



PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT

CITIZEN'S CHARTER
2019 (1st Edition)



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I. Mandate

The Presidential Commission on Good Government (PCGG) has three (3) mandates, namely:

1. The recovery of ill-gotten wealth accumulated by former deposed President Ferdinand E. Marcos, his immediate family, relatives, subordinates and close associates, whether located in the Philippines or abroad, including the takeover or sequestration of all business enterprises and entities owned or controlled by them, during his administration, directly or through nominees, by taking undue advantage of their public office and/or using their powers, authority, influence, connection or relationship;
2. The investigation of such cases of graft and corruption as the President may assign to the Commission from time to time; and,
3. The adoption of safeguards to ensure that the above practices shall not be repeated in any manner under the new government, and the institution of adequate measures to prevent the occurrence of corruption.

II. Vision

To become the Commission on informed policy analysis and studies on techniques and methods to combat and prevent corruption.

III. Mission

The Presidential Commission on Good Government (PCGG) dedicates itself to restore the institution's integrity and credibility, aligning its organization and efforts by recalling the noble intentions for which it was created.

To secure its place in history, by creating a legacy built on transparency, integrity, and accountability - and, in so doing, become the People's Commission, and a model agency and exemplar for good governance.

IV. Service Pledge

We commit to:

1. Relentlessly continue the search for the Marcos ill-gotten wealth. To implement this, the PCGG shall continue to link with all the foreign governments and their agencies involved in the International Mutual Assistance on Criminal Matters (IMAC), Mutual Legal Assistance Treaty (MLAT) and other applicable treaties. It shall likewise continue to initiate the necessary legal actions to recover unlawfully acquired properties abroad of the Marcoses and their close associates;



2. Optimize the information technology capability and resources of PCGG to access and retrieve relevant PCGG records and evidence related to all pending banner cases by using computer-based programs and equipment;
3. Conduct periodic performance audit of special counsels and to hire competent and determined lawyers to assist in the speedy litigation of ill-gotten wealth cases pending before the Sandiganbayan and other Courts;
4. Preserve, administer and manage assets under sequestration and/or subject of litigation; and surrendered and recovered assets through ocular inspection, physical inventory and monitoring preparatory to disposition;
5. Administer and dispose the surrendered and recovered assets under its control to augment the national budgetary requirement of CARP; and,
6. Pursue the investigation of cases on graft and corruption as the President may assign to the Commission.



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Asset Management Department External Services



VI. Service Specifications

1. Provision of PCGG document/s under the custody or possession of the Asset Management Department (AMD)

Issuance of documents under its custody or possession to requesting client for official use and purpose, upon compliance of requirements and approval of PCGG officials

Office or Division:	Asset Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. One (1) copy of request letter with endorsement from the PCGG Chairperson or Commissioner-in-Charge 2. One (1) valid proof of identification (SSS ID, GSIS UMID Card, Passport, Postal ID, Driver's License and other government issued identification cards) and/or authorization, if applicable 		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with an endorsement from the PCGG Chairperson or Commissioner-in-Charge to the Asset Management Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the request for documents subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer
2. None	Prepares the requested documents	None	1 day	Division Chief and Staff
3. None	Secures approval/clearance for release from the Commissioner-in-Charge	None	1 day and 4 hours	Commissioner-in-Charge, Department Head, Division Chief
4. Receive the requested document/s and signs the logbook and official receiving copy.	Releases document/s upon clearance from Commissioner-in-Charge, records in logbook, and	None	10 minutes	Division Chief and Staff



	maintains the official file/receiving copy			
Total		None	2 days, 4 hours and 15 minutes	

2. Provision of document/information on the status of assets/properties

Issuance of document/information to requesting client on the status of assets/properties for official use and purpose, upon compliance of requirements and approval of PCGG officials.

Office or Division:	Asset Management Division			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> One (1) copy of request letter with endorsement from the PCGG Chairperson or Commissioner-in-Charge One (1) valid proof of identification (SSS ID, GSIS UMID Card, Passport, Postal ID, Driver's License and other government issued identification cards) and/or authorization, if applicable 		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with an endorsement from the PCGG Chairperson or Commissioner-in-Charge to the Asset Management Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the request for document or information subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer
2. None	<ol style="list-style-type: none"> Prepares the requested document/s or information Secures approval for its release from the Department Head/ Commissioner- 	None	6 days and 4 hours	Staff, Division Chief, Department Head, Commissioner-in-Charge, Chairperson



	in-Charge/ Chairperson			
	2.3. Upon approval, the requested documents or information will be prepared for release to requesting client.			
3. Receive the requested document/s or information and sign the logbook and official receiving copy.	Releases the requested documents/ information, records in logbook, and maintains the official file/receiving copy.	None	10 minutes	Division Chief and Staff
Total		None	6 days, 4 hours and 15 minutes	

3. Provision of asset profile documents

Issuing asset profile which includes briefers, summary, backgrounders and property descriptions for official use and purpose

Office or Division:	Privatization Division			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal written request		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request to Privatization Division, 3 rd Floor, IRC Building, Mandaluyong City; or send email request addressed to marita.villarica@pcgg.gov.ph	Receives the written request	None	5 minutes	Records Custodian
2. None	Prepares and verifies the accuracy of the	None	1 day	Division Chief



	requested document/s			
3. None	Secures approval/clearance for release from the Commissioner-in-Charge	None	1 day and 4 hours	Commissioner-in-Charge, Department Head, Division Chief
4. Receive the document	Releases document/s upon clearance from Commissioner-in-Charge, records in logbook, and maintains the official file/receiving copy	None	10 minutes	Staff
Total		None	2 days, 4 hours, 15 minutes	

