

# CITY GENERAL SERVICES OFFICE

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**Frontline Service : MAINTENANCE SERVICES FOR OFFICE AIR-CONDITIONING UNITS**

**Schedule of Availability of Service:** 8:00AM-5:00 PM Daily (No noon break) excluding Saturdays, Sundays and Holidays.  
 On Mondays provision of services starts after flag raising

**Who May Avail of the Service :** Iligan City Government offices/departments

**What are the Requirements :** Letter Request (2 copies) specifying number of air-conditioning units for servicing

**Duration : 23 minutes** (Note: Duration is exclusive of actual air-con cleaning or servicing)

## How to Avail the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit letter request	Receive & record written request & forward the same to Administrative Officer.	5 minutes	Susan Manlangit	None	None
		Submit letter request to the CGSO Head for notation & approval.	10 minutes	Eleonor V. Cañonero Assigned Admin. Officer	None	None
		Approve request	2 minutes	Carla O. Baño	None	None
		Forward request to General Services Group for scheduling.	3 minutes	Eleonor V. Cañonero Assigned Admin. Officer	None	None
2	Note schedule of maintenance service	Inform requesting department of air-con cleaning/ maintenance schedule	2 minutes	Administrative Staff	None	None
3	Stage 2: Day of air-con unit/s cleaning/maintenance service					
4	Show location of units	Go to the office/department scheduled for air-con cleaning/maintenance and perform the service	1 day or more depending on the number of units.	Delson Castillo	None	None
<b>END OF TRANSACTION</b>						

**Note:** The “First-come, first-served” basis shall be applied for fair service prioritization.

