CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OFFICE OF THE
CITY GENERAL SERVICES OFFICER

Internal Services

1. Logistics and Supplies Procurement thru Small Value Procurement (SVP) and Shopping

Requesting, canvassing and procurement of supplies, materials, equipment and services, need identification and delivery with focus on efficiency, cost effectiveness and quality assurance. This applies to purchases amounting to P2,000,000 below.

Office or Division:	Office of the City General Services Officer
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Purchase Request – 4 copies	Concerned Office / End-User
Obligation Request – 4 copies	Concerned Office / End-User

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of duly signed PR & OBR (Head of the requesting office, Budget, Treasury and City Mayor)	1.1 Verify the completeness of the PR & OBR (signed by the Dept. Head, CTO, CBO & CMO)	None	30 minutes	Admin. Asst. III
	1.2 Check if items requested are included in the PPMP. Items not listed in the PPMP will be advised for revision	None	30 minutes	Administrative Asst. I
	1.3 Receive & log completed PR & OBR	None	15 minutes	Administrative Aide I Office of the City General Services Officer
	1.4 Canvass and preparation of documents such as: Request for Quotation (RFQ), Quotation Request (QR), and Abstract of Quotation (AOQ), - prepare a canvass or request for quotation	None	Canvass: 1 to 3 days RFQ/QR/AOQ/	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer

	(RFQ) from suppliers to survey or review on prices of supplies/materials/equipment/services requested			
	1.5 Preparation of Notice of Award (NOA) & Purchase Order (PO) - prepare NOA & PO to the supplier with the lowest quotation - provide the ffg. Information (NOA) - Name of supplier with the lowest quotation - Address of the company - Bid Amount - provide the ffg. Information (PO) - Name of supplier with the lowest quotation - Address of the company - Bid Amount - Detailed specifications of the items/goods to be procured - Place of delivery - Date of delivery - Delivery terms - Payment terms	None	NOA & PO: 1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer
	1.6 Record & routing of NOA & PO to concerned offices/supplier for signature of the following: City Mayor GSO Supplier	None	3 days	Administrative Aide I Office of the City General Services Officer

	1.7 Place order to the lowest bidded supplier upon issuance of NOA & approved PO	None	1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer
	1.8 For stamping of signed PO to COA		1 day	Administrative Aide I Office of the City General Services Officer
	1.9 Preparation of Notice of Delivery -to provide the ffg. Information (NOD) - Purchase Request Number - Purchase Order Number - Supplier/Company's Name - Place of delivery - Date of delivery - Articles delivered - Bid/Contract Amount -For signature of: - Assigned inspector - GSO	None	1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Office of the City General Services Officer
	TOTAL	**None**	**Small Value – 10 days & 1 hour 15 minutes**	

2. Verification, Inspection, Acceptance & Turnover of Delivered Goods/items

Delivery and inspection of supplies to ensure that all items/services delivered to the City Government of Meycauayan meet specified standards and requirements, and to confirm that deliveries are complete and accurate before acceptance into inventory.

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Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Purchase Order – 4 copies	General Services Office
Acceptance & Inspection Report – 3 copies	General Services Office
Sales Invoice / Delivery Receipt	Supplier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of requested items/goods	1.1 Verification of delivered items/supplies within 10/30 calendar days - Verify/check the completeness of the items/supplies delivered stipulated in the Purchase Order	None	1 hour to 1 day	Administrative Assistant III Administrative Aide I Administrative Aide I Administrative Aide I Office of the City General Services Officer
	1.2 Inspection and acceptance of delivered items/supplies -GSO staff reviews the delivered goods to verify the specifications, unit, quantity,	None	1 hour to 1 day	Administrative Aide I Administrative Aide I Admin. Asst. II Office of the City General Services Officer

	any defects from the items. -If items are in order, GSO staff signs the "Received" portion of the Delivery Receipt (DR) -If not, the assigned staff notates this on the DR and items are returned to the supplier			
	1.3 Upon verification, inspection & acceptance of items, NOD & Delivery Receipt will be routed to COA for stamping	None	1 day	Administrative Aide I Office of the City General Services Officer
	1.4 Preparation & routing of Acceptance & Inspection Report (AIR, RIS/ICS, PAR)) - for signature of the ffg: - GSO Assigned Inspector	None	1 day	Admin. Asst. III Administrative Asst. I Administrative Aide I Admin. Asst. II Administrative Aide I Office of the City General Services Officer
	1.5 Preparation of RIS/ICS/PAR	None	1 day	Administrative Aide I Administrative Aide I

				Office of the City General Services Officer
	1.6 Turnover of delivered goods/ items to end user	None	1 to 3 days	Administrative Aide I Administrative Aide I Office of the City General Services Officer
	1.7 Record details in the outgoing logbook 1.8 Submit all documents upon completion of dates, signatures & pictures of delivered items for processing of payment to Accounting Office	None None	10 mins 7 days	Administrative Aide I Administrative Aide I Office of the City General Services Officer
	TOTAL	**None**	**14 days**	

3. INVENTORY OF PROPERTY, PLANT AND EQUIPMENT

A standard process for inventory of Property, Plant and Equipment within the City Government of Meycauayan to ensure accurate inventory record, compliance with regulations and effective use of resources.

Office or Division:	Office of the City General Services Officer
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Funded Requisition and Issue Slip (RIS) – 3 copies ICS – 3 copies PAR – 3 copies	General Services Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

	1.1 Encoding in PPE Inventory with Accounting System (PIAS) - GSO staff will provide the ffg. Information: - Property Number - Serial Number - Model number - Physical characteristics - Item description - Quantity - Unit of Measure - Unit cost& Total Cost - Date Acquired - Supplier name - Reference documents - Account code	None	1 day	Administrative Aide I Office of the City General Services Officer
	1.2 Generate RIS/ICs or PAR from PIAS	None	30 minutes	Administrative Aide I Administrative Aide I Office of the City General Services Officer
	1.3 Generate Property Sticker (should be placed in semi-expendable goods above P50,000)	None	1 day	Administrative Aide I Office of the City General Services Officer
	1.4 Affixing signature of the end-user on the RIS/ICS/PAR	None	1 day	End-user
	TOTAL	**None**	**3 days & 30 minutes**	