hauling ay maaaring lumampas sa itinakdang panahon kung hindi pa nahahakot ang lahat ng mga na-award na item at hindi pa malinis ang depot area. Maaari itong lumampas sa 30-araw na itinakdang panahon, basta't magsumite ang winning bidder ng kahilingan para sa extension na ibinibigay ng disposal committee.*
- *Ang Notice to Commence ay nakadepende sa oras na kumpletuhin at isumite ng winning bidder ang mga kinakailangang dokumento.*

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



12. RECEIVING OF GOODS / DELIVERIES

(PAGTANGGAP NG KAGAMITAN / MGA NA-DELIVER)

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 for each item received and issue the same to various offices and departments for their daily operation.

(Ang mandato ng Central Warehouse Management Division ay tumanggap ng lahat ng mga kagamitan na inihatid ng mga Kontratista para sa pag-iimbak at pag-iingat. Ipinag-uutos din na i-account ang bawat item na natanggap at i-isyu ang mga kagamitan sa iba't ibang mga opisina at departamento para sa kanilang pang-araw-araw na operasyon.)

Office or Division: (Opisina o Dibisyon:)	CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)	
Classification: (Pag-uuri:)	Complex (Kompleks)	
Type of Transaction: (Sino ang maaaring makagamit:)	G2B – Government to Business, G2G – Government to Government (Pamahalaan sa Negosyo) (Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring makagamit:)	Contractors/Suppliers (Mga Kontratista/Taga-suplay)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
• Notice of Delivery (1 original copy and 3 photocopies) <i>(1 orihinal na kopya at 3 kopya)</i> • Delivery Receipts / Sales Invoice (1 original copy and 3 photocopies) <i>(1 orihinal na kopya at 3 kopya)</i> • Approved Purchase Order/s (3 photocopies) <i>(3 kopya)</i>		• Supplier / <i>(Taga-suplay)</i> • Supplier <i>(Taga suplay)</i> • BAC <i>(Bac)</i>



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPAN-NGASIWA)
1. Supplier to submit Notice of Delivery with the following attachments: a. Notice of Delivery b. Approved PO c. Delivery Receipts <i>Ipapasa ng taga-suplay ang Notice of Delivery na may kalakip na mga dokumento:</i> 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) <i>(1.1. Tatanggapin ng RMCD-GSD ang Notice of Delivery at ipapasa sa OIC-CGSD upang mabigyan ng tamang aksyon</i> 1.1.1. CWMD – delivery 1.1.2. MPMCD – (Inspeksyon))	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	Receiving Staff Records Management and Control Division (RMCD)
	1.2. CWMD receives the deliveries (as scheduled 3 days prior to request) <i>(1.2. Tatanggapin ng CWMD ang mga dumadating na kagamitan (ayon sa iskedyul na tatlong araw bago ang request))</i>	None <i>(Wala)</i>	30 minutes <i>(30 minuto)</i>	Staff, Receiving and Programming Section CWMD
	1.3. CWMD prepares request for inspection to the Technical Inspection Section-MPMCD copy furnished the COA	None <i>(Wala)</i>	15 minutes <i>(15 minuto)</i>	Staff, Receiving and Programming Section CWMD (Technical Inspector)



(1.3. Ihahanda ng CWMD ang request for inspection sa Technical Inspection Section- MPMCD at bibigyan ng kopya ang COA) 1.3.1. Technical Inspector conducts inspection (1.3.1. Ang mga teknikal na inspector ay magsasagawa ng inspeksyon)			
1.4. Items received and inspected shall now be recorded/registered to Warehouse Inventory System (1.4. Ang mga kagamitan na tapos na ma inspeksyon ay ipapasok sa Warehouse Inventory System)	None (Wala)	10 ± minutes (10 ± minute)	Staff CWMD
TOTAL (Kabuuan)	None (Wala)	1 ± hour (1 ± oras)	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



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

(ANG PAG-ISYU NG MGA PANGKARANIWANG GINAGAMIT NA SUPLAY MULA SA SENTRALISADONG PAG-IIMBAK SA PAMAMAGITAN NG PINONDOHANG 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.

(Ang GSD-Central Warehouse ay pinaglaanan ng revolving fund para bumili ng mga karaniwang ginagamit na supply at kagamitan mula sa PS-DBM. Ang mga pag-isyu ng mga suplay at kagamitan na ito sa humihiling na mga opisina at departamento ay kailangang suportahan ng pinondohan ng RIS upang mapunan ang halaga ng mga bagay na ibibigay para ilaan sa isa pang pagbili ng mga supply at o kagamitan.)

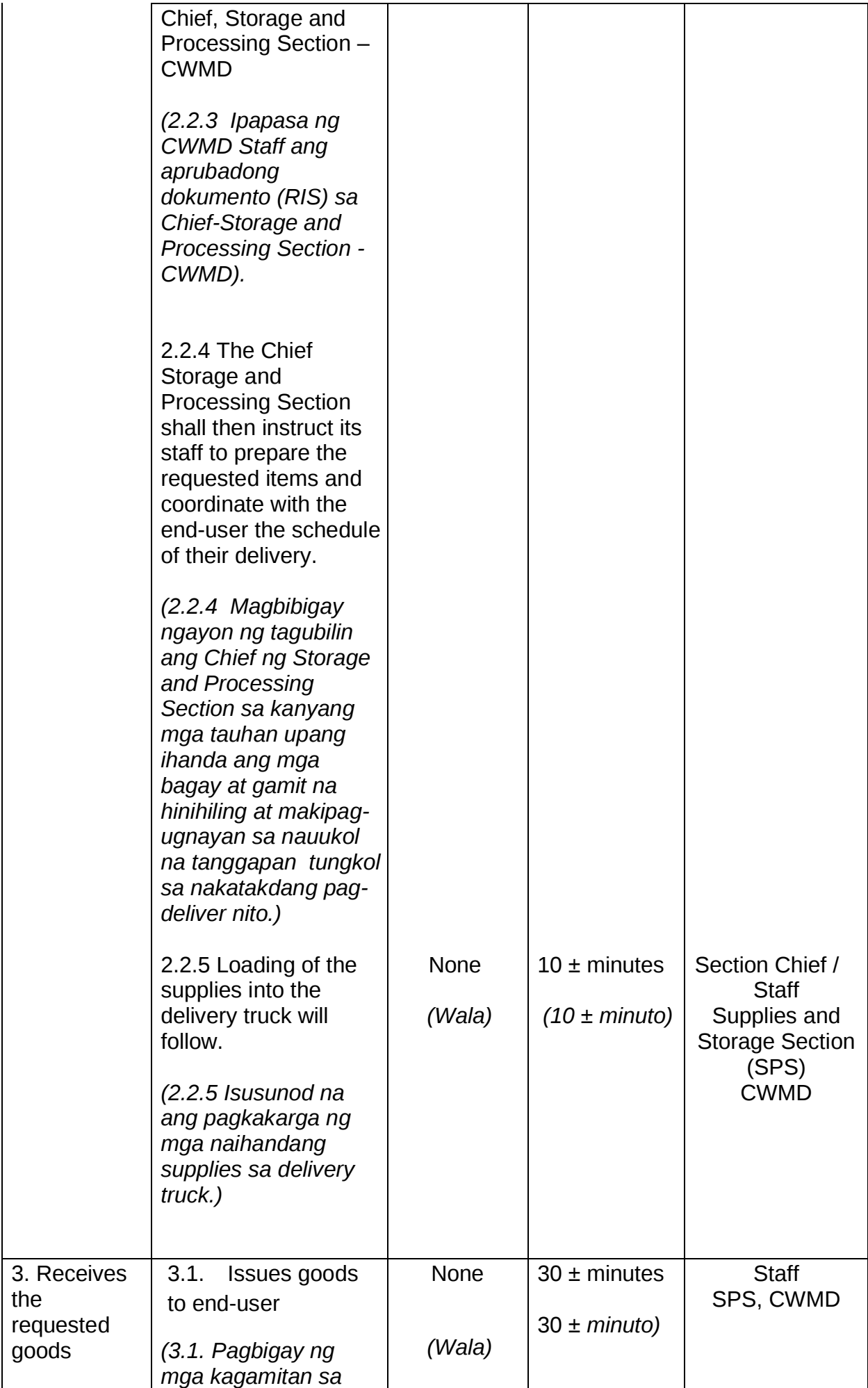
Office or Division: <i>(Opisina o Dibisyon:)</i>	CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)	
Classification: <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>	
Type of Transaction: <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>	
Who may avail: <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices/Departments <i>(Mga Tanggapan sa Pamahalaan ng Quezon City)</i>	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
Funded Requisition and Issue Slip (R.I.S.) (1 original copy/1 orihinal na kopya and 3 photocopies/3 kopya)		End-User



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGASIWA)
1. Submits Requisition Issue Slip (RIS) (1. Pagpasa ng Requisition Issue Slip)	1.1 Receives, logs and forwards to CWMD (1.1 Tatanggapin at idodokumento bago ipasa sa CWMD)	None (Wala)	7 minutes (7 minuto)	Receiving Staff Records Management and Control Division (RMCD)
2. None (Wala)	2.1. Receives, records, and stamps RIS; (2.1. Pagtanggap pag-tatala at pagtatatak ng RIS) 2.1.1. Checks if requesting party has funds realigned to GSD. (2.1.1. Siyasatin kung ang humihiling ay may naka-align na pondo sa GSD)	None (Wala)	5 minutes (5 minuto)	Staff / OIC CWMD
	2.1.2. If funds are realigned, put a stamp “realigned funds” and forward the document to the OIC-CWMD (2.1.2. Kung naka-align, tatakan ng “realigned funds” at ipasa ang dokumento sa OIC-CWMD) 2.1.3 If fund is not realigned, put a stamp “for funding” and forward to OIC-CWMD (2.1.3 Kung ang pondo ay hindi naka-			



align, tatakan ng “for funding” at ipasa sa OIC-CWMD) 2.2. The OIC-CWMD signs the stamped portion (“funds realigned” and “for funding”, respectively) (2.2. Pipirma ang OIC-CWMD sa l;ugar na may tatak (“funds realigned” and “for funding” ayon sa pagtaya) 2.2.1 CWMD staff will then record the document and forward it to the OIC-CGSD through her Secretary for approval of the request. (2.2.1 Itatala ng CWMD staff ang dokumento at ipapasa sa OIC-CGSD, sa pamamagitan ng kanyang Sekretarya, para sa kanyang pag-sang-ayon sa kahilingan.) 2.2.2. The Secretary shall return the document to the CMWD staff after the approval of the OIC-CGSD. (2.2.2 Ibabalik ng Sekretarya ang dokumento sa CWMD Staff pagkaraang ito ay maapribahan ng OIC-CGSD) 2.2.3 The CWMD Staff will then forward the approved document (RIS) to the			
---	--	--	--





(3. Pagtanggap ng mga hiniling na kagamitan)	departamento o opisina nangangailangan) 3.1.1 The property custodian acknowledges the receipt of the supplies by affixing his/her signature to the "received by" portion of the document (RIS). (3.1.1 Kikilanin ng property custodian ang pagtanggap ng mga supplies sa pamamagitan ng pagtala ng kanyang pirma sa "received by" ng dokumento (RIS))			Property / Supplies Custodian (End-User)
	TOTAL (KABUUAN)	None (Wala)	52 ± minutes (52 ± minutes)	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



14. MONITORING OF ISSUANCES AND UTILIZATION OF SUPPLIES
(PAGSUBAYBAY SA MGA INISYU AT GINAMIT NA MGA SUPLAY)

As provided under Vol. 1, Chapter 6, Section 8 of the Government Accounting Manual for LGU (The Accounting Policies), monthly submission of Report of Supplies and Materials Issued (RSMI) should be done every 5th day of the following month. This is to monitor the proper utilization of supplies issued to various offices and departments. This will also establish an effective inventory management system as part of the reconciliation process of accounting records.