4. Provision of listing of surrendered assets for privatization

Issuance of listing of properties which are for disposal and without legal impediments to requesting clients for whatever legal purpose it may serve

Office or Division:	Privatization Division			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal written request		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request to Privatization Division, 3 rd Floor, IRC Building, Mandaluyong City; or send email request addressed to marita.villarica@pcgg.gov.ph	Receives the written request	None	5 minutes	Records Custodian
2. None	Prepares and verifies the accuracy of the requested document/s	None	1 day	Division Chief



3. None	Secures approval/clearance for release from the Commissioner-in-Charge	None	1 day and 4 hours	Commissioner-in-Charge, Department Head, Division Chief
4. Receive the document and sign the log book	Releases document/s upon clearance from Commissioner-in-Charge, records in logbook, and maintains the official file/receiving copy	None	10 minutes	Records Custodian
Total		None	2 days, 4 hours, 15 minutes	

5. Provision of support in the litigation of the cases

Provision of documents, information and data that will support for the success of the litigation of cases by the Legal Department and Office of Solicitor General, upon compliance of requirements and approval of PCGG officials

Office or Division:	Special Project and Investigation Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Department of Justice, Office of the President, Supreme Court and other Courts			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) copy of request letter with an endorsement from the PCGG Chairperson or Commissioner-In-Charge			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the receipt of endorsed written request from Chairperson or CIC to Special Project and Investigation Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the written request	None	5 minutes	Receiving Staff or Records Officer
2. None	Evaluates and researches on the request	None	3 days	Division Chief and Staff



3. None	Reviews the compliance on the request for approval of the Department Head	None	1 day	Division Chief
4. None	Secures approval/clearance for release from the Commissioner-in-Charge	None	1 day and 4 hours	Department Head, Commissioner-in-Charge
5. Receive the requested document, information or data	Releases the request in the Request Register and informs the requesting party	None	10 minutes	Records Officer
Total		None	5 days, 4 hours, 15 minutes	



Asset Management Department Internal Services



VI. Service Specifications

1. Provision of PCGG document/s under the custody or possession of the Asset Management Department (AMD)

Issuance of documents for official use and purpose, upon compliance of requirements and approval of PCGG officials

Office or Division:	Asset Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished one (1) request form with the signature/recommendation of the Department Head or Division Chief concerned and approval of the Commissioner-in-Charge and/or Chairperson		Asset Management Division 3 rd Floor, IRC Building, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with an endorsement from the PCGG Chairperson or Commissioner-in-Charge to Asset Management Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the request for documents subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer
2. None	Prepares the requested documents	None	1 day	Division Chief and Staff
3. None	Secures approval/clearance for release from the Commissioner-in-Charge	None	1 day and 4 hours	Commissioner-in-Charge, Department Head, Division Chief
4. Receive the requested document/s and sign the logbook and official receiving copy	Releases document/s upon clearance from Commissioner-in-Charge, records in logbook, and maintains the official file/receiving copy	None	10 minutes	Division Chief and Staff
Total		None	2 days,	



		4 hours, 15 minutes	
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2. Provision of document/information on the status of assets/properties

Issuance of document/information on the status of assets/properties for official use and purpose, upon compliance of requirements and approval of PCGG officials

Office or Division:	Asset Management Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished one (1) request form with the signature/recommendation of the Department Head or Division Chief concerned and approval of the Commissioner-in-Charge and/or Chairperson		Asset Management Division 3 rd Floor, IRC Building, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with an endorsement from the PCGG Chairperson or Commissioner-in-Charge to Asset Management Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the request for document or information subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer
2. None	2.1. Prepares the requested document/s or information 2.2. Secures approval for its release from the Department Head/ Commissioner-in-Charge/ Chairperson 2.3. Upon approval, the requested documents or information will be prepared for	None	6 days and 4 hours	Staff, Division Chief, Department Head, Commissioner-in-Charge, Chairperson



	release to requesting client.			
3. Receive the requested document/s or information and sign the logbook and official receiving copy	Releases the requested documents/ information, records in logbook, and maintains the official file/receiving copy.	None	10 minutes	Division Chief and Staff
Total		None	6 days, 4 hours, 15 minutes	

3. Issuance of asset profile documents

Issuing asset profile folder which includes briefers, summary, backgrounders and property descriptions for official use and purpose

Office or Division:	Privatization Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out request form		Asset Management Department 3 rd Floor, IRC Building, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out request form to Privatization Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the written request	None	5 minutes	Records Custodian
2. None	Prepares and verifies the accuracy of the requested document/s	None	1 day	Division Chief
3. None	Secures approval/ clearance for release from the Commissioner-in-Charge	None	1 day and 4 hours	Commissioner-in-Charge, Department Head, Division Chief
4. Receive the document and sign the logbook	Releases document/s upon clearance from Commissioner-in-Charge, records in	None	10 minutes	Records Custodian



	logbook, and maintains the official file/receiving copy			
	Total	None	2 days, 4 hours, 15 minutes	

4. Provision of listing of surrendered assets for privatization

Issuance of listing of properties which are for disposal and without legal impediments for whatever legal purpose it may serve

Office or Division:	Privatization Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out request form		Asset Management Department 3 rd Floor, IRC Building, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out request form to Privatization Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the written request	None	5 minutes	Records Custodian
2. None	Prepares and verifies the accuracy of the requested document/s	None	1 day	Division Chief
3. None	Secures approval/clearance from the Commissioner-in-Charge	None	1 day and 4 hours	Commissioner-in-Charge, Department Head, Division Chief
4. Receive the document and sign the logbook	Releases document/s upon clearance from Commissioner-in-Charge, records in logbook, and maintains the official file/receiving copy	None	10 minutes	Staff
	Total	None	2 days, 4 hours,	



