



GENERAL SERVICES DIVISION

1. PROCUREMENT SERVICES

Procurement service is essential service in the operation of the LGU where it is responsible in the provision of supplies, materials and equipment through canvass and public bidding needed by all offices of the LGU and other line agencies. It insures the right quantity and quality of standards are meet as specified by the different requesting department of the LGU with reasonable price provided by a reliable supplier.

OFFICE / DIVISION:	MUNICIPAL MAYOR OFFICE-GENERAL SERVICES OFFICE (MMO-GSO)			
Classification:	Simple/Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	ALL LGU OFFICES & OTHER NATIONAL AGENCIES			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Procurement of Supplies, Materials and Equipment		Bid and Awards BAC Secretariat		
1. Complete set of approved document attached to Purchase Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit Purchase Request with complete documents/supporting documents for preparation of Purchase Order	1. Receive complete documents from BAC	None	5 minutes	<i>Jesijen Grace N. Lunag</i> MMO-GSO
	2. Prepare Purchase Order	None	10 minutes	<i>Gaudencio Q. Orpiano, Jr</i> <i>Arnold K. Ireneo</i> MMO-GSO

	3. Numbering of Purchase Order and record to Logbook	None	5 minutes	<i>Jesijen Grace N. Lunag</i> MMO-GSO
	4. Cause the signing/approval of the Purchase Order	None	1 hour	<i>Jesijen Grace N. Lunag</i> MMO-GSO
	5. Cause the confirmation and serve original copy of the Purchase order to the Dealer	None		<i>Jesijen Grace N. Lunag</i> <i>Gaudencio Q. Orpiano, Jr</i> <i>Arnold K. Ireneo</i> MMO-GSO
	a. Within the municipality b. Outside the municipality		1 hour 2 days	
	6. Prepare Obligation Request(OBR) for Supplies, materials and equipment that undergone Public Bidding		1 hour	<i>Jesijen Grace N. Lunag</i> <i>Rowena D. Calingayan</i> MMO-GSO
2. Received Approved PO with supporting documents for preparation of OBR and other attachments	7. Transmit to office concern approved PO with approved supporting documents for Supplies/materials and equipment that undergo other alternative mode of procurement(SVP, Shopping, emergency & negotiated)			<i>Jesijen Grace N. Lunag</i> <i>Gaudencio Q. Orpiano, Jr.</i> MMO-GSO
	8. Procure / Purchase the supplies, materials & equipment	None		<i>Jesijen Grace N. Lunag</i> <i>Gaudencio Q. Orpiano, Jr</i> <i>Arnold K. Ireneo</i> MMO-GSO
	a. Within the municipality b. Outside Municipality		2 hours 3 days	

	9. Prepare Inspection and Acceptance Report (IAR) for supplies, materials and equipment that undergone Public Bidding	None	1 hour	<i>Gaudencio Q. Orpiano, Jr.</i> MMO-GSO
	10. Conduct Inspection on the supplies/materials and equipment procured	None	1 hour	LGU Inspection Team
	11. Prepare Distribution list for Supplies/materials and Prepare Property Card /Put Inventory Tags sticker for Equipment	None	1 hour	<i>Gaudencio Q. Orpiano, Jr.</i> MMO-GSO
3. Prepare Requisition Issue Slip(RIS) and acceptance of supplies/materials	12. Disbursement of the Supplies/materials	None	4 hours	<i>Gaudencio Q. Orpiano, Jr.</i> MMO-GSO
TOTAL		None	6 days, 4 hours & 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Contact info: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
How feedbacks are processed?	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
How to complain?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence</p> <p>For inquiries and follow-ups client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How complaints are processed</p>	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: Public Assistance and Complaints Desk: Human Resource Management Office:</p>	<p>0975-565-8265 0916-831-4804</p>

Office of the Municipal Mayor:	0997-325-8807
Anti-Red Tape Authority (ARTA):	(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
Presidential Complaints Center (PCC):	8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
CSC Contact Center ng Bayan:	09088816565 / 1-6565*