



PROVINCIAL GENERAL SERVICES OFFICE

CITIZEN'S CHARTER

2021 (1st Edition)



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I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, disaster risk management, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsogonans truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



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**PROVINCIAL GENERAL SERVICES
OFFICE**

PROVINCIAL GENERAL SERVICES OFFICE

The Provincial General Services Office was establish/created pursuant to a mandated provision of R.A. 7160, as a separate agency from former Property Division of the Provincial Treasury's Office on March 16, 1994 with thirteen (13) personnel in the present organization.

During assumption to office in August 2002, there was no property turnover of records of all properties, real or personal owned by the Local Government Unit. The former Chief Executive issued an Executive Order No. 06-2005 created a Provincial Inventory Team task to conduct a comprehensive inventory of all properties (Equipment's, Structure, Machinery, Landholdings) owned by the Provincial Government of Sorsogon, and the names of authorized personnel to whom a corresponding memorandum receipts has been issued. The said inventory team is authorized to determine whether any government property is lost, stolen, usable or condemnable and authorized to pinpoint accountability.



PROVINCIAL GENERAL SERVICES
OFFICE

Office or Division:	Provincial General Services Office – Requisition and Issuance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All interested/qualified applicants			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
I. Payroll	1. Consolidates employees DTR, Approved Leave, Monthly Accomplishments and GSIS Return.	None	30 minutes	Admin Aide IV
	2. Cross-checks the DTR's entry via logbook		45 minutes	Division Head
	3. Prepares the payroll with OBR, DV, Schedule of Remittances and the DTR attachments.		20 minutes	Admin Aide IV
	4. Check and Initial		5 minutes	Division Head
	5. Review		5 minutes	SAO
	6. Verify		5 minutes	PGADH
	7. Approved		2 minutes	PGDH
	8. Forward the approved Payroll to PBO, Accounting Office, and Treasurer's for processing		10 minutes	Messenger
	9. Filing of approved and processed payroll		2 minutes	Admin Aide IV

II. Travel Order	<ol style="list-style-type: none"> 1. Prepare the TO base on the employee approved official business travel 2. Check and initial the TO 3. Review 4. Verify 5. Recommend for approval 6. Forward the TO to the Governor's office for approval 7. Record the approved TO and furnish the concerned employee a copy for disposition. 8. Filing the approved TO to the designated folder 	None	<p>5 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	<p>Admin Aide IV</p> <p>Division Head</p> <p>SAO</p> <p>PGADH</p> <p>PGDH</p> <p>Messenger</p> <p>Admin. Aide IV</p> <p>Admin Aide IV</p>
III. Travel Expenses Voucher	<ol style="list-style-type: none"> 1. Prepare and compute TEV based on the submitted documents. 2. Check and initial 3. Budget allocation and review 4. Sign and Approve the OBR 5. Forward the approved TEV to PBO, PACCO and PTO for processing 	None	<p>20 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>2 minutes</p> <p>10 minutes</p>	<p>Admin Aide IV</p> <p>Division Head</p> <p>Supvg Administrative Officer</p> <p>PGDH</p> <p>Messenger</p>

IV. Application For Leave	1. Receive and checks the application for leave	None	5 minutes	Admin Aide IV
	2. Retrieve the leave card and process the leave application		15 minutes	Admin Aide IV
			2 minutes	Division Head
	3. Check and initial		2 minutes	Supvg Administrative Officer
	4. Review		2 minutes	PGADH
	5. Verify		2 minutes	PGDH
	6. Approved the Leave Application for (3) days or less		2 minutes	Admin Aide IV
	7. Records the duly approved leave		10 minutes	Messenger
	8. Transmits the duly processed AL to PHRMO for signature and attesting recommendation for approval by the Provincial Administrator and/or the Governor.		2 minutes	Admin Aide IV/ Messenger
	9. Filing the returned approved leave from PHRMO to the employees' folder.		25 minutes	Admin Aide IV
10. Updates the Individual Leave Cards at the end of the Month.				

V. Filing	<ol style="list-style-type: none"> 1. Arrange and classify the records in systematic manner. 2. Updates Individual 201 Folder 3. Receives records and files incoming and outgoing communications. 	None	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Admin Aide IV/ Division Head</p> <p>Admin Aide IV/ Division Head</p> <p>Admin Aide IV/ Division Head</p>
VI. Incoming Communication	<ol style="list-style-type: none"> 1. Stamp receive and record incoming communication 2. Forward the communication to the DH for proper handling 3. Forward the communication for PGDH for her information, notation and appropriate action. 		<p>3 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>Messenger</p> <p>Messenger</p> <p>Division Head</p>
VII. Outgoing Communication	<ol style="list-style-type: none"> 1. Record the outgoing communication 2. Forward the communication for proper routing 3. Routes to concerned office/person and secure their signature, date and time received in the transmittal receipt or transmittal logbook. 4. Filling the received communication letter 		<p>3 minutes</p> <p>2 minutes</p> <p>5 minutes</p> <p>3 minutes</p>	<p>Messenger</p> <p>Messenger</p> <p>Messenger</p> <p>Admin Aide IV/ Division Head</p>