		15 minutes	
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4. Provision of support in the litigation of the cases

Provision of documents, information and data that will support for the success of the litigation of cases by the Legal Department and Office of Solicitor General, upon compliance of requirements and approval of PCGG officials

Office or Division:	Special Project and Investigation Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) duly accomplished request form with the recommendation of the requesting Department Director or Division Chief and approved by the AMD Department Head or Division Chief and Commissioner-in-Charge and/or Chairperson		Asset Management Department 3 rd Floor, IRC Building, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the receipt of endorsed written request from Chairperson or CIC to Special Project and Investigation Division, 3 rd Floor, IRC Building, Mandaluyong City	Receives the written request	None	5 minutes	Receiving Staff or Records Officer
2. None	Evaluates and researches on the request	None	3 days	Division Chief and Staff
3. None	Reviews the compliance on the request for approval of the Department Head	None	1 day	Division Chief
4. None	Secures approval/clearance for release from the Commissioner-in-Charge	None	1 day and 4 hours	Department Head, Commissioner-in-Charge
5. Receive the requested document, information or data	Releases the request in the Request Register and informs the requesting party	None	10 minutes	Records Officer



	Total	None	5 days, 4 hours, 15 minutes	
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Executive Offices External Services



VI. Service Specifications

1. Provision of Commission document/s under the custody of the Office of the Commission Secretary

Issuance up to a maximum of three (3) documents to requesting individuals for official use and purpose

Office or Division:	Executive Office, Office of the Commission Secretary			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished one (1) request form or written request addressed to the Office of the Chairman		<ul style="list-style-type: none"> • Office of the Chairperson, 3rd Floor, IRC Building, Mandaluyong City • Requesting client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) accomplished request form to the Office of the Chairperson, 3 rd Floor, IRC Building, Mandaluyong City	Reviews and forwards to the Department and/or Commissioner-in-Charge concerned or to the Head of the Agency (Chairperson) whichever is applicable.	None	15 minutes	Commission Secretary Staff
2. None	Concerned department/ office evaluates the requested document	None	5 days	Department/ Division/Unit Head
3. None	Prepares the requested document/s on the basis of the endorsement with signature of the Department Head or Division Chief concerned and approval of Commissioner-in-Charge and/or Head of the Agency	None	7 days	Commission Secretary or Staff



	(Chairperson)			
4. Receive the requested document/s and sign the logbook and official receiving copy	Releases the document/s to the client.	None	15 minutes	Commission Secretary Staff
Total		None	12 days, 30 minutes	

2. Issuance of official statement to the media

Issuance of the Commission's official statement to the media on PCGG-related issues

Office or Division:	Press Information Office (PIO)			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any Media Outfit (Print, Broadcast, Internet, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) official request from the media thru electronic mail or online queries		Requesting media company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request to PIO at Ground Floor, IRC Building, Mandaluyong City; email addresses: pio@pcgg.gov.ph or queries@pcgg.gov.ph	Coordinates the request to the Office of the Chairman for his statement and instruction.	None	30 minutes	PIO Head
2. None	Secures clearance from Office of the Chairman and release the Commission's official statement	None	1 day	PIO Head
3. Media to release the Commission's official statement on PCGG-related issues	Monitors the release of statements	None	1 day	PIO Head and PIO Staff



Total	None	2 days, 30 minutes	
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3. Granting interview to the media

Accommodating interviews for the Chairman on PCGG-related issues

Office or Division:	Press Information Office (PIO)			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any Media Outfit (Print, Broadcast, Internet, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) official request from the media thru electronic mail or online queries		Requesting media company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request to PIO at Ground Floor, IRC Building, Mandaluyong City; email addresses: pio@pcgg.gov.ph or queries@pcgg.gov.ph	Coordinates the request to the Office of the Chairman for his approval and availability.	None	30 minutes	PIO Head
2. None	Informs the media whether the requested interview is approved or not by the Office of the Chairman	None	1 hour	PIO Head
Total		None	1 hour, 30 minutes	



Executive Offices Internal Services



VI. Service Specifications

1. Provision of Commission document/s under the custody of the Office of the Commission Secretary

Issuance of documents and certification to requesting individuals for official use and purpose.

Office or Division:	Executive Office, Office of the Commission Secretary			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out request form and/or formal written request with the favorable recommendation of the Department Head or Division Chief concerned subject to the approval of the Commissioner-in-Charge and/or Head of the Agency (Chairperson)		<ul style="list-style-type: none"> • Office of the Commission Secretary 2nd Floor, IRC Building, Mandaluyong City 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form or submit the formal written request to the Office of the Commission Secretary, 2 nd Floor, IRC Building, Mandaluyong City	Reviews and forwards to the Department and/or Commissioner-in-Charge concerned or to the Head of the Agency (Chairperson) whichever is applicable.	None	15 minutes	Commission Secretary Staff
2. None	Concerned department/office evaluates the requested document	None	5 days	Department/Division/Unit Head
3. None	Prepares the requested document/s on the basis of the endorsement with signature of the Department Head or Division Chief concerned and approval of Commissioner-in-	None	7 days	Commission Secretary or Staff



	Charge and/or Head of the Agency (Chairperson)			
4. Receive the requested document/s and signs the logbook and official receiving copy	Releases the document/s to the client	None	15 minutes	Commission Secretary Staff
Total		None	12 days, 30 minutes	

