



Republic of the Philippines

CITY OF CANLAON

CITIZEN'S CHARTER

General Services Office



REMIGIO L. BLANCO

*City Government Department Head I
General Services Officer*

COLUMBOS A. MAITIM

City Government Assistant Department Head I



Republic of the Philippines
CITY OF CANLAON

General Services Office

I. Mandate:

1. Take custody and be accountable for all properties owned by the LGU;
2. Ensure the delivery of basic services and provision of adequate facilities and technical support;
3. Perform maintenance, janitorial, and security of all government properties;
4. Perform archival and records management in the local government unit;
5. Develop plans & strategies which have to do with the General Services for approval of the City Mayor;
6. Formulate measures and provide technical assistance in carrying out measures to ensure the delivery of basic services;
7. Frontline in the delivery of General Services during and aftermath of man-made and natural calamities.

II. Vision:

We envision the General Services Office as a conduit in the delivery of basic services and ensure the safety and custody of all government properties with friendly, caring, professional, technical, and skilled personnel.

III. Mission:

To provide an immediate, effective, and efficient mechanisms, strategies, approach in the delivery of basic services with the application of new technology and scientific approach responsive to the call of the times.

IV. Service Pledge:

We exist in the name of public service. We, the personnel of the General Services Office commit ourselves to:

- A. Provide efficient service in the management of Canlaon City's properties, supplies, records and archives, and solid waste programs;
- B. Deliver efficient, prompt, and courteous frontline and non-frontline services to the Local Government Unit and to its constituents; and
- C. Promote accountability, honesty, and integrity in the discharge of our duties and functions as government employees serving with dignity.

INTERNAL SERVICES
(Transactions Within the Office)

1. Request for Inclusion in the Payroll (Newly Appointed Regular Employees)

Newly appointed government employees on “regular” status are not directly included in the payroll. They need to submit necessary requirements to the person in charge of the creation of the monthly payroll for the processing of “first claim vouchers”.
(Ang mga bag-ong empleyadong nabutang sa pwesto sa pagka-regular dili direktang ma-apil sa payroll. Dapat una silang mo sumiter sa mga gikinahanglan nga mga dokumento didto sa tigdumala sa pagbuhat sa binulan nga payroll para maproseso ilang “first claim vouchers”.)

Office/Division:	General Services Office - Administrative			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	GSO Regular Employees (Newly Appointed)			
CHECKLIST OF REQUIREMENTS				
CSC Form 33 A Position Description Form SALN Oath of Office Certification Signed by City Accountant Certification of Assumption of Duty Duly Accomplished and Signed DTR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to person in charge of payroll. (e-sumiter ang tanang kinahanglanon to tagdumala sa payroll)	1. Check for completeness of requirements. (sigurohon nga kompleto ang gi sumiter nga mga gikinahanglan nga dokumento)	None (Wala)	5 minutes (5 ka minutos)	Rey Franco L. Tolin I
2. Inform payroll clerk (Teresita Flores) for any loan payments, and other deductions when applicable. (ipahibalo sa payroll clerk ang mga deductions para sa bayad sa utang og uban pa kung naa)	2. Prepare voucher and OBR and process first claim. (Andamon ang voucher og OBR og iproseso ang first claim.)	None (Wala)	30 minutes (30 ka minutos)	Rey Franco L. Tolin I
	3. Submit OBR for signature to Remigio L. Blanco. (isumiter ang OBR kay Remigio L. Blanco para ma pirmahan.)	None (Wala)	20 minutes (20 ka minutos)	Rey Franco L. Tolin I or Mercedita N. Edjan
	4. Include name in the following month's payroll. (Idugang ang pangalan sa payroll sa gasunod	None (Wala)	5 minutes (lima ka minute)	Rey Franco L. Tolin

	nga bulan.)			
TOTAL		None (Wala)	1 hour (1 ka oras)	