VIII. Utilities	1. Receives, records and consolidate all monthly utility bills (Water, Electricity, Cable, Internet, GPS)		10 minutes	Admin Aide IV
	2. Prepare the DV and OBR		5 minutes	Admin Aide IV
	3. Check and initial		5 minutes	Division Head
	4. Budget allocation and review		5 minutes	Supvg Admin Officer
	5. Verify and initial		5 minutes	PGADH
	6. Sign and Approve the OBR		2 minutes	PGDH
	7. Forward the OBR and DV for Budget Office, Accounting Office and Treasurer's Office for processing of payment.		10 minutes	Messenger
	8. Filing of payment transactions of utility bills		5 minutes	Admin Aide IV



PROVINCIAL GENERAL SERVICES
OFFICE

Office or Division:	Provincial General Services Office – Requisition and Issuance Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All interested/qualified applicants

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
I. PR (Purchase Request)	I. Purchase Request (Original)	None		
	1. Receive and record the PR		5 minutes	Clerical Aide
	2. Check PR based on Price Index		25 minutes	Buyer
	3. If there is/are discrepancy, the PR will be returned to End-User		1 day	Buyer/Clerical Aide
	4. Checked PR will be numbered and forwarded to DH		10 minutes	Division Head
	5. Review		10 minutes	SAO
	6. Verify		10 minutes	PGADH
	7. Approved		10 minutes	PGDH
	8. Released		5 minutes	Clerical Aide
	II. Duly Accomplished PR for Office and Other Supplies		5 minutes	Clerical Aide

	<p>1. Received and record Purchase Request.</p> <p>2. Verify at PS-DBM Website the availability of office and other supplies.</p> <p>3. Purchased Request with Out of stock supplies will be forwarded to PBAC together with printed Certificate of Non Availability of Stocks(CNAS)</p> <p>4. PR of available supplies will be process (with attached OBR/Voucher/P.O and printed Common Used Supplies and Equipment)</p>		<p>20 minutes</p> <p>10 minutes</p> <p>3 days</p>	<p>Administrative Officer V</p> <p>Administrative Officer V</p> <p>Administrative Officer V</p>
II. Canvass	<p>1. Receive and record number of canvass form.</p> <p>2. The Buyer will canvass to atleast three (3) prospective suppliers for quotation.</p> <p>3. Quoted canvass form will be submitted to PBAC Office.</p>	None	<p>10 minutes</p> <p>3 days</p> <p>5 minutes</p>	<p>Buyer</p> <p>Buyer</p> <p>Buyer/ Clerical Aide/ Messenger</p>
III. P.O. (Purchase Order)	<p>1. Receive record and stamp number P.O Form duly signed by the Supplier and the Governor.</p> <p>2. Check and initial</p>	None	<p>10 minutes</p> <p>5 minutes</p>	<p>Buyer</p> <p>Division Head</p>

	<p>3. Review and initial</p> <p>4. Verify and initial</p> <p>5. Approval</p> <p>6. Transmittal to COA</p> <p>7. Release P.O. to End User</p>		<p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>30 minutes</p> <p>5 minutes</p>	<p>Supvq.Admin.O fficer</p> <p>PGADH</p> <p>PGDH</p> <p>Buyer</p> <p>Buyer/Clerical Aide</p>
IV. Delivery of Supplies	<p>1. The Storekeeper cross-checked the supplies delivered based on Purchase Order.</p> <p>2. The Storekeeper will record the supplies in the Stock and Bin Card</p>	None	<p>2 days</p> <p>4 hrs</p>	<p>Storekeeper</p> <p>Storekeeper</p>
V. RIS (Requisition and Issuance Slip)	<p>1. Storekeeper will prepare RIS based on P.O.,D.R., S.I. and Inspection and Acceptance Report.</p> <p>2. The PGDH will approve the release of supplies.</p> <p>3. The DH will sign the issuance of supplies.</p> <p>4. The Storekeeper will stamp release the supplies.</p>	None	<p>20 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Storekeeper</p> <p>PGDH</p> <p>DH</p> <p>Storekeeper</p>

