



MUNICIPAL GOVERNMENT OF BANSUD
FRONTLINE SERVICES

CITIZEN'S CHARTER

2nd Edition Series of 2023

Municipal Government Center, Poblacion, Bansud Oriental Mindoro 5210
Landline (043) 738-2904 * Mobile Number: 09190939963 * Email Address: gsobansud@gmail.com

“Ang Gusto Natin Simple lang, Malinis, Mapayapa at Maunlad Na Bayan Ng Bansud”

I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

II. Vision

BANSUD “A ROBUST AGRICULTURAL TOWN”

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



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Republic of the Philippines
Province of Oriental Mindoro
MUNICIPALITY OF BANSUD



OFFICE OF THE GENERAL SERVICES

CITIZEN'S CHARTER

PROPERTY AND ACCOUNTABILITY CLEARANCE				
Is given to retirees and travelling abroad employees to clear their property accountabilities.				
Office/Division	Office of the General Services			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Employees of Local Government of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property Clearance Form 2. Acknowledgement Receipt of Equipment 3. Property Return Slip 4. Residual Value 5. Official Receipt		1. MHRMO 2. Personnel/GSO 3. GSO 4. Accounting Office 5. MTO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
Present the Property Clearance Form	Receives the Property Clearance Form	None	3 minutes	Client
Reviews and verifies the completeness of information And Record in the logbook	Reviews and verifies the completeness of information And Record in the logbook	None	5 minutes	Lenie T. Desupida
	Check the employee's accountability	None	30 minutes	Lenie T. Desupida
	Prepare for the property Return Slip , with the Acknowledgement Receipt of Equipment	None	30 minutes	Lenie T. Desupida
Client will facilitate the signing of Property return Slip		None	10 minutes	Client
	<i>If equipment to be</i>			

	<i>returned is presented:</i>			
	Will conform the acceptance of the property Return Slip and the cancellation of Acknowledgement Receipt of the personnel concern	None	3 minutes	Michelle J. Ramos
	<i>If equipment to be returned is missing:</i>			
	Prepared & Submit list of Properties to Accounting office for Computation of Residual Value	None	30 minutes	Client
	Processing of Payment for residual value of the missing equipment Submit the OR together w/ the Computation of Residual Value to GSO	Upon return of Computations from accounting office	10 minutes	Client
	In case of transfer of Property accountability of equipment and supplies, prepare a new acknowledgement receipt for PTR the person who will accept his/her accountabilities	None	30 minutes	Linie T. Desupida
Receive and sign the PTR & acknowledgement receipt to be noted by the personnel concern		None	5 minutes (if the personnel concern is available)	Personnel Concern
	Will sign the acknowledgement as confirmation of the acceptance of the new accountable officer	None	3 minutes	Michelle J. Ramos
	Update records such as Property Card and RPCPPE	None	5 minutes	Lenie T. Desupida
	Filing copy of Return Slip, Acknowledgement Receipt of	None	5 minutes	Lenie T. Desupida

	Equipment(ARE)			
	End of Transaction			
TOTAL			2hours and 49 minutes	

* Depends on the availability of the signatory

2.ISSUANCE OF REQUESTED SUPPLIES AND MATERIALS				
Requisition and Issued Slip (RIS) is used by the Property and/or Supply Division/Unit to indicate availability or non-availability of items requisitioned and/or to record issues of item/s requisitioned.				
Office/Division	Office of the General Services			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Different Office in the Local Government of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Requisition and Issue Slip Form		Prepared by the requesting office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Approved Requisition and Issue Slip	1. Reviews and verifies the completeness of information 2. Record in the logbook	None	5 minute	Princess Joy Miranda
	Check the availability of the Item/s requisitioned	None	20 minutes	Jessica C. Catada (Office Supplies & ink)/ Eliza G. Ferolino (other supplies) Mylen G. Fancubit & Lenie T. Desupida & Edna Yadao
	3. A. If not Available: Return the RIS to the requesting Office to prepare Purchase Request(PR)	None	5 minutes	Irvin Dale Ramilo
	B. If Available: signs the "Issued by"	None	5 minutes	Michelle J.