(Gaya ng ibinigay sa ilalim ng Vol. 1, Kabanata 6, Seksyon 8 ng Government Accounting Manual para sa LGU (The Accounting Policies), ang buwanang pagsusumite ng Report of Supplies and Materials Issued (RSMI) ay dapat gawin tuwing ika-5 araw ng susunod na buwan. Ito ay upang masubaybayan ang wastong paggamit ng mga suplay na ibinibigay sa iba't ibang opisina at departamento. Magtatatag din ito ng isang epektibong sistema ng pamamahala ng imbentaryo bilang bahagi ng proseso ng pagkakasundo ng mga talaan ng accounting.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)	
Classification: <i>(Pag-uuri:)</i>	Complex <i>(Kompleks)</i>	
Type of Transaction: <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>	
Who may avail: <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices/Departments <i>(Mga Tanggapan sa Pamahalaan ng Quezon City)</i>	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
Duly accomplished and signed 1. Report of Supplies and Materials Issued (RSMI) 2. Requisition and Issue Slip 3. Copy of reference/s a. Purchase Order b. Agency Procurement Request		QC - Offices and Departments



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPA NGASIWA)
1. Submits duly accomplished RSMI and RIS (With supporting documents as references like PO, APR, etc.) (1. Pagpasa ng RSMI na may nakasuportang RIS para sa pruwera na ito'y naipamahagi)	1.1 Receives, logs and forwards to CWMD (1.1. Tatanggapin at idodokumento bago ipasa sa CWMD)	None (Wala)	7 minutes (7 minuto)	Receiving Staff Records Management and Control Division (RMCD)
	2.1. Receives accomplished RSMI, RIS (with supporting docs) and forwards the same to the OIC-CWMD (2.1 Pagtanggap ng RSMI at RIS at ipapasa ito sa OIC-CWMD)	None (Wala)	5 minutes (5 minuto)	Staff / OIC CWMD
	2.1.1. Refers to Acting Asst. Division Chief / Chief, Storage and Processing Section (2.1.1. Hihingi ng tamang aksyon sa Acting Asst. Division Chief / Chief, Storage and Processing Section) 2.1.2 Chief, Storage and Processing			



	Section gives instruction to evaluate the submitted documents <i>(2.1.2 Magbibigay ng tamang aksyon ang Chief, Storage and Processing Section)</i>			
	3.1 CWMD Staff evaluates the documents <i>(3.1 Susuriin ng CWMD staff ang mga dokumento)</i> 3.1.1 If no discrepancy - subject to consolidation 3.1.2 With discrepancy - prepares return letter to end-user <i>(3.1.1 Kung walang nakitang mali, isasama ito sa mga pinagsama-samang record)</i> <i>(3.1.2 Kung may nakitang mali naman, ibabalik ang mga ito sa nagpasa upang Maitama)</i>	None <i>(Wala)</i>	5 ± days <i>(5 ± na araw)</i>	Section Chief / Staff Supplies and Storage Section (SPS) CWMD



	4.1. Collates RSML. <i>(4.1. Pagsama-sama ng mga naipasang RSML)</i> 4.1.1 Drafts endorsement letter (for approval of OIC-GSD) <i>(4.1.1 Paggawa ng draft na liham ng pag endorso)</i> 4.1.2 Finalized endorsement letter approved by the OICGSD <i>(4.1.2 Liham ng pag endorso na aprubado ng OIC-CGSD)</i> 4.1.3 Forwards endorsement letter to RMCD for release to City Accounting Department <i>(4.1.3 Ipapasa ang letter ng pag endorso sa RMCD upang ito nama'y maibigay sa City Accounting Department)</i>	None <i>(Wala)</i>	30 minutes <i>(30 minuto)</i>	Staff SPS, CWMD / RMCD
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	52 ± minutes <i>(52 ± minutes)</i>	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



15. PHYSICAL INVENTORY OF SUPPLIES
(PISIKAL NA IMBENTARYO NG MGA SUPLAY)

In consonance with the provisions of COA Circular 92-386 relative to the conduct of annual physical inventory, all offices/departments/task forces/units of the Quezon City Government are mandated to submit an inventory of supplies and materials left in their storage on a semi-annual basis. A physical count of these supplies and materials shall be conducted to various offices and departments per schedule. Result of the physical count shall be consolidated per item category which shall then be furnished to the City Accounting Department, the Commission on Audit and the Office of the City Mayor.

(Alinsunod sa mga probisyon ng COA Circular 92-386 na may kaugnayan sa pagsasagawa ng taunang pisikal na imbentaryo, ang lahat ng opisina/kagawaran/task forces/unit ng Quezon City Government ay inaatasan na magsumite ng imbentaryo ng mga suplay at materyales na natitira sa kanilang imbakan sa isang kalahating taon na batayan. Ang pisikal na pagbilang ng mga suplay at materyales na ito ay dapat isasagawa sa iba't ibang mga opisina at departamento sa bawat iskedyul. Ang resulta ng pisikal na bilang ay dapat pagsama-samahin bawat kategorya ng item na pagkatapos ay ibibigay sa Departamento ng Accounting ng Lungsod, ang Komisyon sa Pag-audit at ang Opisina ng Alkalde ng Lungsod.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)	
Classification: <i>(Pag-uuri:)</i>	Complex <i>(Kompleks)</i>	
Type of Transaction: <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government <i>(Pamahalaan sa Pamahalaan)</i>	
Who may avail: <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices/Departments <i>(Mga Tanggapan sa Pamahalaan ng Quezon City)</i>	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
Duly accomplished and signed 1.Report on the Physical Count of Inventory (RPCI) <i>(1. Report ng Physical Count of Inventory (RPCI)</i>		QC - Offices and Departments



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Submits duly accomplished RPCI (1. Pagpasa ng RPCI)	1.1 Receives, logs and forwards to CWMD (1.1. Pagtanggap at pag-dokumento bago ipasa sa CWMD)	None (Wala)	7 minutes (7 minuto)	Receiving Staff Records Management and Control Division (RMCD)
	2.1. OIC-CWMD Receives Report on the Physical Count of Inventory (RPCI) (2.1. Tatanggapin ng OIC-CWMD ang report ng (RPCI)) 2.1.1. Refers to Acting Asst. Division Chief / Chief, Storage and Processing Section (2.1. Paghingi ng tamang aksyon sa Acting Asst. Division Chief / Chief, Storage and Processing Section) 2.1.2 Chief, Storage and Processing Section gives instruction to evaluate the submitted documents	None (Wala)	5 minutes (5 minuto)	Staff / OIC CWMD
	(2.1.2. Pagbigay ng abiso ng Chief, Storage and Processing Section na suriin ang mga			



	naipasang dokumento)			
	3.1 CWMD Staff evaluates the documents <i>(3.1. Susuriin ng CWMD staff ang mga dokumento)</i> 3.1.1 If no discrepancy - include it in the schedule for the conduct of physical count <i>(3.1.1 Kung walang mali, isasama sa iskedyul ng pagsagawa ng imbentaryo)</i> 3.1.2 With discrepancy - Prepare return letter to end-user <i>(3.1.2 Kung may nakitang mali, ibabalik ito sa gumawa nung dokumento)</i>	None <i>(Wala)</i>	30 minutes <i>(30 minuto)</i>	Section Chief / Staff Supplies and Storage Section (SPS) CWMD
	4.1. Conducts physical inventory per schedule <i>(4.1 Pagsagawa ng pag imbentaryo ayon sa iskedyul)</i> 4.1.1 Consolidates the result of the physical count <i>(4.1.1 Pagsama-sama ng resulta ng isinagawang imbentaryo)</i>	None <i>(Wala)</i>	14 ± days <i>(14 + araw)</i>	Staff SPS, CWMD /



	5.1 Forwards the consolidated reports (RPCI) to the City Accounting Department, COA and Office of the City Mayor <i>(5.1 Pagpasa ng pinagsama-samang ulat ng RPCI sa City Accounting Department, COA at Office of the City Mayor)</i> 5.1.1 Drafts endorsement letter (for approval of OIC-GSD) <i>(5.1.1 Paggawa ng liham na aaprubahan ng OIC-CGSD)</i> 5.1.2 Finalized endorsement letter approved by the OIC-GSD <i>(5.1.2 Ang tapos na liham ng pag endorso na naaprubahan na ng OIC-CGSD)</i>	None <i>(Wala)</i>	1 day <i>(1 araw)</i>	
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	15 days 42 ± minutes <i>(15 na araw at 42 ± minuto)</i>	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



16. PROVISION OF COPY/IES OF REQUESTED CITY LAND OWNERSHIP DOCUMENT
(PAGBIBIGAY NG HINIHINGING KOPYA NG DOKUMENTO NG LUPA NA PAG-AARI NG LUNGSOD QUEZON)

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

(Nagbibigay ng kopya ng mga dokumento na tunay na ari-arian ng lungsod sa humihiling na Partido para sa anumang legal na layunin na maibibigay nito sa kanila.)

Office or Division: (Opisina/ dibisyon)	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)	
Classification: (Pag-uuri:)	Highly Technical	
Type of Transaction: (Uri ng transaksyon:)	G2C - Government to Citizen, G2G- Government to Government (Pamahalaan sa Mamamayan, Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring mag avail:)	Quezon City Government Offices/ Departments/ Schools/ Barangays and all Quezon City Constituents with Valid reasons (e.g. for City Development Project; Academic study or Thesis Reference, etc.) (Mga Opisina/ Departamento/ Pampublikong Eskwelahan/ Barangay ng Lungsod Quezon at lahat ng kinauukulan na may kwalipikadong rason, Hal. proyektong panlungsod; akademikong pag-aaral/ datos, atbp.)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
Letter request with authentication for Specific purpose (Liham ng paghingi na may pagpapatunay para sa tiyak na layunin)		• Client (Transacting Public) (Kliyente (Pribadong mamamayan)) • Barangay (Barangay)



		● Other Agencies (<i>Iba pang ahensiya</i>)		
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPAN GA SIWA)
1. Submits letter request with authentication for Specific purpose (Pagsusumite ng liham ng paghingi na may pagpapatunay para sa tiyak na layunin)	1.1. Receives and records letters and forwards to the Department Head (Tumatanggap at nagtatala ng liham at nagpapasa sa Pinuno ng Departamento)	None (Wala)	10 minutes (10 Minuto)	Records Management and Control Division – Receiving Staff (Records Management and Control Division – Kawaning Tagatanggap)
	1.2. Forwards request letter to the FAMCD from the Dep’t. Head (with instructions) (Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))	None (Wala)	5 minutes (5 Minuto)	City Gov’t. Dep’t. Head III (Punong Tagapangulo/OIC)
	1.3. Assigns request to Land Inventory Section (LIS) (Pagtatalaga ng paghingi sa Land	None (Wala)	10 minutes (10 Minuto)	Head, FAMCD (Pinuno, FAMCD)



	<i>Inventory Section (LIS))</i>			
	1.4. Land Inventory Section (LIS) evaluates Request Answer Query /Addresses Client Request <i>(Sinusuri ng Land Inventory Section (LIS) ang hinihingi, sasagutin ang hinihingi ng Kliyente)</i> • Inspects/ verifies the location of requested property <i>(sinisiyasat/ benibiripika ang kinalalagyan ng ari-arian na kahilingan)</i> • Request pertinent documents from National Agencies for validation of location <i>(humingi sa mga Pambansang Ahensiya ng mga dokumentong may kinalaman sa hinihingi)</i>	None <i>(Wala)</i>	14 days and 7 hours <i>(including the coordination process with concerned agencies)</i> <i>(14 na araw at 7 Oras)</i> <i>(kabilang ang proseso ng pakikipag-ugnayan sa mga kinauukulang ahensya)</i>	Land Inventory Section (LIS) – Clerical Staff <i>(Land Inventory Section (LIS) – Kawani ng klerikal)</i>



	<i>bilang pagpapatunay ng lokasyon)</i> • request for Real Property Assessment Records from City Assessor's Office <i>(Humingi ng Real Property Assessment Records mula sa City Assessor's Office)</i> • Photocopies the requested document <i>(pagkopya ng mga hinihinging dokumento)</i> • Prepares the reply letter and attaches the photocopied documents <i>(paggawa ng liham na kasagutan at paglakip ng kopya ng mga dokumento)</i> • Assures the completeness			
--	---	--	--	--



	and accuracy of attachments <i>(pagsisigurado ng pagkakumpleto at kawastuhan ng mga kalakip)</i>			
	1.5.The Head of FAMCD, Assistant Department head, and Department head reviews/ initials/ approves and signs reply letter and its attachments <i>(Ang pinuno ng FAMCD, Ikalawang Namumuno ng Departamento, at Punong Tagapangulo/OIC at magsusuri/ mag-iinisyat/ mag-aaprubat at lalagdaan ang liham ng kasagutan at mga kalakip)</i>	None <i>(Wala)</i>	25 minutes <i>(25 Minuto)</i>	Head, FAMCD City Govt. Asst. Dept. Head III City Govt. Dept. Head III <i>(Pinuno, FAMCD)</i> <i>(Ikalawang Namumuno ng Departamento)</i> <i>(Punong Tagapangulo/OIC)</i>
	1.6. Forwards response letter with attachments, if any, to RMCD for Release <i>(Pagpapasa sa RMCD ng liham na kasagutan kasama ng mga kalakip para ilabas)</i>	None <i>(Wala)</i>	5 minutes <i>(5 Minuto)</i>	Clerical Staff, FAMCD <i>(Kawani ng klerikal, FAMCD)</i>



2. Requesting party Receives Requested documents (Ang partidong humihingi ay tatanggap ng mga dokumentong hinihingi)	2.1. Release of Documents to requesting party (Pagbigay ng mga dokumento sa partidong humihingi)	None (Wala)	5 minutes (5 Minuto)	Clerical Staff, RMCD (Kawaning klerikal, RMCD)
	TOTAL (KABUUAN)	None (Wala)	15 days (15 na araw)	

Note: Processing Time varies on number of land ownership documents being requested.

