



# CITY GENERAL SERVICES OFFICE

CITIZEN'S CHARTER  
2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

The CGSO was created by an Appropriation Ordinance no.85-1 in 1986. The advent of the enactment of the Local Government Code of 1991 has broaden and strengthened the scope of the functions of the CGSO including but not limited to, property management, its custody and accountabilities, inventory of City-Owned Properties, building maintenance, facilities and equipment, security services and personnel management. It also includes records management and effective delivery of goods and services and all other functions pertaining to general services.

## **I. Vision:**

Aims to be an office concerned with the total well-being of its employees, dedicated to the procurement of quality goods and services at reasonable prices, providing manpower support to the City Events, determined to systematize records management, and committed to effectively manage and maintain the assets of the city.

## **III. Mission:**

Anchored upon the ideals embodied in the programs of the Honorable Mayor mandated by the Local Government Code of 1991, and inspired by the continuing transformation and development of the City of Manila.

CGSO seeks to:

- Generate revenue for the City coffers by assisting in the proper evaluation of the lease contract of all patrimonial properties;
- recommending its value appreciation and monitoring its rental collection;
- Upgrade the system of Inventory of City's assets and equipment;
- Acquire quality goods and avail related services with the least appropriation of the City;
- Establish a systematic centralized records management in the City;
- Sustain cleanliness of the City Hall premises and maintain the serviceability of its facilities;
- Provide a more reliable, organized and well equipped events coordinating team;
- Safeguard the properties of the City with a well-oriented and skilled team of security personnel;
- Promote policies and programs that are geared toward the total well-being of its employees.



#### **IV. Service Pledge:**

We commit to:

1. Adopt effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to re-align its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032;
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



## V. LIST OF SERVICES

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## Request for Issuance of Copies of Documents

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	Employees of this Office and Private Individuals and Corporation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out and approved forms 2. Valid ID's		Division concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for issuance of copies of Office Clearances, Pay slips, Service Records, Leave Credits, Payroll, Leave Applications, Loyalty Awards, Salary Adjustments, Step Increments	1. Act on its approval for each requested copies and released to the requesting party.	None	2 Days	Chief Administrative Officer  Head of Office
	<b>Total</b>	<b>None</b>	<b>2 Days</b>	



## Request for Registration of City Issued Government Vehicles

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	Different Departments and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out and approved forms 2. Valid ID's 3. OR / CR		Division concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application for registration of vehicle for official use; submit OR / CR	1. Assists in the compliance for registration of vehicle. 1.1 Assists in stenciling of engines / chasis. 1.2 Pay the required fee.	To be determined by Land Transportation Office (LTO)	2 Days	Disbursing Officer Head of Office
	<b>Total</b>		<b>2 Days</b>	



## Request of Fuel, Oil and Lubricants

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	Different Departments and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out and approved forms 2. Valid ID's 3. Trip Ticket		Division concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required approved trip tickets, itinerary and last record of fuel/lubricants consumed.	1. Verify documents submitted. 1.1 Routing for approval 1.3 Issuance of fuel/lubricants from Depot.	None	2 Days	Division Chief Head of Office
	<b>Total</b>	<b>None</b>	<b>2 Days</b>	



## Request for Bidding

<b>Office or Division:</b>	Procurement Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	1. Any client whose concern is to offer supplies for the use of the Local Government of Manila 2. Agencies providing the required documents to support the procurement of supplies, equipment, goods and services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent 2. Proofs of Accreditation 3. Client's Profile 4. Price Quotations 5. Valid ID's		Division concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the letter request and other related required documents	1. Receives request and verifies documents 1.1 Routing for approval	None	30 minutes	Receiving Clerk Document Analyst Division Chief
2. Compliance of the Pre-Bid process	2. Scheduling of the Pre-Proc Conference. 2.1 Acceptance of payment for bid documents	None	5 days	Office Clerk Division Chief Head of Office
3. Bidding Process	3. Opening of the Bid-Process 3.1 Public Bidding is conducted 3.2 Release of Notice of Award 3.3 Acceptance of Performance Bond 3.4 Issuance of the Purchase Order, Purchase Request	Varies on the amount of the Purchasing Order (PO)	1 day	Division Chief Head of Office BAC Members City Mayor
	<b>Total</b>		<b>6 Days, 30 Minutes</b>	





## Request for Work/Job Order

<b>Office or Division:</b>	Building Administration Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	1. Any client whose concern is to avail the services and assistance of this Office in their event 2. Agencies requiring the requested services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Can avail thru phone call		Building Administration Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the services needed thru phone call	1. Answered request 1.1 Verify the service requested	None	1 day	Office Clerk Division Chief
2. Compliance of the Job Order request	2. Issue Job Order for the service requested. 2.1 Respond to the services for Telecommunication electrical, elevators and maintenance service	None	1 day	Office Clerk Division Chief General Foreman
3. Request for facilities and repair of utilities and equipment	3. Respond the requested service	None	1 day	Division Chief General Foreman
	<b>Total</b>	<b>None</b>	<b>3 Days</b>	