2. Provision of news clippings on PCGG-related issues and concerns

Supply news clippings on PCGG-related issues and concerns

Office or Division:	Press Information Office (PIO)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices, Commission on Audit (COA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) accomplished PIO request form		PIO, Ground Floor, IRC Building, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit to PIO - Ground Floor, IRC Building, Mandaluyong City	Receives the request form and record the request	None	5 minutes	PIO Staff
2. None	Retrieves the requested news clippings on PCGG-related issues and concerns	None	1 hour	PIO Staff
3. Get from PIO the requested news clippings on PCGG-related issues and concerns	Releases photocopy and/or soft copy of the requested news clippings on PCGG-related issues and concerns	None	5 minutes	PIO Staff
Total		None	1 hour, 10 minutes	



3. Daily provision of newspaper

Providing newspapers to the PCGG offices and for employees' consumption

Office or Division:	Press Information Office (PIO)			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	PCGG Offices/Employees, Commission on Audit (COA) Officers and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) accomplished PIO request form		PIO, Ground Floor, IRC Building, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the PIO request form submit to PIO - Ground Floor, IRC Building, Mandaluyong City	Receives the request form, records and provides the requested newspaper	None	5 minutes	PIO Staff
Total		None	5 minutes	



Finance and Administration Department External Services



VI. Service Specification

1. Payment of Accounts

Payment to suppliers and creditors

Office or Division:	Finance and Administration Department			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	Procurement Service, suppliers and creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Statement of Account, Sales Invoice		Concerned supplier/creditor		
2. One (1) copy of Delivery Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit statement of account, sales, invoice, delivery receipt, etc. to Administrative Services Division, Ground Floor, IRC Building – Annex, Mandaluyong City	Receives submitted documents	None	5 minutes	Admin. Services Division
2. None	Reviews correctness of SOA and completeness of submitted documents	None	1 hour	Admin. Services Division
3. None	Prepares Obligation Request Status (OBR) and Disbursement Voucher (DV)	None	1 hour	Admin. Services Division
4. None	Certifies availability of allotment	None	15 minutes	Chief Admin. Officer Budget Division
5. None	Conducts pre-audit of the transaction at hand	None	2 days	Accounting Division
6. None	Certifies availability of funds	None	1 hour	Chief Accountant Accounting Div.
7. None	Approves	None	2 days	Commissioner



	Disbursement Voucher			or Chairperson Executive Offices
8. None	Prepares check payment, ACIC, LDDAP-ADA	None	1 hour	Cash Unit Accounting Division
9. None	Signs check payment, ACIC, LDDAP-ADA	None	2 days	Commissioner and Chairperson Executive Offices
10. None	Transmits ACIC, LDDAP-ADA to Land Bank of the Phils.	None	1 hour	Cash Unit
11. Claim payment to Cash Office, Ground Floor, IRC Building – Annex, Mandaluyong City	Releases payment to supplier/creditor	None	10 minutes	Cash Unit
Total		None	6 days, 5 hours, 30 minutes	

2. Issuance of Certificates

Includes issuance of certificates such as Certificate of Last Salary Received, Certificate of Remittances of Deductions from Salaries, among others

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Former PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out request form		Accounting Division 2 nd Floor, IRC Building – Annex Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit to the receiving clerk of the Accounting Division, 2 nd Floor, IRC Building – Annex, Mandaluyong City	Accepts the request and forwards to concerned accounting personnel	None	5 minutes	Accounting Clerk
2. None	Acts on the request, initials	None	2 days	Accounting Clerk



	and forwards certificate to the Chief Accountant for signature			
3. None	Signs the Certificate	None	5 minutes	Chief Accountant
4. Receive the requested document/s	Releases the documents	None	10 minutes	Clerk
Total		None	2 days, 20 minutes	

3. Issuance of documented certification for inactive employees

Provision of requested document certification separated from the service

Office or Division:	Human Resource Development Division
Classification:	Simple
Type of Transaction:	Government to Government, Government to Citizen
Who may avail:	Inactive employees (resigned, terminated, retired and transferred) and NGA (OMB, GSIS, Pag-Ibig etc.) for the purpose of requirements and/or under investigation

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal letter request		Requesting party/customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter request to HRDD - 2 nd Floor, IRC Building – Annex, Mandaluyong City	Receives/ Acknowledges the letter request	None	5 minutes	Admin. Aide
2. None	Retrieves details/ information from 201 files	None	2 hours	HRMA
3. None	Prepares requested documents for signature of Division Head with official seal	None	1 hour	HRMA & Division Head
4. None	Records and prepares transmittal letter for release thru mail or official delivery	None	1 hour	Admin. Aide
5. Claim the requested official document	Releases the requested document and retains copy for 201	None	10 minutes	Admin. Aide/ Record Custodian



	files/records			
	Total	None	4 hours, 15 minutes	

4. Issuance of final clearance

Provision of final clearance for separated employees

Office or Division:		Human Resource Development Division		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		PCGG Former Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal letter request		Requesting former employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPON-SIBLE
1. Submit formal letter request to HRDD - 2 nd Floor, IRC Building – Annex, Mandaluyong City	Receives/ Acknowledges the request letter	None	5 minutes	Admin. Aide
2. None	Prepares acknowledgement letter, clearance and other forms requirements	None	1 hour	HRMA & Division Head
3. None	Records/logs-out the documents	None	10 minutes	Admin. Aide
4. Secure the signature of the concerned officials	Upon completion of the signatures of concerned officials, HRDD processes the final clearance for the approval of the Office of the Chairman	None	5 days	Claimant/ HRDD Staff
5. Claim the requested official document	Releases the final clearance and retains copy for 201 files/records	None	10 minutes	HRDD Staff
Total		None	5 days, 1 hour, 25 minutes	