(Tandaan: Nag-iiba-iba ang Oras ng Pagproseso sa bilang ng hinihinging dokumento sa lupa)

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



17. DOCUMENTATION PROCEDURES IN THE DISPOSAL OF FIXED STRUCTURES OWNED BY QUEZON CITY GOVERNMENT

(MGA PAMAMARAAN NG PAGDODOKUMENTO SA PAGPAPAALIS NG MGA HINDI NATITINAG NA ISTRAKTURANG PAG-AARI NG PAMAHALAANG LUNGSOD QUEZON)

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

(Paglalakad/pagdodokumento ng hindi nagagamit na ari-arian na may/walang halaga para sa pag-tanggal mula sa Book of Accounts at para sa mga layunin ng talaan.)

Office or Division: (Opisina/ dibisyon)	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)	
Classification: (Pag-uuri:)	Highly Technical	
Type of Transaction: (Uri ng transaksyon:)	G2G – Government to Government (G2G – Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring mag avail:)	Departments/Offices (Departamento/Opisina) Barangay Chairman/School Principals (Punong Barangay/Punong Guro)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
• Inventory and Inspection Report of Unserviceable Properties (IIRUP) • Letter of Request for disposal/Barangay Resolution (Liham ng paghingi para sa pagtapon/ Barangay Resolution) • Report of Waste Materials (RWM) • Latest photo of structure (Pinakabagong larawan ng straktura)		• Barangay Chairman (Punong Barangay) • School Principal (Punong Guro) • Head of Offices (Pinuno ng Opisina)



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
(Documentation prior to demolition of Unserviceable Fixed Assets) (Pagdodokumento bago ang paggiba ng hindi nagagamit na ari-ariang hindi natitinag)				
1. Submits request letter with attached IIRUP for Fixed Assets (Pagsusumite ng liham ng paghingi na may kalakip na IIRUP for Fixed Assets)	1.1. Receives and records request letter with attached IIRUP for Fixed Assets and forwards to the Department Head (Tumatanggap at nagtatala ng liham na paghingi na may kalakip na IIRUP for Fixed Assets at nagpapasa sa Pinuno ng Departamento)	None (Wala)	10 minutes (10 Minuto)	Records Management and Control Division – Receiving Staff (Records Management and Control Division – Kawaning Tagatanggap)
	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions) (Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))	None (Wala)	5 minutes (5 Minuto)	CGSD Head / Officer-in-Charge (Punong Tagapangulo/OIC)
	1.3. Assigns request to Research and Disposition Section (RDS) (Pagtatalaga ng paghingi sa Research and Disposition Section (RDS))	None (Wala)	10 minutes (10 Minuto)	Head, FAMCD (Pinuno, FAMCD)



	1.4. Records and reviews the IIRUP for Fixed Assets, and all the attachments, and forwards the IIRUP for Fixed Assets and all the attachments to the City Accounting Department for verification of construction cost and date constructed. <i>(Pagtatala at pagsusuri ng IIRUP for Fixed Assets, at lahat ng mga kalakip, at pagpasa sa City Accounting Department ng IIRUP for Fixed Assets at lahat ng mga kalakip upang mabiripika ang halaga ng pagpapatayo at petsa ng pagpapatayo)</i>	None <i>(Wala)</i>	5 days <i>(5 Araw)</i>	FAMCD Staff (Research and Disposition Section), and RMCD Staff (Current Records and Mail Section) <i>(Kawani ng FAMCD (Research and Disposition Section), at Kawani ng RMCD (Current Records and Mail Section))</i>
	1.5. Upon return of the IIRUP for Fixed Assets, duly signed by the City Accountant, with PPE Ledger Card (if available) and all the attachments to the department, forwards the IIRUP for Fixed Assets and all the attachments through Complete Staff Work to the Office of the City Mayor for approval <i>(Pagbalik sa departamentong ito)</i>	None <i>(Wala)</i>	1 day <i>(1 Araw)</i>	FAMCD Staff (Research and Disposition Section), and RMCD Staff (Current Records and Mail Section) <i>(Kawani ng FAMCD (Research and Disposition Section), at Kawani ng RMCD (Current</i>



	<i>ng IIRUP for Fixed Assets na nilagdaan ng City Accountant, namay PPE Ledger Card (kung mayroon) at lahat ng kalakip, pinapasa ang IIRUP for Fixed Assets at lahat ng mga kalakip sa pamamagitan ng Complete Staff Work patungo sa Tanggapan ng Punong Lungsod para mapaaprubahan)</i>			<i>Records and Mail Section))</i>
2. Requesting party receives Approved IIRUP <i>(Ang Partidong Humihingi ay tatanggap ng Aprubadong IIRUP)</i>	2.1 Upon return of the IIRUP for Fixed Assets, duly signed and approved by the City Mayor, and all the attachments to this department, forwards a copy to the Department of Engineering as their reference for issuance of Demolition Permit and forwards a copy to the End-user as attachment for the application of Demolition Permit to the Department of Engineering <i>(Pagbalik sa departamentong ito ng IIRUP for Fixed Assets na nilagdaan at inaprubahan ng Punong Lungsod, at lahat ng mga kalakip, pinapasahan ng kopya ang Tanggapan ng Inhinyero upang mapagbatayan sa pagbibigay ng</i>	None <i>(Wala)</i>	5 days <i>(5 Araw)</i>	FAMCD Staff (Research and Disposition Section), and RMCD Staff (Current Records and Mail Section) <i>(Kawani ng FAMCD</i> <i>(Research and Disposition Section), at Kawani ng RMCD (Current Records and Mail Section))</i>



	Demolition Permit, at pinapasahan rin ng kopya ang pinagagamit upang mailakip sa application of Demolition Permit papuntang Tangagpan ng Inhinyero)			
3.Cooperates in scheduling and assists during actual inspection (Makipagtulungan sa pagtatalakdaan at umasiste sa panahon ng aktwal na inspeksyon)	2.2. Coordinates with the end-user for schedule of Ocular inspection, conducts ocular inspection, and prepares an inspection report with photo documentation of the findings during the said inspection. (Makikipag-ugnayan sa pinagagamit para sa pagtatalakdaan ng Ocular Inspection, pagsasagawa ng Ocular Inspection, at paggagawa ng Inspection Report kalakip ang mga litratong pagdodokumento ng mga natuklasan sa panahon ng sinabing inspeksyon)	None (Wala)	2 days (2 Araw)	FAMCD Staff (Research and Disposition Section) (Kawani ng FAMCD (Research and Disposition Section)
(Documentation of turn-over of waste materials derived from Demolition or Rehabilitation of Fixed Assets) (Pagdodokumento ng pagbigay ng mga mahahalagang retaso na galing sa giniba o kinumpuning ari-arian na hindi natitinag)				
3. Submits request letter with attached Waste Material Report for	3.1. Receives and records request letter with attached Waste Material Report for Fixed Assets and	None (Wala)	10 minutes (10 Minuto)	Records Management and Control Division – Receiving Staff



Fixed Assets and Gate Pass (Pagsusumite ng liham ng paghingi na may kalakip na Waste Material Report for Fixed Assets at Gate Pass)	forwards to the Department Head (Tumatanggap at nagtatala ng liham na paghingi na may kalakip na Waste Material Report for Fixed Assets at nagpapasa sa Pinuno ng Departamento)			(Records Management and Control Division – Kawaning Tagatanggap)
	3.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions) (Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))	None (Wala)	5 minutes (5 Minuto)	CGSD Head / Officer-in-Charge (Punong Tagapangulo/ OIC)
	3.3. Assigns request to Research and Disposition Section (RDS) (Pagtatalaga ng paghingi sa Research and Disposition Section (RDS))	None (Wala)	10 minutes (10 Minuto)	Head, FAMCD (Pinuno, FAMCD)
	3.4. Facilitates the approval of Waste Material Report for Fixed Assets and Gate pass (Paglakad ng pagpapaapruba ng Waste Material Report for Fixed Assets at Gate Pass)	None (Wala)	2 days (2 Araw)	FAMCD Staff (Research and Disposition Section) (Kawani ng FAMCD (Research and Disposition Section))



	3.5. Forwards Disposal Documents to MPMCD for preparation of In-house Appraisal Report. <i>(Pagpasa sa MPMCD ng mga dokumento ukol sa pagtatapon para sa paggawa ng In-house Appraisal Report)</i>	None <i>(Wala)</i>	10 minutes <i>(10 Minuto)</i>	FAMCD Staff (Research and Disposition Section) <i>(Kawani ng FAMCD (Research and Disposition Section))</i>
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	19 days and 30 minutes <i>(19 na araw at 30 Minuto)</i> (excluding the activities of conformity and signature of the IIRUP, WMR, and Gate Pass by the indicated signatories and the City Mayor) <i>(hindi kasama ang mga aktibidad ng pagsang-ayon at paglalagda ng IIRUP, WMR, at Gate Pass ng pinangalanang taga-pirma at ng Punong Lungsod)</i>	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



18. FACILITATION OF THE ISSUANCE OF ASSIGNMENT FOR UTILIZATION OF CITY OWNED REAL PROPERTIES
(PAGSASAKATUPARAN NG PAG-IRAL NG PAG-ATAS PARA SA PAGGAMIT NG MGA PAG-AARI NG LUNGSOD)

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

(Upang mabigay ang Assignment for Utilization of City Owned Real Property at bilang patunay na ang partidong humihingi ay may karapatan sang-ayon sa batas sa nasabing paksa)

Office or Division: (Opisina/ dibisyon)	FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)			
Classification: (Pag-uuri:)	Highly Technical			
Type of Transaction: (Uri ng transaksyon:)	G2G – Government to Government (G2G – Pamahalaan sa Pamahalaan)			
Who may avail: (Sino ang maaaring mag avail:)	Barangay Chairman/School Principals/Head of Offices (Punong Barangay/Punong Guro/Pinuno ng Opisina)			
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)		
Letter Request or Formal request (Liham ng paghingi o Pormal na paghingi)		Barangay Chairman/School Principals (Punong Barangay/Punong Guro)		
CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Submits request letters (Pagsusumite ng mga liham ng paghingi)	1.1. Receives and records request letter and forwards to the Department Head	None (Wala)	10 minutes (10 Minuto)	Records Management and Control Division – Receiving Staff (Records Management and



	<i>(Tumatanggap at nagtatala ng liham ng paghingi at ipinapasa sa Pinuno ng Departamento)</i>			Control Division – Kawaning Tagatanggap)
	1.2. Forwards request letter to the FAMCD from the Dep’t. Head (with instructions) <i>(Ipasa ang liham ng paghingi sa FAMCD mula sa Pinuno ng Departamento (na may mga tagubilin))</i>	None <i>(Wala)</i>	10 minutes <i>(10 Minuto)</i>	City Gov’t. Dep’t. Head III <i>(Punong Tagapangulo/ OIC)</i>
	1.3. Assigns request to Building and Improvements Inventory Section (BIIS) <i>(Pagtatalaga ng paghingi sa Building and Improvements Inventory Section (BIIS))</i>	None <i>(Wala)</i>	10 minutes <i>(10 Minuto)</i>	Head, FAMCD <i>(Pinuno, FAMCD)</i>
	1.4. Determines the Land ownership thru the inventory of land <i>(Tinutukoy ang pagmamay-ari ng lupa sa pamamagitan ng imbentaryo ng lupa)</i>	None <i>(Wala)</i>	30 minutes <i>(30 Minuto)</i>	FAMCD Staff (LIS) <i>(Kawani ng FAMCD (LIS))</i>
	1.5. Determines the source of fund of the building constructed and conducts research	None <i>(Wala)</i>	5 days <i>(5 Araw)</i>	FAMCD Staff (BIIS)



	on the available documents or records pertaining to the specifications of the requested building/office space; and informs the requesting party of the schedule for ocular inspection <i>(Tinutukoy ang pinanggalingan ng pondo sa pagpapatayo ng mga gusali at pagsasagawa ng pananaliksik sa mga hawak na dokumento o mga talaan ukol sa mga detalye tungkol sa hinihinging gusali/ lugar pang-opisina; at pinaalam sa partidong humihingi sa pagtatalakdaan ng Ocular Inspection)</i>			<i>(Kawani ng FAMCD (BIIS))</i>
	1.6. Conducts ocular inspection for verification of land space and building floor area to be utilized, and current status of the requested building or office space (with photo record) <i>(Nagsasagawa ng Ocular Inspection para sa pag-beripika ng lugar ng lupa at lawak ng sahig ng gusali o</i>	None <i>(Wala)</i>	10 days <i>(10 Araw)</i>	FAMCD Staff (LIS/BIIS) <i>(Kawani ng FAMCD (LIS/BIIS))</i>