	portion			Ramos
	4. issues the item/s requisitioned	None	30 minutes	Jessica Catada/ Eliza Ferolino/ Irvin Ramilo
2. Receive the Item/s requisitioned		None	5 minutes	Requesting personnel
	Encoding /Updating Records	None	10 minutes	Eliza Ferolino/ Jessica Catada
	Filing copy of RIS	None	5 minutes	Eliza Ferolino/ Jessica Catada
	End of Transaction			
TOTAL			1 hour and 25 minutes	

3.ACCEPTANCE OF PROCURED ITEM/S				
Inspection and Acceptance Report shall be used for inspection and acceptance of purchased and delivered property, supplies and materials.				
Office/Division	Office of the General Services			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order 2. Delivery Receipt		1. General Services Office (GSO) 2. Winning Supplier		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
Delivery of procured item/s	Prepares IAR in three copies	None	10 minutes	Shermay D. Macalindong(bidding) Jessica Catada (Shopping)
	Forwards IAR, and Copy 2 of approved PO from file to Property Inspector/Committee for inspection of deliveries.	None	5 minutes	Edna Yadao (Shopping) Princess Joy Bautista (Bidding)
	Receives the item/s from the Property Inspector, and assigns property number/stock number on the PPE received and indicate the same on the IAR.	None	1 day	Lenie T. Desupida
	Signs on the 'Acceptance' column of the IAR, acknowledging receipt of the items delivered. Checks the appropriate box whether complete or partial (indicate quantity received) delivery, and indicate the date of receipt and remarks, if any	None	5 minutes	Michelle J. Ramos
	Forward the IAR to the Accounting Division/Unit	None	5 minutes	Edna Yadao(Shopping) Princess Joy Bautista (Bidding)
				Lennie T.

	Encode/Update records	None	5 minutes	Desupida(PPE) -Jessica C. Catada (Office Supplies) - Eliza G. Ferolino(other Supplies) - Edna Yadao/ Mylen G. Fancubit (for other item/s) -Irvin Dale Ramilo(Constru ction Materials)
	Filling copy of Inspection and Acceptance Report (IAR),Action slip	None	3 minutes	Lennie Tumbaga(PPE) -Jessica G. Catada (Office Supplies) - Eliza G. Ferolino(other Supplies) - Edna Yadao/ Mylen F(for other item/s) -Irvin Dale Ramilo(Constru ction Materials)
	End of Transaction			
TOTAL			1 day and 33 minutes	

4.ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT OF EQUIPMENT (PAR)/INVENTORY CUSTODIAN SLIP(ICS)				
Property Acknowledgement Receipt of Equipment (ARE) Shall be issue to support the issue of property to end-user. The ARE Shall be renewed at least every three years or every time there is a change in accountability or custodianship of property.				
Office/Division	Office of the General Services Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	All requesting Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order 2. Inspection and Acceptance Report 3. Requisition and issue slip (RIS)(PAR/ICS)		1. General Services Office (GSO) 2. General Services Office (GSO) 3. General Services Office (GSO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
Property Acknowledge Receipt of Equipment (if 50k&above/ICS (if below 50k	Prepare Property Acknowledgement Receipt of Equipment (ARE/ICS)	None	15 minutes	Lenie T. Desupida
	Assigns property number on the PPE received and indicate the same on the IAR/ICS	None	15 minutes	Lenie T. Desupida
	Signs on the "received from"	None	3 minutes	Michelle J. Ramos
Signs on the "received by:"	Issue the item/s listed on the ARE	None	1 day	End User
	Record/Update the Property Card and RCPI	None	1 hour	Lenie T. Desupida
	File a copy of ARE	None	5 minutes	Lenie T. Desupida
TOTAL			1day 1 hour & 38 minutes	

5.ISSUANCE OF WASTE MATERIAL REPORT (WMR)				
Waste Materials Report (WMR)-shall be used by the Property and/or Supply Custodian to report all waste materials such as destroyed spare parts and other materials considered scrap due to replacement.				
Office/Division	Office of the General Services Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	All Office in the Municipal Government of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Inspection Report 2. Waste Material Report Form 3. Waste Materials		1. MEO 2. MEO 3. End User		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements	Reviews and verifies the completeness of information	None	10 minute	Pedro Navarra
	Check the waste materials based on the Waste Material Report(WMR)	None	20 minutes	Pedro Navara
	Signing of Waste Material Report(WMR)	None	5 minutes	Michelle J. Ramos
	Forwards to the Accounting Division/Unit and Appraisal and Inventory Committee	None	3 minutes	Pedro Navarra
	File a copy of WMR	None	3 minutes	Pedro Navara
TOTAL			41 minutes	

