

CITIZEN'S CHARTER SERVICES  
City of Bacoor, Province of Cavite

Responsible Department/Unit      General Services Office  
Service Name                      Provide office supplies for different Offices  
Service Description              The purpose of this service is to provide/distribute the basic needs of different offices for their day to day operations.

Client                                  Different Offices  
Maximum Duration of Process    5 to 10 mins.  
Requirements                      Request Letter  
How to Avail Service

Step	Action/ s to be Taken		Office/Person Responsible	Time to Complete	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Present/submit request Letter	Accept and verify the stock availability of supplies	Alvin Reformado Julita Bautista Shyrine S. Gutierrez	3 to 5 mins.	none	RIS
2		Prepare and Release Supplies	Julita Bautista Shyrine S. Gutierrez Sainthia Arcayos Paolo Gacutan Herbert Delos Santos	3 to 5 mins.	none	RIS

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Responsible Department/Unit      General Services Office  
Service Name                              Procurement Procedure  
Service Description                      The purpose of this service is to provide proper and efficient process  
for Agency procurement

Client    Different Offices/Agencies

Maximum Duration of Process

Requirements                              Proper Documents Needed

How to Avail Service

Step	Action/ s to be Taken		Office/Person Responsible	Time to Complete	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Request Letter	Prepare the Purchase Request	Alvin Reformado Sainthia Arcayos Paolo Gacutan	10 to 30 mins.	none	PR
2		Upon Receipt of either BAC Award or Resolution,goods will now be purchase	Alvin Reformado Sainthia Arcayos	1 to 2 days		PO

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Responsible Department/Unit      General Services Office  
Service Name                            Inspection and Acceptance Report  
Service Description                    The purpose of this service is to provide good quality Control to all purchased supplies and equipments used by diff. agencies

Client                                        Different Offices/Agencies  
Maximum Duration of Process        within the day upon receipt  
Requirements                            Inspection and Acceptance Report  
How to Avail Service

Step	Action/ s to be Taken		Office/Person Responsible	Time to Complete	Fees	Form/s Use
	Applicant/Client	Frontline Service Unit				
1	Present the required documents	Validate the Documents	Sean Solis Manolito Nario	5 to 10 mins.	none	IAR
2		Proper Inspection	Sean Solis Manolito Nario	within the day	none	IAR
3		Accept and Approve/Sign Documents	Agripino Pagdanganan Jr. Sean Solis	a min.	none	IAR



CITIZEN'S CHARTER SERVICES  
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Responsible Department/Unit	General Services Office
Service Name	Property, Plant and Equipment (PPE) inventory and Tagging
Service Description	The purpose of this service is to provide proper and efficient management for all government properties of diff. agencies.
Client	Different Offices/Agencies
Maximum Duration of Process	annually and as needed
Requirements	Inspection and Acceptance Report
How to Avail Service	

- \* Tagging of new acquired Government Equipments

Alfonso Azaña  
Sainthia Arcayos  
Anthony Frank Ayos  
Paolo Gacutan
- \* Prepare annual Inventory Report

Manolito Nario  
Sainthia Arcayos