	<i>lugar pang-opisina (na may tala ng larawan))</i> Research/ Inquire to implementing agency/ office (if there is no existing plan) <i>(Pananaliksik/ pagtanong sa ahensya/ opisinang tagapagpatupad (kung walang umiiral na plano))</i> Inspection Report with recommendation (Inspection Report na may mungkahi) Drafting and Computation <i>(Pag-draft at Pag-kalkula)</i>			
	1.7. Prepares inventory report, site development plan, and assign property card with property number and information sheet. <i>(Paghahanda ng Inventory Report, Site Development Plan, at pagtalaga</i>	None <i>(Wala)</i>	4 hours <i>(4 oras)</i>	FAMCD Staff (LIS/BIIS) <i>(Kawani ng FAMCD (LIS/BIIS))</i>



	<i>ng property card na may property number at information sheet)</i>			
	1.8. Upon approval of the recommendation on the ocular inspection report, prepares draft of Assignment for Utilization for review and approval of the Division and Dept. Head. <i>(Pagkaapruba ng minungkahi sa ocular inspection report, maghahanda ng draft ng Assignment for Utilization para masuri at maaprubahan ng Pinuno ng dibisyon at ng Departamento)</i>	None <i>(Wala)</i>	2 hours & 30 minutes <i>(2 oras at 30 minuto)</i>	FAMCD Staff (LIS/BIIS) <i>(Kawani ng FAMCD (LIS/BIIS))</i>
	1.9. Upon approval, prepare a final copy of Assignment for Utilization for signature of the Dept. Head <i>(Pagkaapruba, maghahanda ng panghuling kopya ng AFU para malagdaan ng Pinuno ng Departamento)</i>	None <i>(Wala)</i>	10 minutes <i>(10 Minuto)</i>	FAMCD Staff (LIS/BIIS) <i>(Kawani ng FAMCD (LIS/BIIS))</i>
	1.10. Forwards the Assignment for	None	10 minutes	FAMCD Staff (LIS/BIIS)



	Utilization to the requesting party/ end-user for conformity and signature <i>(Pagpasa ng Assignment for Utilization sa partidong humihingi/ pinagagamit upang malagdaan bilang pagsang-ayon o pagkakasunduan)</i>	(Wala)	(10 Minuto)	(Kawani ng FAMCD (LIS/BIIS))
	1.11. Upon return of signed Assignment for Utilization by the requesting party/ end-user, the FAMCD will prepare Completed Staff Work as an attachment for the Assignment for Utilization before forwarding the same to City Mayor, for conformity and signature <i>(Pagkabalik ng nilagdaang Assignment for Utilization mula sa partidong humihingi/ pinagagamit, ang FAMCD ay maghahanda ng Completed Staff Work bilang kalakip ng Assignment for Utilization bago ipasa ang mga ito)</i>	None (Wala)	3 days (Tatlong Araw)	FAMCD Staff (LIS/BIIS) (Kawani ng FAMCD (LIS/BIIS))



	<i>sa Punong Lungsod para sa kaniyang lagda bilang pagsang-ayon)</i>			
2. Receives Assignment for Utilization <i>(Pagtanggap ng Assignment for Utilization)</i>	2.1. Releases the returned Assignment for Utilization, signed by the City Mayor <i>(Paglabas ng binalik na Assignment for Utilization na nilagdaan ng Punong Lungsod)</i>	None <i>(Wala)</i>	10 minutes <i>(10 Minuto)</i>	FAMCD Staff (RDS) <i>(Kawani ng FAMCD (RDS))</i>
			19 days <i>(19 na araw)</i> (excluding the activities of conformity and signature of the Assignment for Utilization by the end-user and City Mayor) <i>(hindi kasama ang mga aktibidad ng pagsasang-ayon at paglalagda ng pinagagamit at ng Punong Lungsod sa Assignment for Utilization)</i>	
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>		

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



19. INVENTORY OF CITY OWNED LAND & BUILDING
(IMBENTARYO NG MGA LUPA AT GUSALING PAG-AARI NG LUNGSOD)

To establish an accurate inventory list of City Owned land and buildings 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.

(Upang makapag buo ang wastong imbentaryo ng mga lupa at gusaling pag-aari ng lungsod sa pamamagitan ng pagturo at pagsasagawa ng physical inspection sa bawat pag-aaring hindi natitinag ng lungsod na pinondohan ng lungsod at mga pinondohan ng ibang ahensya ng gobyerno at iba pang mga partido.)

Office or Division: <i>(Opisina/ Dibisyon)</i>		FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)		
Classification: <i>(Pag-uuri)</i>		Highly Technical		
Type of Transaction: <i>(Uri Ng Transaksyon)</i>		G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen (G2G-Pamahalaan sa Pamahalaan, G2B – Pamahalaan sa Negosyo, G2C - Pamahalaan sa mamamayan)		
Who may avail: <i>(Sino Ang Maaaring Kumuha)</i>		Barangay Chairmen/School Principals/Head of Offices <i>(Punong Barangay/Punong Guro/ Pinuno ng Opisina)</i>		
CHECKLIST OF REQUIREMENTS <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>		WHERE TO SECURE <i>(SAAN MAKAKAKUHA)</i>		
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		FAMCD, CGSD and/or End-user <i>(pinagagamit)</i>		
CLIENT STEPS <i>(MGA HAKBANG NG KLIYENTE)</i>	AGENCY ACTIONS <i>(MGA PAGKILOS NG AHENSYA)</i>	FEES TO BE PAID <i>(MGA BABAYARAN)</i>	PROCESSING TIME <i>(HABA NG PROSESO)</i>	PERSON RESPONSIBLE <i>(TAGAPANGA SIWA)</i>



1. Receives notice of Inventory taking activities <i>(Pagtanggap ng abiso sa aktibidad ng pag-iimbentaryo)</i>	1.1. Issuance of inventory schedule through memorandum <i>(Pagbibigay ng talakdaan ng imbentaryo sa pamamagitan ng panandaan)</i>	None <i>(Wala)</i>	3 days <i>(3 Araw)</i>	Receiving Staff, Records Management and Control Division (RMCD) <i>(Kawaning tagatanggap, Records Management and Control Division (RMCD))</i>
2. Partakes part of the Inventory Team <i>(Pagsali bilang kasapi ng Inventory Team)</i>	2.1. Conducts physical inventory / ocular inspection of city owned land and building, and determines the source of fund, date and cost of building constructed/ improved <i>(Pagsasagawa ng physical inventory/ ocular inspection ng lupa at gusaling pag-aari ng lungsod, at pagtukoy ng pondong pinanggalingan, petsa, at halaga ng pagpapatayo/ pagkukumpuni ng gusali)</i>	None <i>(Wala)</i>	3 days <i>(Tatlong Araw)</i>	Staff, Land Inventory Section / Building and Improvements Inventory Section <i>(Kawani, Land Inventory Section / Building and Improvements Inventory Section)</i>
	2.2. Reconciles Inventory Report through coordination with other office / department by the assigned personnel <i>(Pagtutugma ng Inventory Report sa pamamagitan ng</i>	None <i>(Wala)</i>	5 days <i>(5 Araw)</i>	Staff, Land Inventory Section / Building and Improvements Inventory Section <i>(Kawani, Land Inventory Section / Building and</i>



	<i>pakikipag-ugnayan ng tinalagang tauhan sa ibang opisina/ departamento)</i>			<i>Improvements Inventory Section)</i>
3. Signs final inventory report of city owned buildings as end-user <i>(Lagdaan ang panghuling Inventory Report of city owned buildings bilang pinagagamit)</i>	3.1. Prepares inventory report, site development plan, and photo documentation <i>(Paghahanda ng inventory report, site development plan, at litratong pagdodokumento)</i>	None <i>(Wala)</i>	5 days <i>(5 Araw)</i>	Staff, Land Inventory Section / Building and Improvements Inventory Section <i>(Kawani, Land Inventory Section / Building and Improvements Inventory Section)</i>
	3.2 Checking and reviewing of final inventory report <i>(Pagsusuri at pagsiyasat ng panghuling Inventory Report)</i>	None <i>(Wala)</i>	2 days <i>(2 Araw)</i>	Assistant Division Head and Division Head, FAMCD <i>(Pinuno at Pangalawang Pinuno, FAMCD)</i>
	3.3. Submits final inventory report to: • Commission on Audit • City Accounting Department • Office of the City Mayor <i>(Pagsumite ng panghuling Inventory Report sa:</i>	None <i>(Wala)</i>	1 day <i>(Isang Araw)</i>	Staff, Land Inventory Section / Building and Improvements Inventory Section <i>(Kawani, Land Inventory Section / Building and Improvements Inventory Section)</i>



	• <i>Komisyon ng Pagsusuri</i> • <i>City Accounting Department</i> • <i>Tanggapan ng Punong Lungsod</i>			
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	19 days <i>(19 na araw)</i> (excluding the activities of conformity and signature of the Inventory Report by the end-user) <i>(hindi kasama ang mga aktibidad ng pagsasang-ayon at paglalagda ng pinagagamit sa Inventory Report)</i>	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



20. PERMIT FOR DISTRIBUTION OF LEAFLETS/ FLIERS
(PAGPAPAHINTULOT PARA SA PAMAMAHAGI NG LEAFLETS / 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.

(Ang pahintulot para sa Pamamahagi ng mga Leaflets / Fliers ay binibigay sa mga publiko at pribadong entidad upang magbigay ng oportunidad na makapag-alok ng kanilang produkto at serbisyo sa loob ng Quezon City Hall Compound at sa mga taong pupunta rito para sa kanilang pampublikong transaksyon.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)
Classification: <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>
Type of Transaction: <i>(Mga Uri ng Transaksyon:)</i>	G2B – Government to Business <i>(G2B-Gobyerno sa Negosyo)</i> G2G – Government to Government <i>(G2G-Gobyerno sa Gobyerno)</i>
Who may avail: <i>(Sino maaaring makagamit:)</i>	Employees / Agents of Real Estate Company <i>(Mga manggagawa / Ahente ng kumpanya ng Real Estate)</i>
CHECKLIST OF REQUIREMENTS <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>	WHERE TO SECURE <i>(SAAN MAKAKAKUHA)</i>
- Letter Request (1 original copy and 2 photocopies) <i>(1 orihinal na kopya at 2 kopyang papel ng kahilingang sulat)</i> - Duly filled-up Request Form for Distribution of Leaflets/ Fliers (2 original copies) <i>(2 orihinal na kopya ng malinis at maayos na nasagutan na kahilingang sulat)</i> - Sample Leaflet/ Fliers (2 original copies) <i>(2 orihinal na kopya ng pampanulat / pamplet)</i> - Photocopy of company ID (2 copies) <i>(2 kopyang papel ng Company ID)</i>	- Client <i>(Kliyente)</i> - Security and Housekeeping Services Section, BGMD <i>(Seksyon ng mga Serbisyo sa Seguridad at Kalinisan)</i> - Client <i>(Kliyente)</i> - Client <i>(Kliyente)</i>



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA AKSIYON NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (ORAS NG PAGPROSESO)	PERSON RESPONSIBLE (TAGAPA- NGASIWA)
1. Submits request of permit for distribution of leaflets and fliers <i>(Pag pasa ng Request permit para sa pagpapamahagi ng Leaflets / Fliers)</i>	1.1 Receives and logs letter request / Forwards letter request to the Department Head <i>(Pagtanggap at pagrerekord ng mga kahilingang sulat at pagpasa nito sa Department Head)</i>	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	Receiving Staff RMCD
	1.2. Forwards letter request with instruction to the BGMD <i>(Ipasa ang kahilingang sulat kasama ang instruksyon na ibinigay sa BGMD)</i>	None <i>(Wala)</i>	15 minutes <i>(15 minuto)</i>	City Gov't. Dep't. Head III
	1.3. BGMD Head gives instruction <i>(Ang BGMD Head ang mag bibigay ng instruksyon)</i>	None <i>(Wala)</i>	10 minutes <i>(10 minuto)</i>	Division Head / Clerical Staff BGMD
	1.4. Explains the guidelines and requirements <i>(Ipapaliwanag ang mga dapat gawin at mga kinakailangang dokumento.)</i>	None <i>(Wala)</i>	15 minutes <i>(15 minuto)</i>	Clerical Staff BGMD
2. Clients accomplish the form and submit requirements <i>(Pagkumpleto ng pagsagot ng</i>	2.1. Evaluates and recommends approval of request	None <i>(Wala)</i>	10 minutes <i>(10 minuto)</i>	Section Chief Security and Housekeeping Services Section



form at pagpasa ng mga kinakailangang dokumento)	(Pagsusuri at pagbibigay ng pagsang-ayon sa hiniling na gawain o trabaho.)			
	2.2. Approves / Signs the request (Pag-apruba/ pag pirma ng request)	None (Wala)	5 minutes (5 minuto)	Division Head BGMD
	2.3. Issues approved permit to client (Pagbigay ng aprubadong permit sa kliyente)	None (Wala)	5 minutes (5 minuto)	Clerical Staff BGMD
	TOTAL (KABUUAN)	None (Wala)	80 minutes (80 minuto)	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



21. ISSUANCE OF GATE PASS
(PAG-ISYU NG GATE PASS)

A Gate pass is being secured from this 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.