6.PREPARATION OF PROCUREMENT DOCUMENTS(SHOPPING/SMALL VALUE)				
Shopping is a method of procurement of Goods whereby the Procuring Entity simply requests for the submission of price quotation for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications, Small Value Procurement. Procurement of Goods, Infrastructure Projects and Consulting Services , where the amount involved does not exceed the threshold prescribed (above50k to 250k)				
Office/Division	Office of the General Services Office			
Classification	Highly technical			
Type of Transaction	G2G			
Who may avail	Different Office in the Local Government of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip 2. Purchase Request 3. Obligation Request 4. Annual Procurement Plan 5. Project Proposal		Prepared by the requesting office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the requirements	1. Reviews and verifies the completeness of information 2. Record in the logbook	None	5 minutes	Edna D.Yadao
	3. Received all the requirements	None	20 minutes	Edna D. Yadao
	4. Forward to Ms. Magan for Philgeps posting (for Small Value) 4b. go to step 6 (shopping)	None	3 minutes	Mylen G.Fancubit/ Eliza G. Ferolino
	5. Posting to Philgeps	None	7 days	Jeanelle Magan
	6.Preparation of Request for Quotations(RFQ) & Abstract form	None	10 minutes	Jessica C. Catada
	7.Preparation of Cert of Mode of Procurement & BAC Cert	None	5 minutes	Mylen G. Fancubit/ Eliza G. Ferolino
	8. RFQ Number	None	5 minutes	Hector L. Hernandez
		None	1 day	Irvin Dale

	9. Processing for Approval of BAC Sec Head of RFQ and cert. of mode of Procurement			Ramilo
	10. Serve Canvass Form to 3 Eligible Suppliers	None	Maximum of 3 days	Hector L. Hernandez
	11. Opening of RFQ	None	1 hr	BAC Secretariat Head, BAC member, TWG
	12. Check RFQ & Fill up Abstract	None	20 minutes	Ervin Dale Ramilo/ Pedro Navara
	13. For Signature of Abstract	None	5 days (depends on the availability of signatories)	Pedro Navara Irvin Dale Ramilo
	14. Preparation Purchase Order	None	30 minutes	Jessica C. Catada
	15. PO Number & Recording	None	5 minutes	Jessica C. Catada
	16. Forward to Ms. Magan for Posting of Award to philgeps	None	30 minutes	Edna Yadao
	17. For Signature of PO	None	Depends on the availability of Signatories	Edna Yadao
	18. Photocopy of all docs for transmittal to COA	None	30 minutes	Edna Yadao
	19. For Signature of BAC Chairman	Depends on the availability of Signatories	3 minutes	Pedro Navara
	20. .Preparation of Transmittal letter to COA	None	10 minutes	Michelle J. Ramos
	21. for Signature of	None	5 minutes	Pedro Navara

	transmittal			
	22. Transmit to COA	None	1 day	Hector Hernandez/ Michelle Ramos / Pedro Navara
	23. Delivery of procured items	None	Max of 15 days after P.O. conformation of Supplier	Supplier
	24. Inspection & Acceptance of Procured items	None	1 day	Edna Yadao
	25. Delivery to Requisitioning Office(Signature -RIS & ARE(if needed)	None	2 days	Gil D. Dalawangbayan / Edna Yadao
	26. Gather other supporting documents (pictures, attendance if needed, etc.)	None	3days after activity/event	Edna Yadao
	27. Prepare voucher	None	5 minutes	Jessica C. Catada
	28. Forward to Accounting Office for Payment	None	10 minutes	Edna Yadao
TOTAL			38 days, 4 hr & 16 minutes	

