

# The GENERAL SERVICES DIVISION

## **General Function of the Division:**

The General Services Division is responsible for the formulation, enforcement and enhancement of plans, policies, methods and procedures relating to property and supply management; building, grounds and facilities management and transport operation and maintenance management.

**The General Services Division shall exercise operational control over the following Sections:**

## **PROPERTY AND SUPPLY MANAGEMENT SECTION**

### **General Function of the Section:**

The Property and Supply Management Section is responsible for the receipt, inspection, acceptance, documentation, storage, issuance, maintenance, transfer and disposition of all inventory items – materials and supplies, properties and equipments of the Water District.

## **PROCEDURES IN THE RECEIPT, INSPECTION, ACCEPTANCE AND RECORDING OF DELIVERIES OF INVENTORY ITEMS AND EQUIPMENT**

1. Upon delivery of inventory items or equipment, the Property/Supply Unit shall sign the Delivery Receipt.
2. The Property/Supply Unit shall prepare the Inspection and Acceptance Report.
3. The Property/Supply Unit and Inspectorate Team inspect and verify the item as to quantity and conformity with specifications based on the Delivery Receipt and approved Purchased Order.
4. If in order, signs and indicates the date of inspection in the Inspected Column.
5. If specifications are not in order or delivery is not complete, indicates notation on the Inspection and Acceptance Report.
6. Forward the Inspection and Acceptance Report to the Property/Supply Officer.
7. The Property/Supply Officer signs in the Acceptance Column.
8. The Property/Supply Officer checks the appropriate box whether a complete or partial delivery was made.
9. The Inspection and Acceptance Report will be forwarded to the Property/Supply Unit Head for verification.
10. The inventory items/equipment will be forwarded to the Property/Supply Custodian for safekeeping/storage.
11. Posts necessary information in the Bin Card/Stock Card/Property Card.

12. The Inspection and Acceptance Report will be signed by concerned members of the Inspectorate Committee.
13. Submission of the Inspection and Acceptance Report to the Administrative Unit and Accounting Unit.
14. The Property/Supply Unit prepares the Monthly Receiving Report.

#### **PROCEDURES IN THE REQUISITION AND ISSUANCE OF INVENTORY ITEMS**

1. Upon receipt of the Requisition and Issue Slip, the Property/Supply Unit review and verifies the RIS as to completeness of the information.
2. The Property/Supply Unit fills up the necessary information.
3. The Head of the Property/Supply Unit signs the Approved By portion of the RIS and returns to the Supply Officer for issuance of the stock.
4. The Supply Officer fills up and signs the Issuance portion of the RIS and issues inventory items requested.
5. The requesting personnel receive the supplies and sign the Received by portion of the RIS.
6. Files temporarily the original copy of the RIS and files permanently the duplicate copy of the RIS. The 3<sup>rd</sup> and fourth copy will be given to the requesting unit and to the assigned Security Guard on duty for his checking and recording of released items in the Warehouse.
7. The Property/Supply Unit posts the requisitions to the Stock Card.
8. The Property/Supply Unit prepares the Report of the Supplies and Materials Issued.
9. Forward copy of the report to the Accounting Unit for verification.
10. Upon verification, receives the final copy of the report from the Accounting Unit.
11. The Property/Supply Unit reconciles the final copy of the report from the Accounting Unit and the Property/Supply Unit.
12. If no discrepancy was found, the Property/Supply Unit prepares the Monthly Inventory Report.

#### **PROCEDURES IN THE REQUISITION AND ISSUANCE OF EQUIPMENT**

1. Upon receipt of the notice of the availability of the equipment requested, the requesting unit shall prepare the RIS.
2. The Head of the Requesting Unit reviews the RIS and signs the Requested By in the requisition column.
3. The requesting unit shall forward the same to the Property/Supply Unit for processing of the requisition.
4. The Property/Supply Unit receives the signed RIS from the requesting unit and accomplished the necessary information.
5. The Property/Supply Unit verifies the RIS.
6. The RIS is forwarded to the Head of the Property/Supply Unit for review and approval.
7. The Head of the Property/Supply Unit reviews and approved the RIS.
8. Assignment of number on the property being transferred/issued and records the same in the RIS.
9. Prepares the Acknowledgement Receipt of Equipment.

10. Distribute copies of the ARE to concerned unit/personnel.
11. Forwards to the Accounting Unit the original copy of the RIS for proper recording.
12. The Property Custodian/Property Officer prepares Monthly Report on ARE.