(Ang Gate Pass ay kinukuha mula sa kagawaran upang bantayan ang paglipat ng mga kagamitan at ari-arian ng Pamahalaan, personal na ari-arian, pati na rin ang anumang aktibidad sa loob ng Quezon City Hall Compound.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)	
Classification: <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>	
Type of Transaction: <i>(Mga Uri ng Transaksyon:)</i>	G2B – Government to Business <i>(G2B-Gobyerno sa Negosyo)</i> G2G – Government to Government <i>(G2G-Gobyerno sa Gobyerno)</i>	
Who may avail: <i>(Sino maaaring makagamit:)</i>	All people with official transaction with the concerned Quezon City Government Offices <i>(Lahat ng mga taong may opisyal na transaksyon sa mga tanggapan ng Pamahalaang Lungsod ng Quezon)</i>	
CHECKLIST OF REQUIREMENTS <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>		WHERE TO SECURE <i>(SAAN MAKAKAKUHA)</i>
- Duly filled-up Gate Pass Form (4 original copies) <i>(4 orihinal na kopya ng maayos na pagkakapunan na form ng gate pass)</i> a. For government owned movable property <i>(Para sa naililipat na ari-arian ng gobyerno)</i> - Property Acknowledgement Receipt (1 photocopy) - Sub-Property Acknowledgement Receipt (1 photocopy) b. For goods, supplies and materials for delivery at Central Warehouse <i>(Para sa mga ari-arian, suplays, at materyales na idedeliber sa Central Warehouse)</i> - Approved Purchase Order (1 photocopy)		- Security and Housekeeping Services Section, BGMD / Client - Movable Property Management and Control Division (MPMCD) - Movable Property Management and Control Division (MPMCD) - Documentation and Administrative Services Division, Procurement Department



- Delivery Receipt (1 photocopy) - Notice of Delivery and Request for Inspection (1 photocopy)	• Client • Records Management and Control Division (RMCD)
c. For contractors implementing construction/ renovation/ rehabilitation projects <i>(Para sa mga kontratista na nag-iimplement ng mga proyektong pangkonstruksyon, renobasyon at rehabilitasyon)</i> - Complete list of names of workers (1 original copy or 1 photocopy) - Scanned copy of company IDs of workers (1 photocopy)	• Client • Client
d. For media coverage/ film or photo shooting <i>(Para sa pagkuha ng litrato, video, o pagcocoveryage ng media)</i> - Covering letter (1 original copy or 1 photocopy)	• Client
e. For towing or impounding of vehicles <i>(Para sa paghila at pag-impound ng mga sasakyan)</i> - Official Receipt (OR) and Certificate of Registration (CR) (1 photocopy)	• Client
f. For waste materials derived from demolished fixed assets <i>(Para sa mga itatapong material galing sa mga ginibang mga istruktura)</i> - Inventory and Inspection Report of Unserviceable Property (1 photocopy) - Report of Waste Materials (1 photocopy)	• Fixed Assets Management and Control Division (FAMCD) • Fixed Assets Management and Control Division (FAMCD)
g. For city records and paper wastes	



(Para sa mga tala ng lungsod at mga basurang papel) - Permit for Disposition of City Government Records/Documents (1 photocopy)	• Records Management and Control Division (RMCD)
--	--

CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA AKSIYON NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGASIWA)
1. Requests for Gate Pass Form and duly fills out form with complete necessary documents (1. Pagrequest ng Gate Pass Form at kumpletong pagfill up ng form kasama ang lahat ng kinakailangang dokumento)	1.1. Provides Gate Pass Form (1.1. Pagbigay ng Gate Pass Form) Records the content of the gate pass in the logbook and indicates Control Number (1.1. Pagrecord ng nilalaman ng Gate Pass sa talaan at paglalagay ng control number)	None (Wala)	30 minutes (30 minuto)	Clerical Staff BGMD
	1.2. Checks / Verifies the contents of the Gate Pass / Refer to concerned division (1.2. Pagcheck / Pagkumpirma ng nilalaman ng Gate pass at pagpasa nito sa kinauukulang dibisyon.)	None (Wala)	30 minutes (30 minuto)	Clerical Staff BGMD
	1.3. Reviews/ Initials/ Recommends	None	15 minutes	Heads of: 1. Buildings & Grounds



	approval of Gate Pass (1.3. Pag susuri / Inisyal / Rekomendasyon ng pag-apruba ng Gate Pass)	(Wala)	(15 minuto)	Management Division 2. Movable Property Management and Control Division
	1.4. Approves Gate Pass (1.4. Pag-apruba ng Gate Pass)	None (Wala)	15 minutes (15 minuto)	City Govt. Asst. Dept. Head / City Govt. Dept. Head
	1.5. Releases approved Gate Pass (1.5. Pagbigay ng aprubadong Gate Pass)	None (Wala)	10 minutes (10 minuto)	Clerical Staff BGMD
	TOTAL (KABUUAN)	None (Wala)	1 hour 40 and minutes (1 oras at 40 minuto)	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



22. ISSUANCE OF JOB ORDER
(PAG-ISYU NG JOB ORDER)

The Job Order Form is being issued to the requesting offices that need the maintenance service of the Offices and Departments. It is also to monitor that the request for repair of office furniture, equipment and facilities had been acted on effectively and efficiently.

(Ang Job Order Form ay ini-isyu sa mga nagrerequest na opisina na nangangailangan ng serbisyong pang-maintenance. Naglalayon itong bantayan ang mga kahilingan para sa pag-aayos ng mga kagamitan sa opisina, gamit at pasilidad na ito ay naaksiyunan nang maayos.)

Office or Division: <i>(Opisina o Dibisyon:)</i>		BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)		
Classification: <i>(Pag-uuri:)</i>		Simple <i>(Simple)</i>		
Type of Transaction: <i>(Mga Uri ng Transaksyon:)</i>		G2G – Government to Government <i>(G2G-Gobyerno sa Gobyerno)</i>		
Who may avail: <i>(Sino maaaring makagamit:)</i>		Quezon City Government Offices within Quezon City Hall <i>(Mga manggagawa sa loob ng Quezon City Hall)</i>		
CHECKLIST OF REQUIREMENTS <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>			WHERE TO SECURE <i>(SAAN MAKAKAKUHA)</i>	
- Letter Request (1 original copy and 2 photocopies) / verbal / phone request / email <i>(1 orihinal na kopya at 2 kopya ng kahilingang Sulat)</i> - Job Order Form (1 original copy) <i>(1 kopya ng Job Order Request Form)</i>			- Client <i>(Kliyente)</i> - Building and Facilities Maintenance Section <i>(BGMD)</i>	
CLIENT STEPS <i>(HAKBANG NG MGA KLIYENTE)</i>	AGENCY ACTIONS <i>(MGA AKSIYON NG AHENSYA)</i>	FEES TO BE PAID <i>(MGA BABAYARAN)</i>	PROCESSING TIME <i>(HABA NG PROSESO)</i>	PERSON RESPONSIBLE <i>(TAGAPANGAS IWA)</i>
1. Call CGSD-BGMD telephone local no. and state job request <i>(1. Tumawag sa CGSD-BGMD numero ng telepono at sabihin ang hiling na gawain, pangalan, at anong departamento)</i>	1.1. Receives, records & approves Request <i>(1.1. Pag tanggap, pagrecord at pagapruba ng hiling na gawain)</i>	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	Clerical Staff / Section Chiefs / Division Chief BGMD



2. Wait for action taken <i>(2. Paghintay ng aksyon ng pagsasagawa)</i>	2.1. Delegates the Job Order to concerned unit (Aircon, Carpentry, Electrical, Plumbing, Telephone, Audio) <i>(2.1. Pagtatalaga ng trabaho sa kinauukulang yunit kung ito ay para sa Aircon, Carpentry, Electrical, Plumbing, Telephone, Audio)</i>	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	Unit Head / Clerical Staff BGMD
	2.2. Initial inspection of area requested for work and assessment if additional spare parts, supplies, tools or equipment (light or heavy) are needed <i>(2.2. Paunang inspeksyon sa lugar na pag gagawaan at pagsuri ng mga kinakailangang gamit o bagay sa pagsasagawa ng trabaho)</i>	None <i>(Wala)</i>	60 minutes <i>(60 minuto)</i>	Unit Head / Maintenance personnel
	2.3. Secures needed supplies, tools or equipment from the stockroom	None <i>(Wala)</i>	45 minutes <i>(45 minuto)</i>	Storekeeper BGMD / Unit Head / Maintenance personnel



	(2.3. Pagkuha ng mga gamit na kinakailangan sa bodega)			
	2.4. Acts on the request (2.4. Pagsasagawa ng trabaho)	None (Wala)	3 hours (3 oras)	Unit Head / Maintenance personnel
3. Signs the Job Order (Acknowledged portion) (3. Pagpirma ng Job order Form sa parte ng Acknowledged)	3.1. Submits accomplished job order report (3.1. Pagsumite ng natapos na job order report)	None (Wala)	30 minutes (30 minuto)	Unit Head / Maintenance personnel
	TOTAL (KABUUAN)	None (Wala)	5 hours and 55 minutes (5 oras at 55 minuto)	

Note: Processing time is only applicable to simple transactions.
(Tandaan: Ang oras ng pag-proseso ay para sa ‘Simpleng Transaksyon’ lamang.)

Simple transaction – 5 hours and 55 minutes (5 oras at 55 minuto)
Pertains to job order requests that can be accomplished by one (1) maintenance personnel only within five (5) hours and 55 minutes upon issuance of the job order without the need for any supplies, materials or special equipment. Requires minimum supervision, coordination and does not affect public transactions.

(Tumutukoy sa mga kahilingan para sa job order na kayang maisakatuparan ng isang (1) tauhang pang-maintenance lamang sa loob ng limang (5) oras at limampu’t limang (55) minuto mula sa paglabas ng job order nang hindi nangangailangan ng anumang suplay, materyales, o espesyal na kagamitan. Nangangailangan ng minimal na superbisyon, koordinasyon, at hindi nakakaapekto sa mga pampublikong transaksyon.)

Complex transaction – 6 hours to 7 days (6 oras hanggang 7 araw)
Pertains to job order requests that can be accomplished by up to two (2) maintenance personnel, beyond five (5) hours up to seven (7) days of completion upon issuance of the job order, and requires necessary supplies, materials or special equipment that is available within BGMD stockroom. Requires supervision, coordination and affects public transactions.

(Tumutukoy sa mga kahilingan para sa job order na kayang maisakatuparan ng hanggang dalawang (2) tauhang pang-maintenance, lampas sa limang (5) oras hanggang pitong (7) araw ng pagkumpleto mula sa paglabas ng job order, at nangangailangan ng mga kinakailangang suplay, materyales, o espesyal na kagamitan na magagamit mula sa stockroom ng BGMD. Nangangailangan ng masusing superbisyon, koordinasyon, at may epekto sa mga pampublikong transaksyon.)



Highly Technical transaction – 8 to 21 days (*8 hanggang 21 na araw*)
Pertains to job order requests that can be accomplished by three (3) or more maintenance personnel, beyond seven (7) days up to twenty (20) days of completion upon issuance of the job order, and requires supplies, materials or special equipment that is not available within BGMD stockroom, needs funding from the client/ requesting party. Requires maximum supervision, close coordination and affects public transactions subject for scheduling after office hours during weekdays, or on weekends or holidays only.

(Tumutukoy sa mga kahilingan para sa job order na kayang maisakatuparan ng tatlo (3) o higit pang tauhang pang-maintenance, lampas sa pitong (7) araw hanggang dalawampung (20) araw ng pagkumpleto mula sa paglabas ng job order. Nangangailangan ito ng mga suplay, materyales, o espesyal na kagamitan na hindi magagamit sa stockroom ng BGMD at kailangang pondohan ng kliyente o humihiling na partido. Nangangailangan ng pinakamataas na antas ng superbisyon, mahigpit na koordinasyon, at may epekto sa mga pampublikong transaksyon. Isinasailalim ito sa iskedyul pagkatapos ng oras ng trabaho tuwing weekdays, o tuwing weekend o pista opisyal lamang.)