7.PREPARATION OF PROCUREMENT DOCUMENTS (BIDDING)				
Competitive Bidding/Public Bidding refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and opening of bids, evaluation of bids, post-qualification, and award of contract.				
Office/Division	Office of the General Services			
Classification	Highly technical			
Type of Transaction	G2G			
Who may avail	Different Office in the Local Government of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip 2. Purchase Request 3. Program of Works 4. Obligation Request 5. Annual Procurement Plan 6. Project Proposal 7. Approved Budget Contract 8. Pictures		Prepared by the requesting office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirement	1. Reviews and verifies the completeness of information 2. Record in the logbook	None	5 minutes	Princess Joy Miranda
	3. Received all the requirements	None	20 minutes	Princess Joy Miranda
	4. Prepare Certificate of Availability of Funds	None	5 minutes	Princess Joy Miranda/ Shiermhay D. Macalindong
	5. Submit to Accounting Office for checking and approval	None	3 minutes	Princess Joy Miranda
	6. Pre-Procurement Conference(Optional for ABC of (Goods)₱2,000,000.00 and below) 5M Infra	None	1-45CD	BAC Members, TWG,BAG Sec
	7. Preparation of	None	1 hour	Angielyn Flores

	Minutes of meeting			
	8. Advertisement / Posting of Invitation to Bid	None	20 CD	Jeanelle Magan
	9.Pre-Bid Conference ABC of ₱1,000,000.00	None	1CD/Whenever necessary	BAC Member, TWG, BAC Sec, Suppliers
	10. Preparation of Bid Documents	None	1 day	Shiermhay D. Macalindong
	11.Issuance of Bid Documents	None	1-20C.D after Posting	Shiermhay D. Macalindong
Supplier will Submit Bid Documents	12.Receive bid documents from supplier	None	10 minutes	Shiermhay D. Macalindong
	13.Bid Opening	None	1CD	BAC Sec., BAC, TWG, Supplier and Observers
	14. Preparation of Minutes of Meeting	None	1 day	Angielyn Flores
	15. Preparation of Notice of Post Qualification(letter)	None	5 minutes	Princess Joy Miranda
	16. Distribution of Notice of Post Qualification(letter)	None	30 minutes	Princess Joy Miranda/ Pedro Navara
	17. Bid Evaluation	None	1-7CD	BAC Member, TWG, BAC Sec
	18. Conduct Post-Qualification	None	1 day	BAC Members, TWG, BAC Sec.
	19. Preparation of BAC Resolution	None	10 minutes	Shiermhay D. Macalindong/ Princess Joy

				Miranda
	20. Approval of BAC Resolution	None	7CD	BAC Members & Head of Procuring Entity
	21. Preparation of Notice of Award	None	10 minutes	Shriemhay D. Macalindong/ Princess Joy Miranda
	22. Approval of Notice of Award	None	7CD	Head of Procuring Entity
	23. Contract Preparation and Signing	None	1-10CDs	Shiermhay D. Macalindong/ Hector Hernandez
	24. Approval of contract by higher authority	None	1-20-30 CDs	Head of Procuring Entity
	25. Issuance of Notice to Proceed	None	1-7CDs	Head of Procuring Entity
	26. Preparation Purchase Order	None	20 minutes	PrincessJoy Miranda/ Shiermhay D. Macalindong
	27. PO Number & Recording	None	5 minutes	Jessica Catada
	28. Posting of Award to philgeps	None	30 minutes	JeanelleMagan
	29. For Signature of PO	None	3 days	Angielyn/ Shermae D. Macalindong/ Princess Joy Miranda
	30. Photocopy of all docs for transmittal to COA	None	30 minutes	Angielyn/ Shermay D. Macalindong/ Princess Joy Miranda/ Pedro Navarra
	31. Preparation of Transmittal letter to	None	20 minutes	Princess Joy Miranda

	COA			
	32. Transmit to COA	None	1 day	Hector Hernandez
Delivery of Items			Within 30 days upon conformed of Supplier	Supplier
	33. Inspection and Acceptance of Procured Items	None	Refer to Government service No.3	Refer to Government service No.3
	34. Issuance of Property Acknowledgement Receipt of Equipment(ARE)if necessary	None	Refer to Government service No.3	Refer to Government Service No. 4
	35. Forward to Accounting Office for Payment	None	10 minutes	Angielyn Flores/ Shiermhay D. Macalindong/ Princess Joy Miranda
	End of Transaction			
TOTAL			47days 4 hours and 23 minutes	