	<p>5. The storekeeper will consolidate and number the RIS.</p> <p>6. Forward the numbered RIS for SSMI</p> <p>7. Prepare SSMI and Certification</p> <p>8. Completed SSMI will be submitted to Provincial Accounting Office.</p>		<p>10 minutes</p> <p>5 minutes</p> <p>20 minutes</p> <p>15 minutes</p>	<p>Storekeeper</p> <p>Storekeeper/ Admin. Asst. IV</p> <p>Storekeeper/ Admin. Asst. IV</p> <p>Storekeeper/ Admin. Asst. IV</p>
VI. ICS/ARE/IPR	<p>1. The Storekeeper will prepare the ICS/ARE/IPR based on P.O., S.I., D.R. and Inspection and Acceptance Report.</p> <p>2. The Storekeeper will forward the duly accomplished ICS/ARE/IPR with attached P.O., S.I., D.R. and Inspection and Acceptance to Inventory and Disposal Division.</p>		<p>15 minutes</p> <p>5 minutes</p>	<p>Storekeeper</p> <p>Storekeeper</p>
V. Support Services (Request for Tables, Chairs, Tents, Sound System and Projector)	<p>1. Receive and record request form.</p> <p>2. Forward the request to PGDH for approval.</p> <p>3. Schedule the availability of items on the date of activity</p> <p>4. Release of Requested Item.</p>		<p>5 minutes</p> <p>3 minutes</p> <p>2 minutes</p> <p>30 minutes</p>	<p>Clerical Aide</p> <p>PGDH</p> <p>Storekeeper</p> <p>Messenger</p>



PROVINCIAL GENERAL SERVICES
OFFICE

Office or Division:	Provincial General Services Office – Inventory and Disposal Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All interested/qualified applicants			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
I. ARE/ICS/IPR	1. Numbering and recording of ARE/ICS/IPR in triplicate with complete attachments (P.O, S.I., D.R.)	None	5 minutes	Administrative Aide II Administrative Aide IV
	2. Endorse for checking		2 minutes	Division Head
	3. For review		5 minutes	SAO
	4. For verification		2 minutes	PGADH
	5. For approval		5 minutes	PGDH
	6. Release of ARE/ICS/IPR.		5 minutes	Administrative Aide II Administrative Aide IV
II. Waste Material	1. Physical surrender/turn-over of waste materials.	None	5 minutes	Administrative Aide VI
	2. Documentation and preparation of waste materials report.		10 minutes	Administrative Aide VI

	<p>3. Waste material report will be forwarded for checking.</p> <p>4. Waste material report will be forwarded for review.</p> <p>5. Waste material report will be forwarded for verification.</p> <p>6. Waste material report will be forwarded for approval.</p> <p>7. Filing of waste material report.</p>		<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Division Head</p> <p>Supvg. Admin. Officer</p> <p>PGADH</p> <p>PGDH</p> <p>Administrative Aide IV</p>
III. Unserviceable Equipment	<p>1. Turn- over of unserviceable property with attached ARE.</p> <p>2. Inspection of surrendered unserviceable property.</p> <p>3. Cancellation of ARE after inspection.</p> <p>4. Encoding of data in the IIRUP.</p>	None	<p>5 minutes</p> <p>20 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide IV Administrative Aide II</p> <p>Administrative Aide VI Administrative Aide II</p>

	<p>5. IIRUP will be forwarded for validation.</p> <p>6. IIRUP will be forwarded for approval of the Property Officer.</p> <p>7. IIRUP will be submitted to the Provincial Accounting Office, Commission on Audit, and Disposal Committee for proper disposal.</p>		<p>5 minutes</p> <p>5 minutes</p> <p>30 minutes</p>	<p>Division Head</p> <p>PGDH</p> <p>Messenger</p>
IV. Provincial Clearance (Death, Retirement, Terminal Leave, Transfer)	<p>1. Receives and record clearance.</p> <p>2. The clearance will be checked and recorded in the logbook of clearances.</p> <p>3. The clearance will be cross checked in the records of ARE and ICS.</p> <p>4. The clearance will be transferred, recorded and numbered to a new ARE or ICS.</p> <p>5. The clearance with new ARE or ICS will be forwarded for checking.</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>15 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Clerical Aide</p> <p>Administrative Aide IV/ Administrative Aide II</p> <p>Administrative Aide IV/ Administrative Aide II</p> <p>Administrative Aide IV/ Administrative Aide II</p> <p>Division Head</p>

	<p>6. The clearance with new ARE or ICS will be forwarded for review.</p> <p>7. The clearance with new ARE or ICS will be forwarded for verification.</p> <p>8. The clearance with new ARE or ICS will be forwarded for approval.</p> <p>9. The clearance will be released.</p>		<p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>3 minutes</p>	<p>Supvg.Admin.O fficer</p> <p>PGADH</p> <p>PGDH</p> <p>Administrative Aide IV/ Administrative Aide II</p>
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**PROVINCIAL GENERAL SERVICES
OFFICE**