For the Miscellaneous Provisions, please refer to page 144.

(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



23. REQUEST FOR VENUE, MANPOWER ASSISTANCE AND LOGISTICS (SOUND SYSTEM/ TABLES/ CHAIRS/ ROSTRUM/ BACKDROP, EXTENSION OUTLETS, etc.)
(PAG REQUEST NG VENUE, MAN POWER ASSISTANCE AT LOGISTICS (SOUND SYSTEM / LAMESA/ UPUAN / ROSTRUM / BACKDROP, EXTENSION OUTLETS AT IBA PA))

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

(Ang departamento ang nagbibigay ng mga serbisyo sa logistics katulad ng lamesa, upuan, rostrum, backdrop, extension outlet at sound system at iba pa, kasama rin ang mga serbisyo para sa lugar at tulong ng lakas-tao para sa inisponsoran ng Pamhalaan at aprubadong aktibidad sa lungsod ng Quezon.)

Office or Division: (Opisina o Dibisyon:)	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD) (DIBISYONG NAMAMAHALA NG MGA GUSALI AT KAPALIGIRAN)			
Classification: (Pag-uuri:)	Simple (Simple)			
Type of Transaction: (Mga Uri ng Transaksyon:)	G2C – Government to Citizen (G2C- Gobyerno sa Mamamayan) G2G – Government to Government (G2G-Gobyerno sa Gobyerno)			
Who may avail: (Sino maaaring makagamit:)	Departments/ Offices, National Government Agencies, Government activities organizers (Departamento / Opisina, Nasyonal na Ahensya ng Pamahalaan, Tagapag-asikaso ng mga Pampamahaalng Aktibidad)			
CHECKLIST OF REQUIREMENTS (LISTAHAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)		
- Letter Request (1 original copy and 2 photocopies) (1 orihinal na kopya at 2 kopya ng Letter Request) - Verbal or phone request (Pasalitang paghiling o sa pamamagitan ng Telepono)		Client (Kliyente)		
CLIENT STEPS (HAKBANG NG MGA KLIYENTE)	AGENCY ACTIONS (MGA AKSIYON NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPAN GASIWA)
1. Submits request letter through: (1. Pagsumite ng Request	1.1. Receives and logs letter request / Forwards letter request to the	None (Wala)	40 minutes (40 minuto)	Receiving Staff Records Management & Control



Letter sa pamamagitan ng:) • Personal (official letter) • E-mail (1. Personal na pagpasa sa Records Management & Control Division) (Pagpasa ng Email sa gsd@quezoncity.gov.ph))	Department Head (1.1. <i>Pagtanggap at pagrecord ng Request Letter at pag pasa nito sa Department Head</i>)			Division (RMCD)
2. Wait for action taken or release of reply (2. <i>Maghintay sa ginawang aksyon o tugon</i>)	2.1. Releases letter request to the concerned division with instruction of the Department Head (2.1. <i>Pagbibigay ng request letter sa kinauukulang dibisyon kasama ang mga instruksyon na binigay ng Department Head</i>)	None (Wala)	30 minutes (30 minuto)	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Verifies the availability of the requested logistics (2.2. <i>Pagtanggap ng request letter at pagpasa nito sa BGMD Head para sa instruksyon /</i>	None (Wala)	20 minutes (20 minuto)	Clerical Staff / Division Chief / Section Chief BGMD



	<i>Pagbeberipika kung nakahanda na ba ang mga hiniling sa logistics)</i>			
	2.3. Verbal information to the requesting party either approved or disapproved <i>(2.3. Paghanda para sa tugon sa humihiling kung ito ba ay aprubado o hindi aprubado)</i> If approved, issues guidelines and schedule the activity <i>(Kung ito ay aprubado, mag-isyu ng mga dapat gawin)</i> If disapproved, drafts reply letter <i>(Kung hindi aprubado, i-draft ang reply letter)</i>	None <i>(Wala)</i>	30 minutes <i>(30 Minuto)</i>	Staff Security and Housekeeping Services Section BGMD
	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	2 hours <i>(2 Oras)</i>	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



24. REQUEST FOR CLOSE CIRCUIT TELEVISION (CCTV) FOOTAGE
(PAG REQUEST NG CLOSE CIRCUIT TELEVISION (CCTV) FOOTAGE)

There are two (2) CCTV service providers in QC Hall compound, the QCDRRMO and security agency of Quezon City 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 public facilities within the QC Hall premises were provided by the security agency in compliance with the technical requirements set forth in the Terms of Reference (TOR). The CCTV operation is being handled by the agency’s security guard’s certified CCTV operators and being monitored by the CGSD-BGMD Security Unit.

(Sa loob ng compound ng Quezon City Hall, may dalawang nagbibigay ng serbisyo ng CCTV: ang QCDRRMO at ang Security Agency ng Quezon City Hall Compound. Ang iba pang mga CCTV sa ilang opisina ay pag-aari ng mga kinauukulang gumagamit. Ang mga CCTV na nakalagay sa loob ng mga gusali, mga daanan, perimeter gates, at iba pang pampublikong pasilidad sa loob ng QC Hall premises ay ibinibigay ng Security Agency alinsunod sa mga teknikal na kinakailangan na nakasaad sa Terms of Reference (TOR). Ang operasyon ng CCTV ay pinamamahalaan ng mga sertipikadong operator ng CCTV ng seguridad ng ahensya at Minomonitor ng CGSD-BGMD Security Unit.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)	
Classification: <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>	
Type of Transaction: <i>(Mga Uri ng Transaksyon:)</i>	G2C – Government to Citizen <i>(G2C- Gobyerno sa Mamamayan)</i> G2G – Government to Government <i>(G2G-Gobyerno sa Gobyerno)</i>	
Who may avail: <i>(Sino maaaring makagamit:)</i>	Any individual, groups, company, offices/ departments <i>(Kahit sinong indibiduwal, grupo, kumpanya, mga opisina / departamento)</i>	
CHECKLIST OF REQUIREMENTS <i>(LISTAHAN NG MGA KINAKAILANGAN)</i>		WHERE TO SECURE <i>(SAAN MAKAKAKUHA)</i>
- Letter request (1 original copy and 2 photocopies) <i>(1 orihinal na kopya at 2 kopya ng Letter Request)</i> - CCTV Request Form (2 original copies) <i>(2 orihinal na Kopya ng CCTV Request Form)</i>		- Client <i>(Kliyente)</i> - Security and Housekeeping Services Section, BGMD



CLIENT STEPS (HAKBANG NG MGA KLIYENTE)	AGENCY ACTIONS (AKSIYON NG KAGAWARAN)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGASIWA)
1. Submits CCTV Request Form or letter request (Pagpasa ng CCTV Request Form o sulat na humihiling)	1.1. Receives and logs request (1.1. Pagtanggap at pagrecord ng hiling)	None (Wala)	40 minutes (40 minuto)	Clerical Staff RMCD & BGMD
2. Wait for action taken or release of request / response (2. Maghintay sa ginawang aksyon o tugon)	2.1. Releases letter request to the concerned division with instruction of the Department Head (2.1. Pagbigay ng Letter Request sa kinauukulang dibisyon kasama ang instruksyon ng Department Head)	None (Wala)	30 minutes (30 minuto)	City Government Department Head III
	2.2. Receives letter request / Forwards to BGMD Head for instruction / Evaluates the nature and information of the request (2.2. Pagtanggap ng letter request at pagpasa nito sa BGMD Head para sa instruksyon at pagsusuri kung	None (Wala)	20 minutes (20 minuto)	Staff Security Unit BGMD



	<i>ano ang nakasaad sa kahilingan)</i>			
	2.3. Records the request at the CCTV request logbook. <i>(Pagtatala sa talaan ng CCTV Request)</i>	None <i>(Wala)</i>	20 minutes <i>(20 minuto)</i>	Clerical Staff Security Unit BGMD
	2.4 Evaluates / Recommends approval / Approves the CCTV Request Form <i>(Pagsusuri/ Pagrekomenda at pag-apruba ng CCTV Request Form)</i>	None <i>(Wala)</i>	15 minutes <i>(15 minuto)</i>	Security Unit/ Division Chief BGMD ADHO
3. Receives assistance in the CCTV room <i>(Pagtanggap ng pagtulong sa CCTV Room)</i>	3.1. Releases request upon approval of the request. <i>(Pagbibigay ng kailangan kapag naaprubahan)</i>	None <i>(Wala)</i>	15 minutes <i>(15 minuto)</i>	Clerical Staff Security Unit BGMD
	TOTAL (KABUUAN)	None (Wala)	2 hours and 20 minutes (2 oras at 20 minuto)	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



25. PROVISION OF TRANSPORT SUPPORT SERVICE
(PROBISYON NG TRANSPORTASYON SUPORTA SERBISYO)

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 serves as basis for approval.

(Ang tulong sa transportasyon ay ibinibigay ng CGSD sa lahat ng mga opisina/departamento ng lungsod pati rin sa mga mamamayan ng lungsod kung saan ang kahilingan ay naaprubahan alinsunod sa umiiral na mga alituntunin. Ang liham ng kahilingan na may kinakailangang impormasyon ay dapat ipasa upang matukoy ang pangangailangan ng serbisyo sa transportasyon sa parehong oras ay magsisilbing batayan para sa pag-apruba.)

Office or Division: <i>(Opisina o Dibisyon:)</i>	MOTORPOOL DIVISION (M D)
Classification: <i>(Pag-uuri:)</i>	Simple <i>(Simple)</i>
Type of Transaction: <i>(Uri ng Transaksyon:)</i>	G2G – Government to Government, G2C – Government to Citizen <i>(Pamahalaan sa Pamahalaan, Pamahalaan sa Mamamayan)</i>
Who may avail: <i>(Sino ang maaaring makagamit:)</i>	Quezon City Government Offices/Departments and QC Constituents <i>(Opisina/Departamento ng Pamahalaan ng Quezon City at mga Mamamayan ng Quezon City)</i>



CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)	WHERE TO SECURE (SAAN MAKAKAKUHA)
- Letter Request for buses/UV for Non-CGSD Personnel and out of town trip (1 original and 2 photocopies) <i>(Liham ng Kahilingan para sa mga bus/UV para sa Non-CGSD Personnel at biyahe sa labas ng bayan) (1 orihinal na kopya at 2 kopya)</i> - Trip Ticket duly signed by Division Chief concerned for CGSD Staff (2 original copies) <i>(Ang Trip Ticket na may lagda ng Division Chief na may kinalaman para sa CGSD Staff) (2 orihinal na kopya)</i> - Terms and Conditions signed by Requesting Party and notarized for Non-CGSD Personnel and out of town trip (2 original copies) <i>(Terms and Conditions na may lagda ng Requesting Party at pinatotohanan ng Notaryo Publiko para sa Non-CGSD Personnel at biyahe sa labas ng bayan) (2 orihinal na kopya)</i>	- Client <i>(Kliyente)</i> - CGSD, Motor Pool Division (MD) – Dispatching Section - CGSD, Motor Pool Division (MD) – Dispatching Section



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. For Non-CGSD Personnel and out of town trip (Para sa Non-CGSD Personnel at biyahe sa labas ng bayan)				
1. Submits Letter Request through: (Mag sumite ng liham ng kahilingan sa pamamagitan ng:) ● Personal (submit at Records Management and Control Division, (RMCD), CGSD) (Personal (isumete sa Records Management and Control Division, (RMCD), CGSD)) ● E-mail (send to gsd@quezoncity.gov.ph)	1. Receives Letter Request and forwards to the Department Head, CGSD (Tumatanggap ng liham ng kahilingan at ipinapasa sa Department Head, CGSD)	None (Wala)	15 Minutes (15 Minuto)	Receiving Staff Records Management & Control Division (RMCD), CGSD CGSD's Office (Tauhang tagatanggap Records Management and Control Division (RMCD)) (CGSD's Office)



2. None (Wala)	2. Evaluates, approves/dis approves request and instructs Asst. Dept. Head, CGSD for action/s to be taken (Nagsusuri, nag-aapruba/hindi nag-aapruba ng kahilingan at nag tuturo sa Asst. Dept. Head para sa mga aksyon na gagawin)	None (Wala)	1 Day (1 Araw)	Department Head, CGSD CGSD's Office
3. None (Wala)	3. Reviews and instructs the Chief, MD, CGSD and forwards to Motorpool Division (Nagsusuri at nagtuturo sa Chief, MD at ipinapasa sa Motorpool Division)	None (Wala)	4 Hours (4 Oras)	Asst. Dept. Head (Operation), CGSD CGSD's Office