Finance and Administration Department Internal Services



VI. Service Specifications

1. Issuance of Certificates

Includes issuance of certificates such as Certificate of Last Salary Received, Certificate of Remittances of Deductions from Salaries, among others

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Current PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out request form		Accounting Division 2 nd Floor, IRC Building – Annex Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit to the receiving clerk of the Accounting Division, 2 nd Floor, IRC Building – Annex, Mandaluyong City	Accepts the request and forwards to concerned accounting personnel	None	5 minutes	Accounting Clerk
2. None	Acts on the request, initials and forwards certificate to the Chief Accountant for signature	None	2 days	Accounting Clerk
3. None	Signs the Certificate	None	5 Minutes	Chief Accountant
4. Claim the requested document/s	Releases the document/s	None	10 minutes	Clerk
Total		None	2 days, 20 minutes	

2. Provision of Transportation Services

Provision of transportation services to employees

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of duly approved Motor Vehicle Pass (MVP) with attached Trip Ticket		Transportation Unit – ASD Ground Floor, IRC Building – Annex Mandaluyong City		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Motor Vehicle Pass to the Transportation Unit – ASD, Ground Floor, IRC Building – Annex Mandaluyong City	Verifies availability of vehicle and driver	None	5 minutes	Dispatch Officer
2. None	If vehicle and driver are available, schedules the trip in accordance with existing policy	None	20 minutes	Supervising Administrative Officer
3. Receive status of the request	Informs the requestor on the details of the vehicle request	None	5 minutes	Dispatch Officer
Total		None	30 minutes	

3. Procurement of airline tickets for official trips

Availment of plane tickets for official trips of employees within the Philippines

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of duly approved Travel Authority or Mission Order		PCGG approving authority per Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Travel Authority/ Mission Order to ASD, Ground Floor, IRC Building – Annex Mandaluyong City	Verifies authenticity and validity of TA/MO	None	10 minutes	Corporate Administrator/ Travel Arranger
2. None	If verified, procures airline ticket via online through the	None	1 hour	Corporate Administrator/ Travel Arranger



	portal of Procurement Service			
3. Claim the requested airline ticket	Releases e-ticket to the client	None	10 minutes	Corporate Administrator/ Travel Arranger
Total		None	1 hour, 20 minutes	

4. Issuance of documented information of active employees

Provision of requested certifications/documents for active employee

Office or Division:	Human Resource Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PCGG Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) accomplished request slip form		Human Resource Development Division 2 nd Floor, IRC Building – Annex Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish one (1) request slip form and submit to HRDD, 2 nd Floor, IRC Building – Annex, Mandaluyong City	Acknowledges the request form	None	5 minutes	HRMA
2. None	Prepares requested documents for signature of Division Head with official seal	None	1 hour	HRMA & Division Head
3. None	Records/logs-out the document for release	None	15 minutes	Admin. Aide
4. Receive/ acknowledge the requested documents	Releases the document/s and retains copy for 201 files/records	None	10 minutes	Admin. Aide
Total		None	1 hour, 30 minutes	



5. Issuance of final clearance

Provision of final clearance for separating employees due to resignation, retirement, termination and transfer

Office or Division:	Human Resource Development Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	PCGG Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of approved resignation, retirement, transfer, termination memorandum/letter		Separating employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of approved resignation, retirement, transfer, termination memorandum/letter to HRDD, 2 nd Floor, IRC Building – Annex, Mandaluyong City	Receives/ Acknowledges the approved resignation, retirement, transfer, termination memorandum/letter	None	5 minutes	Admin. Aide
2. None	Prepares acknowledgement letter, clearance and other forms requirements	None	1 hour	HRMA and Division Head
3. None	Records/logs-out the documents	None	10 minutes	Admin. Aide
4. Secure the signature of the concerned officials	Upon completion of the signatures of concerned officials, HRDD processes the final clearance for the approval of the Office of the Chairman	None	5 days	Claimant, Admin Aide
5. Claim the requested official document	Releases the final clearance and retains copy for 201 files/records	None	10 minutes	Admin Aide
Total		None	5 days, 1 hour, 25 minutes	



6. Leave Monitoring and Updating

Monitoring and updating of employee's leave credits

Office or Division:	Human Resource Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Application for Leave form		1. Requesting employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application for leave form to HRDD, 2 nd Floor, IRC Building – Annex, Mandaluyong City	Updates Leave Card	None	20 minutes	HRDD Staff
2. None	Fills-out the certification of leave credits portion of the form for signature	None	10 minutes	HRDD Staff
3. None	Routes the form to the proper signatories	None	10 minutes	HRDD Staff
4. None	Authorized official approves/ disapproves leave	None	1 hour	Authorized signatory
5. None	Returns document to HRDD for filing	None	10 minutes	HRDD Staff
6. Claim the copy of leave credits	Provides copy of leave form to employee	None	10 minutes	HRDD Staff
Total		None	2 hours	



Legal Department Internal Services



VI. Service Specifications

1. Management of Republic's pending Marcos ill-gotten wealth cases and proposal for settlement of such cases

Office or Division:	Legal Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
In collaboration with	<p>A. Office of the Solicitor General (OSG) as statutory counsel of the Republic of the Philippines for recovery of ill-gotten wealth cases pursuant to E.O 1, s. 1986 pending before the Sandiganbayan (local cases).¹</p> <p>B. Office of the President (OP), Department of Justice (DOJ) and OSG² for recovery of ill-gotten wealth cases pursuant to E.O. 1, s. 1986 pending before foreign courts.</p>			
Required Service		WHERE TO SECURE		
As stated below		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office of the Solicitor General (OSG)	Compliance with OSG's request, as needed in litigation	None	Deadline set by the Court or the Rules of Court, and applicable laws	Legal Department Personnel
	Provide Special Legal Counsel to aid OSG in litigation	None	Contract renewed every six (6) months, depending on the date of coverage of deputation	Legal Department Personnel
Total		None		

¹ SECTION 1. Any provision of the law to the contrary notwithstanding, the Presidential Commission on Good Government, with the assistance of the Solicitor General and other government agencies, is hereby empowered to file and prosecute all cases investigated by it under Executive Order No. 1, dated February 28, 1986, as may be warranted by its findings." (Executive Order No. 14 s. 1986, as amended by EO No. 14-A s. 1986) (emphasis supplied)

² Id.



