

GENERAL SERVICES OFFICE (G.S.O.)

G/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
 DEPARTMENT HEAD: ADRIAN S. SALVADOR
 Telefax.: 646-2371



GENERAL SERVICES & LOGISTICS

1. PROCESS MATRIX SERVICE: D.T.S.

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Receiving of documents at Window 15 & Window 14 for Senior Citizen's Lane for bar coding for all clients (external and internal).	GSO – Records Division	G/F CITY HALL	5 Minutes
2	Transmittal of documents to end units.	GSO – Records Division	G/F CITY HALL	Daily
3	Follow up status of request per reference number via telephone or walk in at 646-2371 and Windows 14-15 respectively.	GSO – Records Division	G/F CITY HALL	5 Minutes

Requirements:

1. Properly addressed letter to the addressee.
2. Original Documents for receiving.

2. PROCESS MATRIX SERVICE: REPAIR & MAINTENANCE REQUEST

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Request for repair works	GSO-BGMD	G/F CITY HALL	5 minutes
2	Approval of Request	GSO-ADMIN	G/F CITY HALL	5 minutes
3	Scheduling of the repairs	GSO-BGMD	G/F CITY HALL	5 minutes

Requirements:

Duly accomplished and signed repair request.

3. PROCESS MATRIX SERVICE: WITHDRAWAL OF OFFICE SUPPLIES

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Request for office supplies	GSO-Inventory Section	G/F CITY HALL	5 minutes
2	Release of office supplies per RIS	GSO-Inventory Section	G/F CITY HALL	5 minutes

Requirements:

RIS duly signed by the end user for office supplies.
Return of empty cartridges for withdrawal of ink.

4. PROCESS MATRIX SERVICE: ISSUANCE OF PROPERTY CLEARANCE

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Request for property clearance	GSO-Inventory Section	G/F CITY HALL	5 minutes
2	Approval of Clearance	GSO-ADMIN	G/F CITY HALL	5 minutes
3	Release of duly signed clearance	GSO-Inventory Section	G/F CITY HALL	5 minutes

Requirements:

Copies of Department and Treasury Clearances.

5. PROCESSING MATRIX SERVICE: REQUEST FOR COASTERS / SOUND SYSTEM / CHAIRS / TENTS

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Receiving of Requests at Windows 14-15.	GSO-Records Division	G/F CITY HALL	5 minutes
2	Transmittal of request to the management for approval	GSO-Records Division	G/F CITY HALL	Daily
3	Receiving of approved request and scheduling	GSO-Inventory Section	G/F CITY HALL	5 minutes
4	Action on the request	GSO-Admin	G/F CITY HALL	5 minutes

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5	Transmittal of request to action team	GSO-Records Division	G/F CITY HALL	Daily
6	Delivery of the action team or Pick up of Tents/Chairs by end user	GSO-Warehouse	Agora Complex	One day ahead of schedule

Requirements:

Approved request from the management.

6. PROCESS MATRIX SERVICE: REQUEST FOR PROPERTY RETURN OF UNSERVICEABLE

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Receiving of Requests at Windows 14-15.	GSO-Records Division	G/F CITY HALL	5 minutes
2	Transmittal of request to Inventory.	GSO-Records Division	G/F CITY HALL	5 minutes
3	Receiving of Return Slip and retrieval of unserviceable.	GSO-Inventory Section	G/F CITY HALL	As the need arises
4	Approval of Property Return Slip	GSO-Admin	G/F CITY HALL	5 minutes
5	Filing/Stocking of unserviceable at the warehouse	GSO-Inventory Section	G/F CITY HALL	As the need arises

Requirements:

Duly accomplished Property Return Slip and surrender of unserviceable to GSO.

7. PROCESS MATRIX SERVICE: REQUEST FOR MATERIALS AT THE WAREHOUSE

No.	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Submit accomplished RIS for withdrawal of materials at warehouse to Window 16.	GSO-Procurement	G/F CITY HALL	5 minutes
2	Numbering and encoding of RIS	GSO-Procurement	G/F CITY HALL	5 minutes
3	Approval of RIS	GSO-ADMIN	G/F CITY HALL	5 minutes
4	Release of signed RIS to end user	GSO-Procurement	G/F CITY HALL	5 minutes
5	Presentment of RIS to the Warehouse	GSO-SPMD	Agora Complex	5 minutes
6	Release of materials	GSO-SPMD	Agora Complex	5 minutes

Requirements:

Duly accomplished Gatepass / Approved RIS

8. PROCESS MATRIX SERVICE: REQUEST FOR GAS SLIP

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Present GAS SLIP Request with Shell Fleet Card at Window 16	GSO-Procurement	G/F CITY HALL	5 minutes
2	Issuance of Gas Slip	GSO-Procurement	G/F CITY HALL	5 minutes

Requirements:

Gas Slip with Shell Fleet Card

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.