4. None <i>(Wala)</i>	4. Receives, records and encodes Letter Request and forwards to Chief, MD, CGSD <i>(Tumatanggap, nagrerecord at nag-eencode ng Liham ng Kahilingan at nag papasa sa Chief, MD, CGSD)</i>	None <i>(Wala)</i>	20 Minutes <i>(20 Minuto)</i>	Receiving Clerk Motorpool Division (MD), CGSD CGSD's Office
------------------------------	---	---------------------------	--------------------------------------	---



5. None (Wala)	5. Assess/verify, determines and recommends for approval/disapproval and instructs for implementation (Sinusuri/benibiripika, tinutukoy at nagrerekomenda para sa pag-apruba/hindi pag-apruba at nagtuturo para sa pagpapatupad)	None (Wala)	1 Hour (1 Oras)	Chief, Motorpool Division (MD), CGSD CGSD's Office
6. None (Wala)	6. Implements and carry out re matching and scheduling of motor vehicles and Drivers (Pinapatupad at isinasagawa ang muling pagtutugma at pag-iiskedyul ng mga sasakyang de-motor at tagapagmaneho)	None (Wala)	30 Minutes (30 Minuto)	Senior Transportation Development Officer, Motorpool Division (MD), CGSD CGSD's Office



7. Receives, Fill ups, to notorize and submits Terms & Conditions to: - Personal (Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD), CGSD) - Personal (Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD), CGSD)	7. - Preparation of Trip Ticket and Terms & Conditions <i>(Paghahanda ng Trip Ticket at Terms & Conditions)</i> - Confirmation of scheduled trips <i>(Pagkumpirma ng mga nakatakdang biyahe)</i>	None <i>(Wala)</i>	1 Hour <i>(1 Oras)</i>	Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office
8. Receives notification request approval <i>(Nakakatanggap ng abiso sa hiling na aprubado)</i>	8. Dispatches city-owned motor vehicles with Driver <i>(Nagpapadala ng mga sasakyang de-motor na pagmamay-ari ng lungsod at may tagapagmaneho)</i>	None <i>(Wala)</i>	15 Minutes <i>(15 Minuto)</i>	Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office



B. For CGSD Staff <i>(Para sa CGSD Staff)</i> 1. Submits Trip Ticket duly signed by Division Chief through: <i>(Mag sumite ng Trip Ticket na may lagda ng Division Chief sa pamamagitan ng:</i> • Pesonal (submit at Motorpool Division – Dispatching Section, (MD), CGSD) <i>(Pesonal (isumete sa Motorpool Division – Dispatching Section, (MD), CGSD))</i>	1. Receives, records and encodes Trip Ticket and forwards to the Chief, MD, CGSD <i>(Tumatanggap, nagrerecord at nag-encode Trip Ticket at ipinapasa sa Chief, MD, CGSD)</i>	None <i>(Wala)</i>	15 Minutes <i>(15 Minuto)</i>	Receiving Clerk Motorpool Division (MD), CGSD CGSD's Office
--	--	----------------------------------	---	--



2. None (Wala)	2. Assess/verify, determines and approves/disapproves and instructs for implementation (Sinusuri/benibiripika, tinutukoy at nag-aapruba/hindi nag-aapruba at nagtuturo para sa pagpapatupad)	None (Wala)	1 Hour (1 Oras)	Chief, Motorpool Division (MD), CGSD CGSD's Office
-----------------------	---	--------------------	------------------------	---

3. None (Wala)	3. Implements and carry out re matching and scheduling of motor vehicles and Drivers (Pinapatupad at isinasagawa ang muling pagtutugma at pag-iiskedyul ng mga sasakyang de-motor at tagapagmaneho)	None (Wala)	30 Minutes (30 Minuto)	Senior Transportation Development Officer, Motorpool Division (MD), CGSD CGSD's Office
-----------------------	--	--------------------	-------------------------------	---



4. None <i>(Wala)</i>	4. - Preparation of Trip Ticket <i>(Paghahanda ng Trip Ticket)</i> - Confirmation of scheduled trips <i>(Pagkumpirma ng mga nakatakdang biyahe)</i>	None <i>(Wala)</i>	20 Minutes <i>(20 Minuto)</i>	Motorpool Supervisor II and/or Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office
5. Receives notification of Trip Ticket approval <i>(Nakakatanggap ng abiso sa Trip Ticket na aprubado)</i>	5. Dispatches city-owned motor vehicles with Driver <i>(Nagpapadala ng mga sasakyang de-motor na pagmamay-ari ng lungsod at may tagapagmaneho)</i>	None <i>(Wala)</i>	15 Minutes <i>(15 Minuto)</i>	Motorpool Dispatcher, Motorpool Division (MD), CGSD CGSD's Office



	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	1 day, 7 hours & 20 minutes (For Non- CGSD Personnel and out of town trip) <i>(1 araw, 7 oras at 20 minuto(Para sa Non-CGSD Personnel at at biyahe sa labas ng bayan)</i> 2 hours & 20 minutes (For CGSD Staff in of town trip) <i>(2 oras at 20 minuto(Para sa CGSD Staff at na may biyahe sa loob ng bayan)</i>	
--	----------------------------------	------------------------------	--	--

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



26. REPAIRS / MAINTENANCE OF CITY-OWNED MOTOR VEHICLE (UNDER CGSD AND OTHER CITY OFFICES/DEPARTMENTS)
(PAGPAPAAAYOS/PAG-AALAGA NG SASAKYAN NA PAG-AARI NG LUNGSOD (SA ILALIM NG CGSD AT IBA PANG OPISINA/DEPARTAMENTO NG LUNGSOD))

Repair and 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.

(Ang pag-aayos at pag-aalaga ay pinalawig sa lahat ng mga sasakyang na pag-aari ng lungsod upang mapanatili at/o ibalik ang kanilang kakayahan sa paglilingkod upang mapahaba ang kanilang kapakinabangan at masiguro ang pinkamataas na paggamit.)

Office or Division: (Opisina o Dibisyon:)	MOTORPOOL DIVISION (M D)	
Classification: (Pag-uuri:)	Highly Technical (Mataas na Teknikal)	
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring makagamit:)	Quezon City Government Offices/Departments (Opisina/Departamento ng Pamahalaang Quezon City)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
• Pre/post Inspection Report for motor vehicle (1 original copy) – For align funds only (Pre/post Inspection Report para sa sasakyan (1 orihinal na kopya) – Para sa naka-ayon na pondo lang) • Request Form for repair/maintenance of vehicle (1 original copy) (Request Form para sa pag-aayos/pag-aalaga ng sasakyan (1 orihinal na kopya)) • Job Order (2 copies) (Job Order (2 kopya))		• Client (Kliyente) • CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section • CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Filling up and submits pre/post inspection report and request form to: <i>(Pagpuno at pagsusumite ng pre/post inspection report at request form sa:)</i> ● Personal (Motorpool Division, CGSD) <i>Personal (Dibisyon ng Motorpool, CGSD)</i>	1. Receives, records and forwards pre/post inspection and request form to Chief, MD, CGSD <i>(Tumatanggap, nagtatala at nagpapasa ng pre/post inspection report at request form sa pag-apruba ng Chief, MD, CGSD)</i>	None <i>(Wala)</i>	20 Minutes <i>(20 Minuto)</i>	<i>Mechanical Shop Foreman, Motorpool Division (MD), CGSD MD's Office</i>



2. None <i>(Wala)</i>	2. Approves/disapproves request form and instructs the Special Operations Officer III, MD, CGSD for implementation <i>(Nag-aaprub/hindi nag-aapruba ng request form at nagtuturo sa Special Operations Officer III, MD, CGSD para sa pag papatupad)</i>	None <i>(Wala)</i>	30 Minutes <i>(30 Minuto)</i>	Chief, Motorpool Division (MD), CGSD MD's Office
------------------------------	--	---------------------------	--------------------------------------	--



3. None <i>(Wala)</i>	3. Determines and recommends the repair to be made and forwards job order form to Chief, MD, CGSD <i>(Tinutukoy at nagrerekumenda ng pagpapaayos na gagawin at nagpapasa ng job order form sa Chief, MD, CGSD)</i>	None <i>(Wala)</i>	1 Hour <i>(1 Oras)</i>	<i>Special Operations Officer III, Motorpool Division (MD), CGSD MD's Office</i>
------------------------------	---	---------------------------	-------------------------------	--



4. None (Wala)	4. Approves/disapproves job order form (for PMS only) or recommends the approval/disapproval of job order form and forwards to Department Head, CGSD and/or Asst. Dept. Head (Operation), CGSD (for CMS only) (Nag-aapruba/hindi nag-aapruba ng job order form (para sa PMS lang) o Nagrerekumenda ng pag-aapruba/hindi pag-aapruba ng job order form at nagpapasa sa Department Head, CGSD at/o Asst. Dept. Head (Operation), CGSD) (para sa CMS lang)	None (Wala)	20 Minutes (20 Minuto)	Chief, Motorpool Division (MD), CGSD MD's Office
-----------------------	---	--------------------	-------------------------------	--



5. None (Wala)	5. Approves/disapproves the job order form (for CMS only and not applicable for PMS) (Nag-aapruba/hindi nag-aapruba ng job order form(para sa CMS lang at hindi nauukol sa PMS))	None (Wala)	1 Day (1 Araw)	Department Head, CGSD/Asst. Dept. Head (Operation), CGSD CGSD'S Office
6. None (Wala)	6. Implements and instructs the Mechanical Shop Foreman, MD, CGSD for repair to be made (Nagpapatupad at tinuturuan ang Mechanical Shop Foreman, MD, CGSD para sa pagpapaayos na gagawin)	None (Wala)	20 Minutes (20 Minuto)	Special Operations Officer III, Motorpool Division (MD), CGSD MD's Office
7. None (Wala)	7. Initiates, schedules and monitors the actual conduct repair (Nagsisimula, iniiskedyul at sinusubaybayan ang aktwal na pagsasagawa ng pagpapaayos)	None (Wala)	20 Minutes (20 Minuto)	Mechanical Shop Foreman, Motorpool Division (MD), CGSD MD's Office



8. None (Wala)	8. Checks, recommends and conducts repair/refer motor vehicle (Sinusuri, nagrerekumend a at nagsasagawa ng pag-aayos/nagrerefer ng sasakyang de-motor) a. For preventive maintenance with re-aligned or non re-aligned funds (Para sa pang-iwas na pag-aalaga na nakaayon at hindi nakaayon ang pondo) b. For Corrective Maintenance with Re-aligned or Non Re-aligned Funds (Para sa pagwawasto na pag-aalaga na nakaayon at hindi nakaayon ang pondo)	None (Wala)	2 Days (2 Araw)	Mechanic III & Mechanic II, Motorpool Division, CGSD MD's Workshop
		None (Wala)	30 Days (30 Araw)	Mechanic III & Mechanic II, Motorpool Division, CGSD MD's Workshop Outside Service Provider Outside Service Provider Workshop



9. Testing and acknowledges receipt of motor vehicle <i>(Pagsubok at kinikilala ang resibo ng sasakyang de-motor)</i>	9. Witness testing and releasing of motor vehicle <i>(Saksi sa pagsubok at pagpapalabas ng sasakyang de-motor)</i>	None <i>(Wala)</i>	30 Minutes <i>(30 Minuto)</i>	<i>Mechanic III, Mechanic II, Motorpool Division, CGSD & Technical Inspector, MPMCD, CGSD MD's Workshop</i>
--	---	---------------------------	--------------------------------------	---



	TOTAL <i>(KABUUAN)</i>	None <i>(Wala)</i>	2 days, 3 hours & 20 minutes (for actual preventive maintenance with re-aligned or non re- aligned funds period depends on the condition of the motor vehicle) <i>(2 araw, 3 oras at 20 minuto (para sa aktwal na panahon ng pang-iwas na pag-aalaga na nakaayon at hindi nakaayon ang pondo ay depende sa kondisyon ng sasakyan de- motor))</i> 31 days, 3 hours & 20 minutes (actual corrective maintenance with re-aligned or non re- aligned funds period depends on the condition of the motor vehicle)	
--	----------------------------------	------------------------------	--	--



			(31 araw, 3 oras at 20 minuto (ang aktwal na panahon ng pagwawasto na pag-aalaga na nakaayon at hindi nakaayon ang pondo depende sa kondisyon ng sasakyang de- motor))	
--	--	--	--	--

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



27. MOTOR VEHICLE PRE-INSPECTION (LTO REGISTRATION)

(PAUNANG INSPEKSYON NG SASAKYAN (REHISTRASYON SA LTO))

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.