Research and Development Department External Services



VI. Service Specifications

1. Issuance of certified true copies of documents

Issuance of document/s to verify whether the subject property is under PCGG's custody

Office or Division:		Library and Records Division		
Classification:		Simple		
Type of Transaction:		Government to Government, Government to Citizen		
Who may avail:		LGUs, NGAs, GOCCs, Academe and General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal letter request		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIB-LE
1. Submit formal letter request addressed to the Head of the Agency indicating detailed requested document/s to the Message Center	Receives the request form	None	5 minutes	Message Center or Library Staff
2. None	Processes the request with clearance from the Head of the Agency	None	2 days	Library Staff
3. None	Photocopies the requested documents	None	5 minutes	Library Staff
4. None	Prepares transmittal letter	None	1 hour	Division Chief
5. Receive the requested document/s	Releases the documents to the client	None	10 minutes	Library Staff
Total		None	2 days, 1 hour, 20 minutes	

2. Research/Investigation (Simple)

Identifies the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. It assists the Legal Department in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets and Asset Management Department in conducting financial analysis of sequestered corporation.

Office or Division:	Financial Studies and Investigation Division
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Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) copy of formal request letter			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Research and Development Department, 3 rd Floor, IRC Building, Mandaluyong City.	Receives and records in the logbook	None	5 minutes	Clerk
2. None	Evaluates and classifies the transaction	None	1 hour	Department Head
3. None	Handles the forwarded request and outlines the action to be taken	None	1 hour	Division Chief
4. None	Inter-department coordination and collation of available documents	None	1 day	Assigned Officer/ Staff
5. None	Prepares letter reply/ recommendation	None	2 hours	Division Chief, Assigned Officer/ Staff
6. None	Reviews and approves the final reply/ recommendation	None	1 day	Department Head, Commissioner-in-Charge, Chairperson
7. Receive the requested document/s	Transmits the letter to the requesting party	None	10 minutes	Clerk
Total		None	2 days, 4 hours 15 minutes	



3. Research/Investigation (Complex)

Identifies the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. It assists the Legal Department in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets and Asset Management Department in conducting financial analysis of sequestered corporation.

Office or Division:	Financial Studies and Investigation Division			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Citizen, Government to Business			
Who may avail:	Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) copy of formal request letter			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Research and Development Department, 3 rd Floor, IRC Building, Mandaluyong City.	Receives and records in the logbook	None	5 minutes	Clerk
2. None	Evaluates and classifies the transaction	None	1 hour	Department Head
3. None	Handles the forwarded request and outlines the action to be taken	None	1 hour	Division Chief
4. None	Inter-department coordination and collation of available documents	None	1 day	Assigned Officer/ Staff
5. None	Requests documents from Securities and Exchange Commission (SEC), DTI, concerned companies and other government agencies	None	4 days	Division Chief, Assigned Officer/ Staff
6. None	Prepares letter reply/	None	2 hours	Division Chief,



	recommendation			Assigned Officer/ Staff
7. None	Reviews and approves the final reply/ recommendation	None	1 day	Department Head, Commissioner-in-Charge, Chairperson
8. Claim the requested document/s	Transmits the letter to the requesting party	None	10 minutes	Clerk
Total		None	6 days, 4 hours 15 minutes	

4. Research/Investigation (Highly Technical)

Identifies the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. It assists the Legal Department in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets and Asset Management Department in conducting financial analysis of sequestered corporation.

Office or Division:	Financial Studies and Investigation Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal request letter		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Research and Development Department, 3 rd Floor, IRC Building, Mandaluyong City.	Receives and records in the logbook	None	5 minutes	Clerk
2. None	Evaluates and classifies the transaction	None	1 hour	Department Head



3. None	Handles the forwarded request and outlines the action to be taken	None	1 hour	Division Chief
4. None	Inter-department coordination and collation of available documents	None	1 day	Assigned Officer/ Staff
5. None	Requests documents from Securities and Exchange Commission (SEC), DTI, concerned companies and other government agencies	None	7 days	Division Chief, Assigned Officer/ Staff
6. None	Prepares letter reply/ recommendation	None	2 days	Division Chief, Assigned Officer/ Staff
7. None	Reviews and approves the final reply/ recommendation	None	3 days	Department Head, Commissioner-in-Charge, Chairperson
8. Claim the requested document/s	Transmits the letter to the requesting party	None	10 minutes	Clerk
Total		None	13 days, 2 hours 15 minutes	



Research and Development Department Internal Services



VI. Service Specifications

1. Issuance of certified true copies of documents

Issuance of document to requesting PCGG offices to verify whether the subject property is under PCGG's custody