### **PROCEDURES IN THE WAREHOUSING**

1. Upon receipt of the materials and equipment and other property, the Warehouseman/Storekeeper arranges the materials inside the warehouse/stockroom in accordance with the approved storage plan using the materials handling equipment.
2. The Warehouseman/Storekeeper posts the information taken from the Inspection and Acceptance Report in the Bin Card.
3. If there are discrepancies, reconciliation of records must be made with the Bin Card/ Stock Card/Property Card. All information must be made current and properly updated.
4. The Warehouseman/Storekeeper must ensure that materials and equipment are properly maintained in such condition most suitable for use.

### **PROCEDURES IN INVENTORY TAKING**

1. The Property/Supply Unit Head prepares the Inventory Guidelines.
2. Submits the same to the Agency Head for approval.
3. Upon composition of the Inventory Committee, definite plan as to responsibilities during the inventory taking will be made.
4. For property and equipment, inventory tags should be prepared in advance.
5. The details in the inventory must all be written on the Inventory Sheet.
6. Record/post/reconcile in the Inventory Summary Sheets.
7. Withdrawals from and additions to the inventory must be recorded on the count tags or sheets during the inventory taking.
8. Discrepancies between physical and book inventories must be investigated and cleared immediately.
9. Proper cut-off must be determined prior to preparation of Report on the Physical Count of Inventory.

### **PROCEDURES IN THE PROPERTY REPAIR AND MAINTENANCE**

1. Identification of property/equipment/vehicle to be repaired.
2. Preparation of Request for Pre-Repair Inspection.
3. Conduct of Pre-Repair Inspection Activity.
4. Preparation of Pre-repair Inspection Report.
5. Replacement of Damaged/Unserviceable Parts.
6. Preparation of Waste Materials Report.
7. Preparation of Request for Post Repair Inspection.
8. Conduct of Post-Repair Inspection Activity.
9. Preparation of Post-Repair Inspection Report.

## **PROCEDURES IN THE DISPOSAL OF GOVERNMENT PROPERTY**

1. Once the supplies/property becomes unserviceable from any cause or no longer needed, the officer accountable therefore shall return the same to the Property/Supply Unit.
2. The Property/Supply Unit prepares Inventory and Inspection of Unserviceable Equipment and Summary of Waste Materials for disposal after the conduct of the actual physical count.
3. Approval of the Inventory and Inspection of Unserviceable Equipment by the Head of the Agency.
4. Submission of application for disposal with appropriate documents to the COA Auditor.
5. The COA Auditor shall inspect the items and determine whether the items are with or without value and forwards his/her recommendation to the Head of the Agency.
6. The Head of the Agency shall forward the document to the Disposal Committee.
7. The Disposal Committee conducts ocular inspection of the equipment to be disposed.
8. Recommends to the Head of the Agency the mode of disposal as appropriate and deemed most advantageous to the government.
9. If found to be valuable the unserviceable property may be sold at public auction to the highest bidder.
10. Conduct of the bidding procedures.
11. Payment of the bid bond.
12. Issuance of the Notice of Award.
13. Full payment on the disposed property.
14. Hauling and withdrawal of the disposed property.
15. The Accounting Unit/Budget Unit shall drop the property included in the disposal from the books of accounts and record the proceeds from the sale of property.

## **PROCEDURES FOR DISPOSITION OF VALUELESS RECORDS**

1. Preparation of Inventory and Appraisal of Records
2. Review of the General Records Disposition Schedule (GRDS)
3. Establishment of Agency's Records Disposition Schedule (RDS)
4. Determination of Valueless Records for Disposal.
5. Request for Authority to Dispose of the Head of the Agency.
6. Approval of the Request for Authority to Dispose Records of the Head of the Agency.
7. Submission of the Authority to Dispose Records to NAP.
8. Evaluation of Disposable Records by the NAP.
9. Issuance of Authority to Dispose Records by the NAP.
10. Notification of Actual Disposal
11. Segregation and Custody of Valueless Records
12. Conduct of Actual Disposal.
13. Issuance of Certificate of Disposal

#### 14. Recording/reporting of the Proceeds for Sales

### **BUILDING, GROUNDS AND FACILITIES MANAGEMENT SECTION**

#### **General Function of the Section:**

The Buildings, Grounds and Facilities Management Section is responsible for general maintenance tasks of utility buildings including all electrical, communication, telephone connections, internet and CCTV connections, maintenance of grounds and facilities using cleaning tools and equipment to keep the same in presentable and secure condition.