## Request for Inspection of Properties and Supplies

<b>Office or Division:</b>	Property Accountability Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	1. Any client whose concern is to secure official and public documents 2. Agencies requiring the requested documents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request 2. Filled out form 3. Valid ID's		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the list of delivered properties/supplies for inspection	1. Conduct actual inspection of properties and supplies delivered.	None	30 minutes	Office Clerk
	<b>Total</b>	<b>None</b>	<b>30 minutes</b>	



## Request for Disposal of Unserviceable Properties

<b>Office or Division:</b>	Property Accountability Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	1. Any client whose concern is to secure official and public documents 2. Agencies requiring the requested documents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Letter of request 5. Filled out form 6. Valid ID's		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Inspection and Inventory for approval	1. Check and inspect unserviceable properties in accordance with submitted Inventory and Inspection Report of Unserviceable Property (IIRUP)	None	2 days	Head of Office Division Chief
2. Request for actual disposal of unserviceable properties	2. Recommend the actual bid for disposal of the unserviceable properties. 2.1 Process the documents for submission to the Committee.	None	More than 20 days	Division Chief Head of Office Committee on Awards for Disposal Commission on Audit
	<b>Total</b>	<b>None</b>		



## Request for Issuance of Certified True Copy of Official Documents

<b>Office or Division:</b>	Records Division and Patrimonial Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	1. Any client whose concern is to secure official and public documents from the Local Government of Manila 2. Agencies requiring the requested documents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request 2. Filled out form 3. Valid ID's		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter request for issuance of copies of TCT from the vault, Contracts, Circulars, Agreements, Orders of Payment, and Certificate of Authority.	1. Receive and retrieve of requested documents from the vault. Signing of the documents and releasing thereof.	None	1 day	Head of Office Division Chief
2. Submit a filled out form for the request for Service Records of City Employees and the Manila Police Districts.	2. Receive and retrieve Records requested	None	1 day	Records Division Chief
3. Submit the filled out forms for issuance of Bid related documents, payment history and statement of accounts documents over 5 years on file	3. Photocopy the document and signing of the same as Certified True Copy	None	1 day	Records Division Chief
	<b>Total</b>	<b>None</b>	<b>3 Days</b>	



## Request for the Security Service

<b>Office or Division:</b>	City Security Force			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G; G2C			
<b>Who may avail:</b>	Different Departments, Offices, Bureaus, City Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request 2. Valid ID's		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for security provision	1. Receive letter for evaluation 1.1 Approve the request 1.2 Submit to the Head of Office	None	10 minutes	Head of Office Chief of City Security Force
2. Request for Assignment/Deployment of City Security Personnel	2. Verify the request from the OIC in the area of deployment. 2.1 Issue Order of Personnel Deployment in the City Government facilities.	None	1 day	Chief of City Security Force
3. Request for Law Enforcement coordination	3. Verify and validate the request for law enforcement coordination 6.1 Approve the coordination and deployment of personnel	None	1 day	Chief of City Security Force
4. Request for security response	4. Deploy operational security force 4.1 File incident report and recommend legal action	None	1 day	Chief of City Security Force
	<b>Total</b>	<b>None</b>	<b>3 Days, 10 Minutes</b>	



## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations And Information Office Contact info: 478-5099 or <a href="mailto:complaint@cgso.gov.ph">complaint@cgso.gov.ph</a>
How feedbacks is processed	Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedbacks requiring answers are forwarded to the relevant offices and they required to answer within three (3) days from the receipt of the feedback. The answer is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone numbers: 002-2019
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations and Information Office. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> For inquiries and follow-ups, clients may contact the following numbers: 002-2019
How complaints are processed	The Complaints Officer opens the complaint box on a daily basis and evaluates each complaint. Upon, evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaint Officer will prepare a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782) PCC: 8888 CCB: 0908 881-6565 (SMS)



## VII. List of Office

Office/Division	Address	Contact Information
Administrative and Patrimonial Property Division	Rm.330 Manila City Hall Bldg. J. Villegas St. Mla.	5310-0443 / 5310-2994
Records Division	Rm.330 Manila City Hall Bldg. J. Villegas St. Mla.	5310-0443 / 5310-2994
Procurement Division	4 <sup>th</sup> flr. Clock Tower Manila City Hall Bldg. J. Villegas St. Manila	8354-2739
Property Accountability Division	4 <sup>th</sup> flr. Clock Tower Manila City Hall Bldg. J. Villegas St. Manila	5310-5774
Building Administrative Division	Rm 102 Manila City Hall Bldg. J. Villegas St. Manila	8527-6066 / 8527-5037