Office or Division:	Library and Records Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) accomplished Library Request Form for Documents/ Borrowing of Files		Library and Records Division Ground Floor, IRC Building – Annex, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished duly numbered Library Request Form indicating the documents requested to Library and Records Division, Ground Floor, IRC Building – Annex, Mandaluyong City	Receives the request form	None	5 minutes	Library Staff
2. None	After receipt of signed / approved Library Request Form, processes the request	None	2 days	Library Staff
3. None	Shows to the requesting officer the documents requested	None	5 minutes	Library Staff
4. Review the requested document	Photocopies the requested documents	None	5 minutes	Library Staff
5. Sign the Library Delivery Receipt indicating his/her name and signature and the date received	Issues the Library Delivery Receipt	None	5 minutes	Library Staff



6. None	Forwards the Library Delivery Receipt to the Division Chief for approval	None	1 hour	Division Chief Library Staff
7. Receive the requested document/s	Releases the documents to the requesting office	None	10 minutes	Library Staff
Total		None	2 days, 1 hour, 30 minutes	

2. Research/Investigation (Simple)

Identifies the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. It assists the Legal Department in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets and Asset Management Department in conducting financial analysis of sequestered corporation.

Office or Division:	Financial Studies and Investigation Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PGCC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out form or memorandum request		<ul style="list-style-type: none"> • Research and Development Department, 3rd Floor, IRC Building, Mandaluyong City • Requesting Unit 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form or memorandum request to the Research and Development Department, 3 rd Floor, IRC Building, Mandaluyong City.	Receives and records in the logbook	None	5 minutes	Clerk
2. None	Evaluates and classifies the transaction	None	1 hour	Department Head
3. None	Handles the forwarded request and outlines	None	1 hour	Division Chief



	the action to be taken			
4. None	Inter-department coordination and collation of available documents	None	1 day	Assigned Officer/ Staff
5. None	Prepares letter reply/ recommendation	None	2 hours	Division Chief, Assigned Officer/ Staff
6. None	Reviews and approves the final reply/ recommendation	None	1 day	Department Head, Commissioner-in-Charge, Chairperson
7. Receive the requested document/s	Transmits the letter to the requesting party	None	10 minutes	Clerk
Total		None	2 days, 4 hours, 15 minutes	

3. Research/Investigation (Complex)

Identifies the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. It assists the Legal Department in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets and Asset Management Department in conducting financial analysis of sequestered corporation.

Office or Division:	Financial Studies and Investigation Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out form or memorandum request		<ul style="list-style-type: none"> • Research and Development Department, 3rd Floor, IRC Building, Mandaluyong City • Requesting Unit 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the filled-out form or memorandum request to the Research and Development Department, 3 rd Floor, IRC Building, Mandaluyong City.	Receives and records in the logbook	None	5 minutes	Clerk
2. None	Evaluates and classifies the transaction	None	1 hour	Department Head
3. None	Handles the forwarded request and outlines the action to be taken	None	1 hour	Division Chief
4. None	Inter-department coordination and collation of available documents	None	1 day	Assigned Officer/ Staff
5. None	Requests documents from Securities and Exchange Commission (SEC), DTI, concerned companies and other government agencies	None	4 days	Division Chief, Assigned Officer/ Staff
6. None	Prepares letter reply/ recommendation	None	2 hours	Division Chief, Assigned Officer/ Staff
7. None	Reviews and approves the final reply/ recommendation	None	1 day	Department Head, Commissioner-in-Charge, Chairperson
8. Receive the requested document/s	Transmits the letter to the requesting party	None	10 minutes	Clerk
Total		None	6 days, 4 hours 15 minutes	

4. Research/Investigation (Highly Technical)

Identifies the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. It assists the Legal Department in the



preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets and Asset Management Department in conducting financial analysis of sequestered corporation.

Office or Division:	Financial Studies and Investigation Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) filled-out form or memorandum request			<ul style="list-style-type: none"> • Research and Development Department, 3rd Floor, IRC Building, Mandaluyong City • Requesting Unit 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form or memorandum request to the Research and Development Department, 3 rd Floor, IRC Building, Mandaluyong City.	Receives and records in the logbook	None	5 minutes	Clerk
2. None	Evaluates and classifies the transaction	None	1 hour	Department Head
3. None	Handles the forwarded request and outlines the action to be taken	None	1 hour	Division Chief
4. None	Inter-department coordination and collation of available documents	None	1 day	Assigned Officer/ Staff
5. None	Requests documents from Securities and Exchange Commission (SEC), DTI, concerned companies and other government agencies	None	7 days	Division Chief, Assigned Officer/ Staff
6. None	Prepares letter reply/ recommendation	None	2 days	Division Chief, Assigned



				Officer/ Staff
7. None	Reviews and approves the final reply/ recommendation	None	3 days	Department Head, Commissioner-in-Charge, Chairperson
8. Receive the requested document/s	Transmits the letter to the requesting party	None	10 minutes	Clerk
Total		None	13 days, 4 hours 15 minutes	

5. IT Service Request

For all IT related concerns and issues encounter in operating computer and printer units

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Commission computer users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) duly accomplished IT Service Request Form		MISD Office Ground Floor, IRC Building - Annex, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and submit the accomplished IT Service Request form to MISD Office, Ground Floor, IRC Building - Annex, Mandaluyong City	Examines and/or fixes issue	None	1 hour	MISD personnel
2. None	Advises user that issue is fixed or provides status. If issue is unresolved, user receives recommendation from MIS person	None	10 minutes	MISD personnel
3. Receive report on the status of the request	Updates IT Service Request with fix done or	None	10 minutes	MISD personnel



	recommendation			
	Total	None	1 hour, 20 minutes	

6. Website Posting

Posting information or documents to the PCGG website

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) duly accomplished IT Service Request Form		MISD Office Ground Floor, IRC Building - Annex, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out IT Service Request and submit to MISD Office, Ground Floor, IRC Building - Annex, Mandaluyong City	Receives documents and/or information for posting	None	2 hours	MISD personnel
2. User has option to check if request has been completed by checking the website	Shows that posting is done and completes IT Service Request Form	None	10 minutes	User/Assigned MISD personnel
Total		None	2 hours, 10 minutes	

