UNIVERSITY OF SOUTHERN MINDANAO

COLLEGE OF BUSINESS, DEVELOPMENT ECONOMICS AND MANAGEMENT

ACCOUNTANCY DEPARTMENT

BACHELOR OF SCIENCE IN MANAGEMENT ACCOUNTING





AACCUP LEVEL 1 ACCREDITATION

AREA X
ADMINISTRATION

O.1. The institution has an efficient and effective Supply Management System.

1. REQUEST FOR INVENTORY OF PROPERTY, PLANT & EQUIPMENT (PPE)OUTSIDE SCHEDULE- INTERNAL
This process applies to employees seeking clearance due to retirement, resignation, transfer of assignment, or application for study leave.

OFFICE/DIVISION	PROPERTY AND SUPPLY UNIT
CLASSIFICATION	SIMPLE/HIGHLY TECHNICAL
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL	USM EMPLOYEE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request 2. List of Accountabilities	1. Accountable Officer 2. Property & Supply Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for inventory	1. Receive Letter of Request for inventory	None	5 minutes	Admin Assist II
	2. Provide list of accountability by the accountable officer	None	30 mins	Admin Officer III
	3. Ask the accountable officer to prepare the equipment based on the list provided	None	5 days	Admin Officer III
	4. Conduct Physical Inventory	None		

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2. ISSUANCE/DELIVERY OF SUPPLIES, PROPERTY, PLANT & EQUIPMENT
This process involves the distribution of supplies, materials, and property, plant, and equipment (PPE) received at the Central Supply Unit. The items are issued to the requisitioner or end-user, with proper documentation and delivery ensuring accountability. It applies to all supplies and equipment received for distribution.

OFFICE/DIVISION	PROPERTY & SUPPLY UNIT
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL	END USER/ REQUISITIONER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition & Issue Slip 2. Inventory Custodian Slip 3. Property Acknowledgement Receipt	1. PROPERTY & SUPPLY UNIT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check & receive supplies & materials based on Requisition and Issue Slip (RIS)	1. Prepare Requisition and Issue Slip (RIS) for supplies and materials	None	30mins	Admin Officer III
2.Receive & Sign ICS	2. Prepare Inventory Custodian Slip (ICS) for the equipment with a unit price below P50,000.00 to be signed by the accountable officer/end user	None	30mins	Admin Officer III
3. Receive & Sign PAR	3. Prepare Property Acknowledgement Receipt (PAR) for the equipment with a unit price of Php 50,000.00 and above to be signed by the accountable officer/end-user	None	30mins	Admin Officer III/Delivery Personnel
	4. Delivery of Supplies and PPE	None	30 mins	Admin Aide I & II

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UNIVERSITY OF SOUTHERN MINDANAO
Kabacan, Cotabato
Philippines

Client Satisfaction Survey Form

OFFICE/UNIT: PROPERTY - 22

HELP US SERVE YOU BETTER!

NOTE BEFORE FILLING OUT THIS FORM:
This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently completed transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

TYPE OF CLIENT: Please check (☑) one (1) item that best applies to you at the moment of your transaction.
☐ Student ☐ Faculty ☐ Staff ☐ Alumni ☐ Parent/Guardian ☐ Supplier/Service Provider ☐ Visitor

Date: _____ Sex: ☐ Male ☐ Female Age: _____ Region of Residence: _____

NATURE OF TRANSACTION: Please check (☑) the item that corresponds to the purpose of your visit.
☐ Application/Request of Documents
☐ Billing/Fees Payment
☐ Inquiry on Services
☐ Submission of Documents
☐ Delivery of Supplies
☐ Filing a Complaint
☐ Follow-Up on Request/Complaint
☐ Research Concerns (e.g., data gathering, interview)
☐ Others (Please specify/Iba pa): _____

NAME(S) OF ATTENDING PERSONNEL: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1: Which of the following best describes your awareness of a CC?
☐ 1. I know what a CC is and I saw it in office's CC.
☐ 2. I know what a CC is but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer "N/A" on CC2 and CC3)

CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
☐ 1. Easy to see
☐ 2. Somewhat easy to see
☐ 3. Difficult to see
☐ 4. Not visible at all
☐ 5. N/A

CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
☐ 1. Helped very much
☐ 2. Somewhat helped
☐ 3. Did not help
☐ 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the "N/A" column)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

_____

Email address (optional): _____

THANK YOU!

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