2. Request for Inclusion in the Payroll (Newly Appointed Casual/Plantilla Personnel)

Office/Division:	General Services Office - Administrative			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	GSO Casual/Plantilla Employees (Newly Appointed)			
CHECKLIST OF REQUIREMENTS				
SALN Copy of Appointment as Casual Plantilla Duly Accomplished and Signed DTR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to person in charge of payroll. (i-sumiter ang tanang gikinahanglan didto sa tagdumala sa payroll.)	1. Check for completeness of requirements. (sigurohon nga kompleto ang gi sumiter nga mga gikinahanglan nga dokumento)	None (Wala)	5 minutes (5 ka minutos)	Remedios Tate
2. Inform payroll clerk for any loan payments, and other deductions when applicable. (ipahibalo sa tagdumala sa payroll kung adunay loans og uban pag bayronon nga angay ibutang sa payroll.)	2. Prepare payroll for the pay period. (preparahon ang payroll)	None (Wala)	30 minutes (30 ka minutos)	Remedios Tate
	3. Submit payroll for signature to Remigio L. Blanco. (isumiter ang payroll didto kay Remigio L. Blanco para mapirmahan.)	None (Wala)	20 minutes (20 ka minutos)	Remedios Tate or Mercedita N. Edjan
TOTAL		None (Wala)	55 minutes (55 ka minutos)	

3. Application for Leave of Absence

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	GSO Employees			
CHECKLIST OF REQUIREMENTS				
Accomplished Leave Form Medical Certificate (for Sick Leave incurred 5 days or more) Other documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the leave form and secure approval from direct supervisor. (Fill-upan ang leave form og mokuha og approval gikan sa direct supervisor.)	1. Provide the leave form and give clear instructions. (Mohatag og leave form sa og mohatag og klaro nga instructions.)	None (Wala)	1 hour (1 ka oras)	Celsa Gonzales
2. Submit the accomplished leave form and other requirements to person in-charge. (i-sumite ang na fill-upan nga leave form og uban pang requirements didto sa person in charge.)	2. Review completeness of requirements and certify leave balances. (Susihon kung kompleto ang mga requirements og pamatud-an ang leave balances.)	None (Wala)	1 hour (1 ka oras)	Celsa Gonzales
	3. Endorse application of leave for approval. (i-endorso ang application sa leave para maaprobahan)	None (Wala)	1 hour (1 ka oras)	Celsa Gonzales
TOTAL		None (Wala)	3 hours (3 ka oras)	

EXTERNAL SERVICES
(Office to Office, or from Other Clients)

1. Request for Caskets/Coffins (Pagpangayo og Lungon)

Indigent constituents of the city may request for assistance from the City Mayor's Offices through the General Services Office for coffins for their deceased family members.

(Ang mga kabos nga konstituente sa ciudad pwede mangayo og hinabang nga lungon para sa ilang namatay nga kapamilya didto sa buhatan sa mayor sa lungsod pinaagi sa General Services Office.)

Office/Division:	General Services Office – Carpentry			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Relatives of the deceased/ Indigent constituents within the city (Mga paryente sa namatay/mga kabos nga konstituente sa ciudad.)			
CHECKLIST OF REQUIREMENTS				
✓ Barangay Certification (Indigency) ✓ Certification/Clearance from City Mayor’s Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Indigency from the Barangay to CMO.(isumiter ang pagpamatood sa pagkakabos gikan sa barangay didto sa CMO)				
2. Submit Certification or Clearance from CMO to GSO Administrative Division. (i-sumiter ang pagmatood or clearance gikan sa CMO didto sa GSO Administrative Division.)	1. Verify and check availability of caskets/coffins at Carpentry Division. (susihon og sigurohon ang pagka-anaa sa mga lungon didto sa Carpentry Division.)	None (Wala)	1 hour (1 ka oras)	Gilbert Recomono
3. Sign Logbook at the Guard’s Station at the City Hall. (Mopirma sa logbook nga nahimutang sa estasyon sa guardiya sa City Hall.)	2. Release the requested caskets/coffins to the client(s). (Ihatag ang kliyente ang gipangayo nga lungon)	None (Wala)	5 minutes (5 ka minute)	Gilbert Recomono
TOTAL		None	1 hour, and 5	

	(Wala)	minutes (1 ka oras og 5 ka minute)	
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2. Rental of Heavy Equipment (Construction Equipment)
Pag-abang og Heavy Equipment (Ekipo sa Konstruksyon)

Some heavy equipment used for construction of roads and buildings are available in the city and managed by the General Services Office. Stakeholders may request to borrow and rent available heavy equipment.

(Adunay mga heavy equipment para konstruksyon og dalan og mga bilding nga anaa sa ciudad og gidumala sa General Services Office. Ang mga stakeholders pwede mo hangyo sa paghulam og pag-abang sa maong mga ekipo.)