7. Email Support

Assistance in resolving email related issues

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG email account users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) duly accomplished IT Service Request Form		MISD Office Ground Floor, IRC Building - Annex, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out IT Service	Receives IT	None	5 minutes	MISD



Request and submit to MISD Office, Ground Floor, IRC Building - Annex, Mandaluyong City	Service Request			personnel
2. None	Works on the request	None	2 hours	MISD personnel
3. Receive status of the request	Informs the completion of the request	None	5 minutes	MISD personnel
Total		None	2 hours, 10 minutes	

8. IT Equipment Provisioning (1 – 9 Computers)

Provisioning new computers for different users or re-configuring previously issued computers intended for new users. This service is for a maximum of 9 computers.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All PCGG users/PCGG Administrative Services Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Service Request Form (new and old computers)		MISD Office Ground Floor, IRC Building - Annex, Mandaluyong City		
2. IT Equipment Delivery Receipt (new computers only)		Administrative Services Division Ground Floor, IRC Building - Annex, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out IT Service Request and submit to MISD Office, Ground Floor, IRC Building - Annex, Mandaluyong City	Receives the accomplished form	None	5 minutes	MISD personnel
2. None	Works on the request	None	3 days	MISD personnel
3. Receive status of the request	Notifies the requesting office that request has been completed and that computers are ready for	None	5 minutes	MISD personnel



	deployment			
	Total	None	3 days 10 minutes	

9. IT Equipment Provisioning (10 or More Computers)

Provisioning new computers for different users for a minimum of 10 new computers

Office or Division:	Management Information Services Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Administrative Services Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Service Request Form (new and old computers)		MISD Office Ground Floor, IRC Building - Annex, Mandaluyong City		
2. IT Equipment Delivery Receipt (new computers only)		Administrative Services Division Ground Floor, IRC Building - Annex, Mandaluyong City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out IT Service Request and submit to MISD Office, Ground Floor, IRC Building - Annex, Mandaluyong City	Receives the accomplished form	None	5 minutes	User
2. None	Works on the request	None	6 days	MISD personnel
3. Receive status of the request	Notifies the requesting office that request has been completed and that computers are ready for deployment	None	5 minutes	MISD personnel
Total		None	6 days, 10 minutes	



2. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
Feedback Submission	<ul style="list-style-type: none"> • Accomplish the feedback form at the Ground Floor, IRC Building, No. 82 EDSA, Mandaluyong City. • Telephone no.: (+632) 8725-6874; email address: john.sherwin.jao@pcgg.gov.ph
Feedback Processing	<ul style="list-style-type: none"> • Every Friday, feedback is collected from all feedback boxes located in each office by the Feedback and Communications Committee – QMS Core Team. • Feedback with specific concerns or requires answers shall be forwarded to the concerned offices and shall be responded within three (3) working days of the receipt of the feedback. • The response from the concerned office shall be forwarded to the public. • For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: john.sherwin.jao@pcgg.gov.ph.
Complaint Filing	<ul style="list-style-type: none"> • Accomplish the complaint form at the Ground Floor, IRC Building, No. 82 EDSA, Mandaluyong City. • Kindly provide the following information: <ul style="list-style-type: none"> ✓ Name of person being complained ✓ Incident ✓ Evidence • For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: john.sherwin.jao@pcgg.gov.ph.
Complaint Processing	<ul style="list-style-type: none"> • All complaints will be collected from the complaint boxes by the Feedback and Communications Committee – QMS Core Team on a daily basis for evaluation. • Upon evaluation, the Feedback and Communications Committee – QMS Core Team shall conduct the investigation and forward the complaint to the concerned office for their explanation. • After investigation, the Feedback and Communications Committee – QMS



3. List of Office

Office	Address	Contact Information
PCGG Main Office	IRC Building, No. 82 EDSA, Mandaluyong City 1550	Tel. Nos: (+632) 8725-6874 Email Address: queries@pcgg.gov.ph



Submitted by:

Asset Management Department

[Signature]
Apolinario A. Celozza
Special Projects and Investigation Division

[Signature]
Marita B. Villanica
Privatization Division

[Signature]
Steve M. Alcantara
Asset Management Division

Legal Department

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Atty. Rebekah O. Supapo
Interim Head

Finance and Administration Department

[Signature]
Lorna U. Reyes
Officer-In-Charge Director

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Lourdes G. Navarro
Accounting Division

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Romulo A. Siazon
Administrative Services Division

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Editha R. Bautista
Human Resource Development Division

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Raquel S. Buñag
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Research and Development Department

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Stephen P. Tanchuling
Officer-In-Charge Director

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Cherryl D. Ortega 03/09/20
Policy and Plans Division

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Maria Lourdes O. Magno
Library and Records Division

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Francis V.M. Aligaen
Management Information Services Division

Executive Offices

[Signature]
Francis B. Joves
Commission Secretary

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Cherryl D. Ortega 03/09/20
Press Information Office

Anti-Red Tape Unit

[Signature]
Irwin S. Vidal
Head

[Signature]
Cherryl D. Ortega 03/09/20
Co-Head

Approved by:

[Signature]
ATTY. REYNOLD S. MUNSAYAC
Acting Chairperson
Presidential Commission on Good Government