

**PROVINCE OF MISAMIS OCCIDENTAL
PROVINCIAL GENERAL SERVICES OFFICE**

CITIZEN'S CHARTER

- FRONTLINE SERVICE** : **DELIVERY OF DRUGS, MEDICINES, MEDICAL SUPPLIES AND GOOD**
- Schedule of Availability of Service** : MONDAY TO FRIDAY
8:00 AM TO 5:00 PM without noon break
- Who may avail of the Service** : 1. All Awarded Suppliers
2. End- User Departments
- What are the Requirements:**
1. Delivery Receipts (DR)
- Duration** : Varying, based on the delivered items

HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Present the delivery receipt and endorse the goods to be delivered.	Check the delivered items based on the Delivery Receipt against the copy of the Purchase Order and facilitate the receiving of the documents and items delivered.	15 minutes	Ms. Armie Camallere (for drugs, medicines and medical supplies) Mr. Juanito Batoy (for goods) Melecio F. Bandala, SAO	none	Delivery Receipt of Purchase Order (P.O.)
2	In case of inconsistency/defects of the items delivered against the PO, change the affected items on the date agreed with PGSO based on the notations on the delivery receipt.	For inconsistency/defects of the delivered items against the PO, make notations on the delivery receipt and make arrangements with the supplier as to the date of delivery of items to be replaced. Record the Supplies Delivered in the Supplies Ledger Card	10 minutes	Ms. Armie Camallere (for drugs, medicines and medical supplies) Mr. Juanito Batoy (for goods)	none	Delivery Receipt Purchase Order (P.O.)
END OF TRANSACTION						

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