Office/Division:	General Services Office – Administrative Division and Motor Pool			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All residents and non-residents of Canlaon City, however, use of equipment must be within Canlaon City only. (Tanang pumupuyo sa Lungsod sa Canlaon og sa ubang lugar pero kinahanglan ang paggamit sa ekipo sa sulod lamang sa Lungsod sa Canlaon.)			
CHECKLIST OF REQUIREMENTS				
Letter Request addressed to CMO		SP Resolution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to CMO. (i-sumiter ang letter request didto sa CMO.)				
2. Submit endorsement from CMO to GSO. (i-sumiter ang endorsement gikan sa CMO didto sa GSO.)	1. Verify availability of the heavy equipment and check its working condition. (Susihon ang pagka-anaa sa heavy equipment og sigurohon ang kahimtang niini.)	None (Wala)	1 hour (1 ka oras)	Noel E. Lerio
	2. Provide rental rates in accordance with	ACEL Rates/ Local	1 hour	Remigio L. Blanco,

	the Local Tax Code. (Paghatag of presyo sa abang sumala sa Local Tax Code.)	Tax Code	(1 ka oras)	Columbos A. Maitim, or Personnel from City Treasurer's Office (CTO)
	3. Prepare Contract of Lease. (pag-andam sa kontrata sa pag-abang)	None (Wala)	8 hours or 1 day (8 ka oras o 1 ka adlaw)	Perla V. Asentista
3. Follow-up documents if approved or not. (i-follow up ang mga dokumento if naaprobahan o wala.)	4. Facilitate approval of documents in concerned offices. (ipatigayon ang pagaprobar sa mga dokumento didto sa natungdan nga opisina.)	None (Wala)	8 hours or 1 day (8 ka oras o 1 ka adlaw)	Perla V. Asentista
4. Submit approved documents and official receipt from CTO to GSO. (i-sumiter ang mga naaprobahan nga dokumento og official receipt gikan sa CTO didto sa GSO.)	5. Dispatch rented unit to leasee. (ihatag ang giabangan nga unit sa nag-abang.)	None (Wala)	1 hour (1 ka oras)	Noel E. Lerio
TOTAL		ACEL RATES/ LOCAL TAX CODE	2 days and 3 hours (2 ka adlaw og 3 ka oras)	

3. Solid Waste Management
(Pagdumala sa Solid Waste)

Garbage collection is necessary in every city to ensure a clean and healthy environment that is safe to live in. Proper waste management is crucial in eliminating health hazards and removing contaminants that may be threatening and harmful.

(Gikinahanglan ang pagkoleta sa basura para masigurado sa ciudad nga limpyo og himsog ang palibot para sa kaluwasan sa mga pumupuyo. Ang insaktong pagdumala sa basura mahinungdanon para mawagtang ang mga peligro sa panglawas og para makuha ang hugaw sa palibot nga pwede maghatag og hulga o kadaot.)

Office/Division:	General Services Office and CENRO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Institutions or establishments withing the route of garbage collection. (Mga institusyon o establisimento nga naa sa duol sa rota sa pagkolekta sa basura.)			
CHECKLIST OF REQUIREMENTS				
Letter Request for CMO.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to CMO and get endorsement. Then submit endorsement to GSO. (i-sumiter ang letter request didto sa CMO og pangayo og endorsement. Kung aduna nay endorsement, i-sumiter kini sa GSO.)	1. Facilitate verification of schedule of garbage collection to check possible inclusion of request in the daily collection. (ipatigayon ang pagsusi sa talamdan sa pagkolekta og basura kung possible maapil ang request sa inadlaw nga koleksyon.)	None (Wala)	1 hour (1 ka oras)	Charlemagne Betchido
TOTAL		None (Wala)	1 hour (1 ka oras)	

4. Provision of Sound System
(Probisyon og Sound System)

Office/Division:	General Services Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents of Canlaon City (Tanang mga pumupuyo sa Lungsod sa Canlaon)			
CHECKLIST OF REQUIREMENTS				
Endorsement from CMO.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement from CMO to GSO. (i-sumiter ang endorsement gikan sa CMO didto sa GSO.)	1. Check availability of sound system. (susihon ang pagka-anaa sa sound system.)	None (Wala)	1 – 2 hours (1 – 2 ka oras)	Mario Bandiola
	2. Prepare Borrower’s Slip. (Ipreparar ang borrower’s slip.)	None (Wala)	5 – 10 minutes (5 – 10 ka minutos)	Perla Asentista
2. Present the approved borrower’s slip to Mario Bandiola. (ihatag ang naaprobahang borrower’s slip to Mario Bandiola.)	3. Lend sound system to client. (ipahulam ang sound system sa kliyente.)	None (Wala)	1 – 4 hours (1 – 4 ka oras)	Mario Bandiola
TOTAL		None (Wala)	6 hours and 10 minutes (6 ka oras og 10 ka minutos)	

5. Request for Transportation for Corpse (Paghangyo og transportasyon para sa patay)

Residents of the city may request for transportation for their deceased family members. They can avail of the service by first securing a certification from DSWD that the deceased was an indigent.