#### **PROCEDURES IN THE PROCESSING OF MINOR REPAIR OF THE BUILDING**

1. Identification of the part/area of the building for repair.
2. Ocular inspection of the area for repair.
3. Preparation of plans and design.
4. Preparation of estimates of material requirement.
5. Costing of material requirement.
6. Preparation of Purchase Request.
7. Upon delivery of the materials, schedule date of repair and internal manpower needed for the repair.
8. Preparation of Job/Work Order.
9. Conduct of actual repair.
10. Inspection of the status of repair. Revision will be made if found necessary.
11. Issuance of Certificate of Completion for the project.

#### **PROCEDURES IN THE PROCESSING OF ACQUISITION AND LICENSES OF THE UHF BASE AND PORTABLE UNITS**

1. Receipt copy of Purchase Request from the Purchasing Unit.
2. Accomplish Permit to Purchase Radio Transmitters/Transceivers Form from NTC.
3. Attach necessary documents.
4. Payment of necessary fees.
5. Receipt of approved Permit to Purchase Radio Transmitters/Radio Transceivers.
6. Purchased of requested units.
7. Receipt of Delivery Receipt/Sales Invoice/Sales Stock Report.
8. Submit to NTC the necessary documents. .
9. Process Order of Payment by NTC.
10. Payment of necessary fees.
11. Accomplishment of Permit to Possess.
12. Receipt of the Network Radio Station License.

13. Distribute copy of the radio license to end user.
14. Post copy of the radio license to base radio.

In case of defective units:

1. Prepare Summary of Radio Unit for Storage.
2. Submit copy of the Summary of Radio Unit for Storage and copy of respective radio licenses.
3. Accomplishment of NTC Form for Application for Storage.
4. Process Order of Payment by NTC.
5. Payment of necessary fees.
6. Receipt of copy of Permit to Possess Radio Transmitters/Tranceivers – For Storage

#### **PROCEDURES FOR PROCESSING OF PROPERTY/BUILDING INSURANCE**

1. Prepare Inventory of PPE for application of property insurance.
2. Submit letter – request to GSIS together with the necessary attachments.
3. Ocular inspection conducted by GSIS.
4. Receipt of insurance proposal with options.
5. Approval of the Head of the Agency of the preferred proposal.
6. Submission of letter to GSIS for confirmation of chosen insurance coverage.
7. Receipt of copy of policy for payment of insurance.
8. Payment of necessary fees.
9. Receipt of original copy of policy insurance.

#### **PROCEDURES FOR PROCESSING OF PAYMENT OF REAL PROPERTY TAX**

1. Secure validation from the Municipal Assessor based on submitted listing of properties.
2. In case of updates in the Tax Declaration, request copy of new Tax Declaration.
3. Prepare Summary of Properties and necessary attachments.
4. Submission of records to Municipal Treasury for verification of the amount.
5. Preparation of payment.
6. Payment of fees at the Municipal Treasury.
7. Issuance of Official Receipts.

#### **PROCEDURES FOR TRANSFER OF TAX DECLARATION FOR TITLED PROPERTIES**

1. Prepare Purchase Request for Lot Survey.
2. Ocular inspection and survey of the requested lot.
3. Receipt of the Technical Description and Approved Plan.

4. Verify records at the Municipal Assessor.
5. Payment of Tax Clearance at the Municipal Treasury, if required.
6. Request Certificate Authorizing registration with BIR and needed attachments.
7. Payment of Transfer Tax at the Provincial Treasurer.
8. Submit all necessary documents and attachments to the Provincial Assessor's Office.
9. Payment of necessary fees.
10. Release of new Tax Declaration.

## **TRANSPORT OPERATION AND MAINTENANCE SECTION**

### **General Function of the Section:**

The Transport Operation and Maintenance Section is responsible in the acquisition, dispatch, preventive maintenance, repairs, disposition and over – all operation of all transportation units and miscellaneous mechanical tools and equipment of the District.

### **PROCEDURES IN THE PROCESSING OF REQUISITION OF VEHICLES**

1. Receipt of notice to process requirements for requisition of vehicles.
2. Advice requesting Division for details of the request.
3. Verifies information and details received from the requesting Division.
4. Requests attachments from different units.
5. Requests for approved Board Resolution.
6. Prepares letter request to Local Water Utilities Administration.
7. Approval of the letter request by the Head of the Agency.
8. Submission of letter request and necessary attachments to LWUA.
9. Receipt of Authority to Purchase Vehicles from DBM/LWUA/DPWH.
10. Purchase of the vehicles.

### **PROCEDURES IN THE PROCESSING OF INSURANCE OF VEHICLES (for new vehicle)**

1. Upon receipt of the requirements, accomplish the necessary GSIS application.
2. Submit application to GSIS.
3. Receipt of documents from the GSIS.
4. Submit documents to supplier.
5. Receipt of necessary documents from the supplier.