Office or Division:	Provincial General Services Office – Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All interested/qualified applicants			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
I. Insurance and Registration of Motor Vehicles	1. Request for billing statement from GSIS and LTO for the renewal of insurance and registration of PGS motor vehicles (except for hospital vehicles)	None	1 hour	Driver II
	2. Preparation of Disbursement Voucher (DV) and Obligation Request (OBR).		10 minutes	Division Head
	3. Budget allocation and review.		5 minutes	Supvq.Admin. Officer
	4. Forward the DV and OBR to PGDH		5 minutes	PGDH
	5. DV and signed OBR will be forwarded to Provincial Budget Office for obligation and to Provincial Accounting Office for processing.		30 minutes	Messenger

	<p>6. If approved for payment, the cheque will be forwarded to GSIS with attached Official Receipt or Certificate of Registration for processing of Insurance Policy.</p> <p>7. Upon issuance of GSIS Insurance Policy, an approved cheque shall be forwarded to LTO with attached stencil and smoke test result.</p>		<p>30 minutes</p> <p>8 hours</p>	<p>Driver II/Mechanic I/ Mechanic II</p> <p>Driver II/Mechanic I/ Mechanic II</p>
II. Maintenance of Motor Vehicles	<p>The assigned driver will check the condition of motor vehicle.</p> <p>The motor vehicle will be inspected.</p> <p>The motor vehicle will be checked.</p> <p>After checking, the motor vehicle will be release for travel.</p> <p>Upon return from travel, the motor vehicle will be subjected for</p>	None	<p>30 minutes</p> <p>30 minutes</p> <p>30 minutes</p> <p>5 minutes</p> <p>30 minutes</p>	<p>Driver I, Driver II</p> <p>Mechanic I</p> <p>Mechanic II</p> <p>Storekeeper</p> <p>Driver I, Driver II, Mechanic I</p>

	<p>cleaning and disinfection.</p> <p>In case of findings, the concern shall be reported to the DH for appropriate action.</p>		30 minutes	Driver I, Driver II, Mechanic I, Mechanic II, Division Head
III. Maintenance of Generator Set	1. The conditions of generator sets will be inspected (Based on Maintenance Plan)	None	30 minutes	Administrative Aide VI
	2. The conditions of generator sets will be checked.		30 minutes	Mechanic II
	3. In case of findings, the concern shall be reported to the Division Head for appropriate action.		30 minutes	Administrative Aide VI, Mechanic II, Division Head
IV. Maintenance of Air-Conditioning Unit	1. The air-conditioning units will be monitored and maintained based on Maintenance Plan.	None	4 hours	Aircon Technician
	2. The air-conditioning units will be checked.		30 minutes	Mechanic II
	3. In case of findings, the concern shall be reported to the		20 minutes	Aircon Technician, Mechanic II, Division Head

	Division Head for appropriate action.			
V. Inspection and Repair	<p>1. The condition of property/ equipment will be inspected and verified.</p> <p>2. The condition of property/ equipment shall be forwarded to Division Head.</p> <p>3. Prepare letter request to PEO for the conduct of Pre-Inspection Report.</p> <p>4. The PGDH will sign the letter request.</p> <p>5. The letter request will be forwarded to PEO.</p> <p>6. Upon return/completion of Pre-Inspection Report, Purchase Request will be prepared.</p> <p>7. Once the items/parts re purchase, the same shall be forwarded to PEO for the actual repair</p>	None	<p>30 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>30 minutes</p> <p>1 hour</p> <p>8 hours</p>	<p>Mechanic II</p> <p>Mechanic II</p> <p>Division Head</p> <p>PGDH</p> <p>Messenger</p> <p>Division Head</p> <p>Mechanic I</p>

VI. PVMOT (Pool of Vehicle and other Modes of Transport)	<p>1. Receiving and recording of PVMOT, Travel Order and Trip Ticket Five (5) days prior to the scheduled travel.</p> <p>2. The availability of motor vehicle and driver will be checked.</p> <p>3. If available, the request will be scheduled.</p> <p>4. If not available, the request will be returned to the requesting office/end-user with note indicating the availability of PVMOT.</p> <p>5. The motor vehicle will be release on the scheduled travel.</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p>Storekeeper</p> <p>Storekeeper</p> <p>Storekeeper</p> <p>Storekeeper</p> <p>Storekeeper, Driver I/ Driver II</p>
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. <p>The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</p> <ol style="list-style-type: none"> 3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.
Contact Information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



**PROVINCIAL GENERAL SERVICES
OFFICE**

Office	Address	Contact Information
PGSO-Administrative Division	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	09399165021
PGSO-Requisition and Issuance Division	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	09155101440
PGSO-Inventory and Disposal Division	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	09157092082
PGSO-Maintenance Division	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	09455807309