



**Infrastructure and Other
Related Services**
City General Services Office



1. General Services Request – Provision of Streetlight Maintenance Services

The city government provides streetlight maintenance services which includes the repair/replacement of receptacle and switch; check tapping/ electrical connection and replacement of busted bulbs

Office or Division:		Office of the City General Services Office		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE ➤		
➤ Letter request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request verbally through telephone or submit letter request	1. Receives the request	one		
	1.1 Accomplish the Trouble Report Form		5 minutes	Receiving personnel
	1.2 Identify the source of request (office, barangay, private individual)		5 minutes	General Foreman
	1.3 Reviews and approves Trouble Report		2 minutes	General Services Officer
	1.4 Schedules & prepare materials needed		5 minutes	General Services Officer
	1.5 Deploys/ assigns skilled employee to perform the request		15 minutes	General Foreman



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Perform the task indicated in the Trouble Report		Depends on the task	City electricians
	1.7 Submit accomplished Trouble Report		5 minutes	City electricians
	1.8 Verifies and approves completed Trouble Report		10 minutes	City General Services Officer
TOTAL:			47 minutes	

2. Provision of vehicles, fixtures (tents/chairs/tables)

The city government lends vehicles, fixtures like tents, chairs, tables during wakes and other social functions to residents of Laoag City.

Office or Division:	Office of the City General Services Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request duly approved by the City Mayor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request	1. Receives request	None	5 minutes	Receiving personnel
	1.1 Prepares order for the request		5 minutes	General Foreman



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Approves the order for the request		2 minutes	City General Services Officer
	1.3 Delivers request		60 minutes	Gen. Foreman/ Adm. Aide I
Receive the delivered items (chair, tables or tents)	2. Retrieve tents & fixtures after the affair	None	60 minutes	Gen. Foreman/ Adm. Aide I (Utility Worker)
TOTAL:			2 hours & 12 minutes	