(Ang paunang inspeksyon ng mga sasakyang de-motor na pagmamay-ari ng lungsod ay dapat gawin bago ang pagpaparehistro ng LTO upang matukoy ang kakayahan sa kalsada ng sasakyan at upang matiyak na ang paksang sasakyan ay makapasa o maging kwalipikado sa pamantayan ng mga kinakailangan ng LTO.)

Office or Division: (Opisina o Dibisyon:)	MOTORPOOL DIVISION (M D)	
Classification: (Pag-uuri:)	Simple (Simple)	
Type of Transaction: (Uri ng Transaksyon:)	G2G – Government to Government (Pamahalaan sa Pamahalaan)	
Who may avail: (Sino ang maaaring makagamit:)	Quezon City Government Offices/Departments (Opisina/Departamento ng Pamahalaang Quezon City)	
CHECKLIST OF REQUIREMENTS (TALAAN NG MGA KINAKAILANGAN)		WHERE TO SECURE (SAAN MAKAKAKUHA)
- Request Form (1 copy) <i>(Request Form (1 kopya))</i> - Motor Vehicle Maintenance Checklist Form (2 original copies) <i>(Listahan ng Motor Vehicle Maintenance Checklist Form (2 orihinal na kopya))</i>		- CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section - CGSD, Motor Pool Division (MD) – Motor Vehicle Maintenance Section



CLIENT STEPS (MGA HAKBANG NG KLIYENTE)	AGENCY ACTIONS (MGA PAGKILOS NG AHENSYA)	FEES TO BE PAID (MGA BABAYARAN)	PROCESSING TIME (HABA NG PROSESO)	PERSON RESPONSIBLE (TAGAPANGA SIWA)
1. Fills out and submits Request Form (Punan at isumite ang Request Form)	1. Issues Request Form (Nag bibigay ng Request Form)	None (Wala)	10 Minutes (10 Minuto)	Office Staff Motorpool Division MD's Office
2. Submits Request Form and vehicle/s due for inspection (Nagpapasa ng Request Form at sasakyang/mga sasakyang dapat inspeksyunan)	2. Receives, records Request Form and forwards to Chief, MD, CGSD (Tumatanggap, nagtatala ng Request Form at ipinapasa sa Chief, MD, CGSD)	None (Wala)	15 Minutes (15 Minuto)	Office Staff Motorpool Division MD's Office



3. None <i>(Wala)</i>	3. Evaluates, approves schedule request and instructs the Mechanical Shop Foreman, MD, CGSD for Implementation <i>(Sinusuri, inaaprubahan ang request sa iskedyul at inuutusan ang Mechanical Shop Foreman, MD, CGSD para sa implementasyon)</i>	None <i>(Wala)</i>	10 Minutes <i>(10 Minuto)</i>	Chief, Motorpool Division (MD), CGSD MD's Office
--------------------------	---	-----------------------	----------------------------------	--



4. None <i>(Wala)</i>	4. Directs the Mechanic III/Mechanic II, MD, CGSD to conduct the actual inspection and issuance of checklist <i>(Inuutusan ang Mechanic III/Mechanic II, MD, CGSD na magsagawa ng aktuwal na inspeksyon at pag-isyu ng checklist)</i>	None <i>(Wala)</i>	15 Minutes <i>(15 Minuto)</i>	<i>Mechanical Shop Foreman, Motorpool Division (MD), CGSD MD's Workshop</i>
5. None <i>(Wala)</i>	5. Receives the motor vehicle, conducts the actual inspection, make recommendations if repair is needed (based on Motor Vehicle Maintenance Checklist Form) and gets approval to Chief, MD, CGSD	None <i>(Wala)</i>	20 Minutes <i>(20 Minuto)</i>	<i>Mechanic III/Mechanic II, Motorpool Division (MD), CGSD MD's Workshop</i>



	<i>(Tumatanggap ng sasakyan, nagsasagawa ng aktuwal na inspeksyon, nagbibigay ng rekomendasyon kung kailangan ng repair (base sa Motor Vehicle Maintenance Checklist Form), at kumukuha ng approval mula sa Chief, MD, CGSD))</i>			
6. None (Wala)	6. Approves the Motor Vehicle Maintenance Checklist Form for confirmation <i>(Inaprubahan ang Motor Vehicle Maintenance Checklist Form para sa kumpirmasyon)</i>	None (Wala)	10 Minutes (10 Minuto)	Chief, Motorpool Division (MD), CGSD MD's Office



7. Receives Motor Vehicle Maintenance Checklist Form and inspected vehicle/s (Tumatanggap ng Motor Vehicle Maintenance Checklist Form at ininspeksyon na sasakyan/mga sasakyan)	7. Issuance of Motor Vehicle Maintenance Checklist Form to End User (Inaprubahan ang Motor Vehicle Maintenance Checklist Form para sa kumpirmasyon)	None (Wala)	10 Minutes (10 Minuto)	Mechanic III/Mechanic II, Motorpool Division (MD), CGSD MD's Workshop
	TOTAL (KABUUAN)	None (Wala)	1 hour, 30 minutes/ vehicle (1 oras, 30 minuto/ sasakyan)	

For the Miscellaneous Provisions, please refer to page 144.
(Para sa Miscellaneous Provisions, mangyaring sangguniin sa pahina 144)



MISCELLANEOUS PROVISIONS

1. Amendments and Revisions. The City General Services Department (CGSD) reserves the right to amend or revise these Citizen's Charter at any time. All amendments will be communicated to relevant stakeholders and posted on the CGSD's official communication channels.

(1. Mga Amyenda at Rebisyon. Ang City General Services Department (CGSD) ay may karapatang baguhin o i-rebisa ang Citizen's Charter anumang oras. Lahat ng pagbabagong gagawin ay ipag-bibigay alam sa kaugnay na kasapi nito at ipapahayag ito sa opisyal na daluyan ng komunikasyon ng CGSD.)

2. Severability. If any provision of these Citizen's Charter is found to be invalid or unenforceable by a court of competent jurisdiction, such provision shall be severed from the Citizen's Charter, and the remaining provisions shall remain in full force and effect.

(2. Pagtatanggal. Anumang probisyon ng Citizen's Charter na mapapatunayan sa korteng nakakasalaw rito na hindi wasto o angkop ay ititigil ang pagpapatupad. Sa kabilang banda, ang ibang probisyon na nanatili ay patuloy pa rin na epektibo at ipapatupad.)

3. Enforcement and Compliance. Compliance with this Citizen's Charter is mandatory. Any violation of these Citizen's Charter may result in disciplinary action, including termination of employment, legal action, or other penalties as appropriate.

(3. Pagpapatupad at Pagsunod. Ang pagsunod sa Citizen's Charter ay obligatoryo. Anumang paglabag sa Citizen's Charter na ito ay maaaring may kaakibat na aksyong pandisiplina, katulad ng katanggalan sa trabaho, legal na askyon, o iba pang nararapat na kaparusahan.)

4. Review and Audit. This Citizen's Charter shall be reviewed periodically to ensure their effectiveness and compliance with applicable laws and regulations. Regular audits may be conducted to assess adherence to this Citizen's Charter.

(4. Pagsusuri at Pag-audit. Ang Citizen's Charter ay kinakailangan na pana-panahong sinusuri upang matiyak ang pagiging epektibo at pagsunod nito sa mga naaangkop na batas at regulasyon. Ang palagiang pag-audit ay maaaring isagawa para masuri kung nasusunod ang Citizen's Charter.)

5. Training and Awareness. CGSD shall provide training and awareness programs to ensure that all relevant personnel understand their responsibilities under this Citizen's Charter.

(5. Pagsasanay at Kamalayan. Ang CGSD ay maglalaan ng pagsasanay at mga programang pangkamalayan upang matiyak na lahat ng mga tauhang may kaugnayan rito ay mauunawaan ang kanilang responsibilidad na nakapaloob sa Citizen's Charter.)



6. Processing Time. Processing time may vary depending on whether additional approval is required from other departments within the Quezon City LGU. Requestors will be informed of any delays and the expected timeline for processing their requests.

(6. Haba ng Proseso. Ang haba ng proseso ay maaaring magbago depende kung may karagdagang pagaaprubang kinakailangan mula sa iba pang kagawaran sa loob ng lokal na yunit ng Pamahalaan ng Lungsod ng Quezon. Ipagbibigay alam din sa mga humihiling kung may mangyayaring pagkaantala sa proseso at kung ano ang inaasahang timeline para sa proseso ng kanilang hiling.)

7. Policy for Fortuitous Events. In the event of unforeseen circumstances, such as natural disasters, technical failures, or other emergencies, CGSD will take all reasonable steps to restore operations as quickly as possible, and any impact on operations will be documented and communicated to relevant parties.

(7. Patakaran para sa mga Hindi Maiiwasang Pangyayari. Kung may mga hindi inaasahang pangyayari, tulad ng mga likas na sakuna, mga problemang teknikal, o iba pang apurang pangangailangan, ang CGSD ay gagawa ng angkop na hakbang upang maisaayos muli ang operasyon sa lalong madaling panahon, at anumang epekto sa naturang mga operasyon ay nakadokumentado at ipagbibigay alam sa mga kaugnay na partido.)



FEEDBACK & COMPLAINTS MECHANISM (MEKANISMO SA PAGFEEDBACK AT REKLAMO)	
How to send feedback <i>(Paano magpadala ng feedback)</i>	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. <i>(Sagutan ang feedback form sa tanggapan ng Records Management & Control Division (RMCD), sa ika-9 na Palapag ng High Rise Bldg., QC Hall at ilagay ito sa kahon ng feedback o mungkahi.)</i>
How feedbacks are processed <i>(Paano naipoproceso ang mga feedback)</i>	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 (3) days of the receipt of the feedback. Upon receiving the reply from the concerned Division, the client will be informed via letter, email or phone call. For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602 <i>(Kada Biyernes, ang Administrative Division ay kinukuha, pinagsasama-sama at itinataala ang mga feedback na naisumite mula sa kahon. Ang mga Feedback na kinakailangan ng sagot ay ibinibigay sa may kaugnay na Dibisyon at kailangan nilang sagutin sa loob ng (3) araw mula sa pagkatanggap ng feedback.</i> <i>Kapag tanggap ng tugon mula sa nararapat na Dibisyon, ipagbibigay-alam sa kliyente sa pamamagitan ng liham, sulatroniko, o tawag sa telepono.</i> <i>Kung may mga karagdagang tanong o mga follow-up, ang contact information ay ang mga sumusunod: (02) 8988-42-42, local 8632 / 8602)</i>
How to file a complaint <i>(Paano mag-file ng reklamo)</i>	To file a complaint against the CGSD or its employees, provide the following details via letter/email: • Full name and contact information of the complainant • Narrative of the complaint • Evidences • Name of the person being complained



	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 For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602 (Para sa pag-file ng reklamo laban sa CGSD o ang mga empleyado nito, ibigay ang sumusunod na mga detalye sa liham/sulatroniko: • Buong pangalan at contact information ng nagrereklamo • Naratibo ng reklamo • Ebidensya • Pangalan ng taong nirereklamo Ibigay ang liham ng reklamo sa Records Management & Control Division (RMCD), sa ika-9 na palapag High Rise Bldg., QC Hall o magbigay sulatroniko sa gsd@quezoncity.gov.ph <i>Kung may mga karagdagang tanong o mga follow-up, ang contact information ay ang mga sumusunod: (02) 8988-42-42, local 8632 / 8602)</i>
How complaints are processed <i>(Paano naipoproceso ang mga reklamo)</i>	All complaints received regarding CGSD services and against its employees will be processed by the CGSD Discipline Committee (DisComm). 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. 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. The DisComm shall give the feedback to the clients via letter/ email. For follow-ups or queries, the contact information are as follows: (02) 8988-42-42, local 8632 / 8602 <i>(Lahat ng natanggap na reklamo tungkol sa serbisyo ng CGSD at laban sa mga empleyado nito ay ipoproceso ang mga ito ng CGSD Discipline Committee (DisComm)).</i> <i>Ang DisComm ay ang nagbabrowse, sumusuri, at tumutukoy sa mga natanggap na reklamo. Ang DisComm rin ang magbibigay-alam sa mga kaugnay</i>



	<i>na Dibisyon o emplyado para sagutin at imbestigahan ang mga reklamo kung kinakailangan.</i> <i>Ang DisComm ang magbibigay feedback sa mga klityente sa pamamagitan ng liham/sulatroniko.</i> <i>Kung may mga karagdagang tanong o mga follow-up, ang contact information ay ang mga sumusunod: (02) 8988-42-42, local 8632 / 8602)</i>
Contact Information of CCB, PCC, ARTA <i>(Ang Contact Information ng CCB, PCC, ARTA)</i>	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)



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