(Ang mga residente sa ciudad pwede mo hangyo og transportasyon para sa namatay nilang kapamilya. Pwede nilang mapahimuslan ang maong serbisyo pinaagi una sa pagkuha og pagpamatood nga ang namatay usa ka kabos didto sa DSWD.)

Office/Division:	General Services Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent family of the deceased (kabos nga kapamilya sa namatay)			
CHECKLIST OF REQUIREMENTS				
Certificate of Indigency from DSWD Endorsement from CMO				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement from CMO and certificate of indigency to GSO. (i-sumiter ang endorsement gikan sa CMO og ang pagpamatood sa pagkakabos didto sa GSO.)	1. Verify and check availability of funeral car. (susihon og siguradohon kung available ang sakyanan sa lubong.)	None (Wala)	5 – 10 minutes (5 – 10 ka minutos)	Noel Lerio
2. Follow-up trip ticket at GSO Property Division. (ifollow-up trip ticket sa GSO Property Division)	2. Prepare and process trip ticket. (Andamon og iproseso ang trip ticket)	None (Wala)	30 minutes (30 ka minutos)	Ruben Eugenio
	3. Dispatch of funeral car.	None	1 – 5 minutes	Driver of funeral car

	(Pagpaadto sa sakyanan sa lubong sa destinasyon.)	(Wala)	(1 – 5 ka minutos)	
TOTAL		None (Wala)	45 minutes (45 ka minutos)	

6. Request for Transportation for Utility Services
(Paghangyo sa Paggamit og Transportasyon para sa Utility Services)

Office/Division:	General Services Office – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent clients (mga kabos nga kliyente)			
CHECKLIST OF REQUIREMENTS				
Endorsement from CMO Certificate of Indigency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement and certificate of indigency to GSO. (i-sumiter ang endorsement og pagpamatood sa pagkakabos didto sa GSO).	1. Check availability of vehicle. (susihon ang pagka-anaa sa sakyanan.)	None (Wala)	5 – 10 minutes (5 – 10 ka minutos)	Noel Lerio
2. Follow-up trip ticket at GSO Property Division. (ifollow-up ang trip ticket sa GSO Property Division)	2. Prepare and process trip ticket. (Andamon og iproseso ang trip ticket)	None (Wala)	30 minutes (30 ka minutos)	Ruben Eugenio
3. Fuel vehicle. (pagtughungan ang sakyanan)	3. Dispatch vehicle to destination. (Pagpaadto sa salakyan sa destinasyon)	None (Wala)	1 – 5 minutes (1 – 5 ka minutos)	Decederio Mamac, Sergio Canopin
TOTAL		None	45 minutes	

	(Wala)	(45 ka minutos)	
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7. Request for Ambulance (Paghangyo og Ambulansya)

Residents of Canlaon City may request to transport patients to the nearest hospital or medical facility within Negros Oriental and Negros Occidental.

(Ang mga residente sa Lungsod sa Canlaon pwede mo hangyo sa pagpahato og mga pasyente padulong sa pinakaduol nga hospital o medikal na pasilidad sa sulod probinsya sa Negros Oriental og Negros Occidental.)

Office/Division:	General Services Office - Administrative
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Residents or patients from Canlaon City (mga pumuluyo o pasyente gikan sa Lungsod sa Canlaon)

CHECKLIST OF REQUIREMENTS

Referral from the physician or recommendation from a medical practitioner.
(Referral gikan sa usa ka doctor o rekomendasyon gikan sa usa ka medikal nga praktitioner.)