### **PROCEDURES IN THE PROCESSING OF INSURANCE OF VEHICLES (for reconditioned vehicle)**

1. Upon receipt of the requirements, coordinate with the dealer for processing of necessary documents.

2. Receipt copy of processed documents.
3. Submit application with GSIS with attachments.
4. Receipt of documents for processing of payment.
5. Submit application with LTO with necessary attachments.

### **PROCEDURES IN THE PROCESSING OF CHANGE ENGINE**

1. Receipt of necessary documents from the supplier.
2. Prepare application for change of engine.
3. Attached necessary documents.
4. Submit application and attachments to LTO.
5. Submit vehicle for inspection and clearance.
6. Pay necessary fees.
7. Receipt of documents for new engine.

### **PROCEDURES FOR PROCESSING OF DOCUMENTS IN CASE OF VEHICULAR ACCIDENT**

1. In case of vehicular accident, coordinate with the Police Station/Barangay Officials where the accident transpired for recording of the incident.
2. Take photo of the damaged vehicles in all angles including bodily injury.
3. Secure the necessary information and documents.
4. Submit all documents to GSIS for processing of claims.
5. Request presence of Adjuster from the insurance company for inspection of the vehicles.
6. Receipt of notice for preparation of estimate to accredited/non-accredited shop.
7. Receipt of cost estimate for materials and labor fee to be incurred in connection with the minor or major repair.
8. Submit cost estimate to GSIS/GSIS accredited insurance company.
9. Receipt of Motor Car Claim Unit Evaluation Sheet.
10. Upon concurrence, receipt of letter of authority.
11. Receipt of check from GSIS for payment of the repair to the accredited shop.

In case of existence of Third Party Liability with Hospitalization:

1. On top of the other requirements, submission of additional requirements as requested.
2. Submit documents to GSIS for processing.
3. Receipt notice of home visit and interview on the involved party.
4. Receipt of the Release of Claim and Subrogation Receipt and Check Payment.

### **PROCEDURES FOR PROCESSING OF VEHICLE REGISTRATION**

1. Upon receipt of the necessary documents from GSIS, schedule vehicles for emission.
2. Receipt of Certificate of Emission Compliance and Official Receipt.



3. Accomplishment of LTO Motor Vehicle Registration.
4. Approval of the Motor Vehicle Registration.
5. Submission to LTO of the Accomplished Motor Vehicle Registration Form together with the necessary attachments.
6. Payment of necessary fees.
7. Issuance of new Official Receipt and stickers.
8. Distribute copies of OR and stickers to assigned vehicle.

### **PROCEDURES IN THE DISPATCHING OF VEHICLES**

1. Secure Travel Request Form. Record requisition in the monitoring sheet.
2. Accomplishment of the Travel Request.
3. Submission to GSD for Assignment of Driver and Vehicle.
4. Preparation of Driver's Trip Ticket.
5. Approval of the Head of the Agency.
6. Distribution of the approved Travel Request and Trip Ticket.
7. Submission of copy of the approved Travel Request and Trip Ticket to HR Division prior to travel by the requesting personnel.
8. Conduct of travel.
9. Accomplishment of Itinerary of Travel, Certificate of Travel Completed and Certificate of Appearance. Accomplishment of the Driver's Trip Ticket.
10. Approval of the Immediate Supervisor and Head of the Agency.
11. Filing of the original copy of the Travel Request and Driver's Trip Ticket.
12. Distribution of the duplicate copy to traveling employee and assigned driver for processing of per diem.

### **PROCEDURES IN THE REGULAR MAINTENANCE OF VEHICLE**

1. Conduct the following regular maintenance check before starting the engine.
  - ✓ Checks engine oil level, fuel level, brake fluid/brake system, tire pressure, head lamp/brake/signal lamp, vehicle horn, radiator water level/reservoir, battery check, fan belt.
  - ✓ Checks and identify possible leaks in the vehicle.
  - ✓ Identified defects should be immediately remedied upon.
2. Conduct proper cleaning in the inside and outside area of the vehicle.
3. Checks the air conditioning system, window locks, door locks and upholstery of the vehicle.
4. Record in the logbook regular maintenance conducted in the vehicle like change oil, last date of change of battery, change of tires, upholstery, matting, tinting, auto detailing and painting works.
5. Prepares request for repair if necessary. Follow procedures in the request for repair.
6. Request preparation of Purchase Request and MSSRF for tools/equipment in the vehicle as deemed necessary.

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