	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure clearance from the mayor or from an authorized representative from GSO. (Mangayo of clearance gikan sa mayor o sa gitugutan nga representante sa GSO.)	1. Check availability of vehicle. (susihon kung adunay sakyanan.)	None (Wala)	5 – 10 minutes (5- 10 ka minutos)	Motorpool Division/ Driver
2. Follow-up trip ticket at GSO Property Division. (ifollow-up ang trip ticket sa GSO Property Division)	2. Prepare and process trip ticket. (Andamon og iproseso ang trip ticket)	None (Wala)	30 minutes (30 ka minutos)	Ruben Eugenio
3. Client must provide fuel for the vehicle.	3. Dispatch of vehicle going to destination.	None (Wala)	1 – 5 minutes (1 – 5 ka minutos)	Reno Espora or Josephino B. Manila

(mohatag ang kliyente og gasolina o krudo para sa salakyanan.)	(Pagpaadto sa salakyanan padulong sa destinasyon.)			
TOTAL		None (Wala)	45 minutes (45 ka minutos)	

8. Request for Installation of New Water Service
(Paghangyo sa pag-instalar og Bag-ong Serbisyo sa Tubig)

Office/Division:	General Services Office – Waterworks Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Canlaon City who are within the scope of Canlaon City Water System (Mga residente sa Lungsod sa Canlaon nga nasulod og sakop sa Canlaon City Water System.)			
CHECKLIST OF REQUIREMENTS				
Clearance from the Barangay and Tree Planting Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must apply for the installation of new water service at the Waterworks Division Office. (Mo apply ang kliyente para sap ag-instalar og bag-ong serbisyo sa tubig didto sa opisina sa Waterworks Division.)	1. Inspect the site. If site is ok for installation of water service, ask client to submit the requirements. (Inspeksyonon ang lugar. Kung ok ra ma-instalaran og serbisyo sa tubig, pasumitehon ang kliyente sa mga requirements)	None, but fees may apply when securing barangay clearance, notarization, and others.	1 – 4 hours (1 – 4 ka oras)	Mario Villarmente
2. Submit requirements to Waterworks Division. (i-sumiter ang requirements sa Waterworks Division.)	2. Prepare application forms and give it to the applicant for notarization. (Andamon ang application forms og ihatag sa aplikante para pa-notaryohan.)	(Wala, pero pwede pangayoan og bayad sa pagkuha og clearance gikan sa barangay, para	1 – 4 hours (1 – 4 ka oras)	Marivic E. Villafuerte Jocelyn Chiefe
3. Submit notarized documents to	3. Process the application for approval of		1 day or 8 hours	Marivic E. Villafuerte

Waterworks. (i-sumiter ang mga dokumentong nanotaryohan didto sa Waterworks Division)	the Chief of Waterworks Division and City Mayor (i-proseso ang application para maaprobahan sa hepe sa Waterworks Division og sa mayor sa ciudad.)	sa pagnotaryo, ug uban pa.)	(1 ka adlaw o 8 ka oras)	Jocelyn Chiefe
4. Follow-up documents at Waterworks to see whether the application was approved or not. (i-follow-up ang mga dokumento sa Waterworks og susihon kung naaprobahan o wala.)			1 – 4 hours (1 – 4 ka oras)	Noel Buenavista
5. If approved: Pay installation fee at CTO and present receipt at Waterworks Division. (kung naaprobahan: Bayaran ang installation fee didto sa CTO og ipakita ang resibo didto sa Waterworks Division.)	If approved: Facilitate installation. (kung naaprobahan: ipatigayon ang pag-instalar.)	Check fee rates at CTO		
TOTAL		Check fee rates at CTO	2 and a half days (2 ka adlaw og tunga)	

9. Plumbing Services / Assistance
(Serbisyo sa Tubo / Pagpangayo og Tabang)

Office/Division:	General Services Office – Waterworks Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Offices, Barangays (Mga Buhatan sa Gobyerno, Mga barangays)

CHECKLIST OF REQUIREMENTS				
Request from the Concerned Office Approval from GSO Approval from CMO				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and other requirements at Waterworks Division Office. (i-sumiter ang request og uban pang requirements didto sa buhatan sa Waterworks Division.)	1. Verify and facilitate provision of plumbing services or assistance. (Susihon og ipatigayon ang paghatag og serbisyo sa tubo o assistance.)	None (Wala)	4 – 8 hours (4 – 8 ka oras)	Mario Villarmente or any available plumber. (Mario Villarmente o kung kinsa nga naan nga tubero.)
TOTAL		None (Wala)	4 – 8 hours (4 – 8 ka oras)	

10. Reconnection of Water Service
(Pagpataud usab ug Serbisyo sa Tubig)

Office/Division:	General Service Office – Waterworks Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen;			
Who may avail:	Residents of Canlaon City who are within the scope of Canlaon City Water System. (Mga residente sa Lungsod sa Canlaon nga sakop sa Canlaon City Water System.)			
CHECKLIST OF REQUIREMENTS				
Official Receipt from CTO for reconnection (Resibo gikan sa CTO para sa rekoneksyon)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt from CTO for reconnection. (ipakita ang resibo gikan sa CTO)	1. Check the receipt and facilitate reconnection of water service. (susihon ang resibo og ipatigayon ang	Reconnection fee rates at CTO.	1 hour (1 ka oras)	Noel Buenavista

para sa pagreconnect sa linya sa tubig.)	pagrekonek sa serbisyo sa tubig.)			
TOTAL		Reconnection fee rates at CTO.	1 hour (1 ka oras)	

11. Repair and Maintenance of Water Meter, Valves, Turn-out Fittings, Fixtures, and Supply Lines

Office/Division:	General Services Office – Waterworks Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Canlaon City who are within the scope of Canlaon City Water System. (Mga residente sa Lungsod sa Canlaon nga sakop sa Canlaon City Water System.)			
CHECKLIST OF REQUIREMENTS				
Request from the Consumer (Request gikan sa Konsumidor)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request at the Waterworks Division for the needed service. (Hatag og request sa Waterworks Division para sa gikinahanglan nga serbisyo)	1. Check the details of the request and provide the service requested. (Susihon ang detalye sa request og ipatigayon ang paghatag sa serbisyo nga gipangayo.)	None (Wala)	4-8 hours (4-8 ka oras)	Mario Villarmente
TOTAL		None (Wala)	4-8 hours (4-8 ka oras)	

12. Request for Temporary Disconnection of Water Service
(Panghangyo sa Temporaryo nga Pagputol sa Serbisyo sa Tubig)

Office/Division:	General Services Office – Waterworks			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Canlaon City who are within the scope of Canlaon City Water System. (Mga residente sa Lungsod sa Canlaon nga sakop sa Canlaon City Water System.)			
CHECKLIST OF REQUIREMENTS				
Request Letter for Temporary Disconnection (Sulat nga nagahangyo sa temporary mga pagputol sa serbisyo sa tubig)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for temporary disconnection at Waterworks Division. (i-sumiter ang sulat nga nagahangyo sa temporaryo nga pagputol sa serbisyo sa tubig didto sa Waterworks.)	1. Check the request and facilitate disconnection of water services. (Susihon ang request og ipatigayon ang pagputol sa serbisyo sa tubig.)	None (Wala)	1 hour (1 ka oras)	Mario Villarmente
TOTAL		None (Wala)	1 hour (1 ka oras)	

13. Minor Repairs in Government Offices and Other Properties not Seen during Routine Maintenance by GSO

(Ginagmay nga Pay-ayo sa mga Buhatan sa Gobyerno og mga Kabtangan nga Wala nakit-an sa pagRoutine Maintenance sa GSO)

Office/Division:	General Services Office - Carpentry			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Offices, Barangays (mga buhatan sa gobyerno og barangays)			
CHECKLIST OF REQUIREMENTS				
Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to CMO with attention line to: Remigio L. Blanco, General Services Officer. (mo submit og letter request didto sa CMO nga naka-Attention kay Remigio L. Blanco, General Services Officer.)	1. Check the request and ensure availability of needed materials. (Susihon ang request og sigurohon ang mga kinahanglanon nga mga materyales.)	None (Wala)	30 minutes (30 ka minutos)	Perla Asentista Gilbert Recomono
	2. Provide instructions to carpernters. (Paghatag og instructions sa mga panday)	None (Wala)	15 minutes (15 ka minutos)	Remigio L. Blanco Gilbert Recomono
	3. Facilitate repair of damages in offices. (Pagpatigayon sa pag-ayo sa mga	None (Wala)	15 minutes (15 ka minutos)	Gilbert Recomono and Carpenters

	guba sa mga opisina.)			
TOTAL		None (Wala)	1 hour (1 ka oras)	

DIRECTORY of PERSONNEL

NAME	DESIGNATION	CONTACT DETAILS
Remigio L. Blanco	City Government Department Head I General Services Officer	e-mail: gsocanlaon@gmail.com mobile: 09237404242
Columbos A. Maitim	City Government Assistant Department Head I Head at Waterworks Division	
Ma. Nelly Jorolan	Supervising Public Utilities Registration Officer	
Perla V. Asentista	Senior Public Utilities Registration Officer	mobile: 09214706175
Placido Malones	Administrative Officer III (Supply Officer)	
Rey Franco L. Tolin I	Public Services Officer I	e-mail: gsocanlaon@gmail.com mobile: 09995538817