



PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT

CITIZEN'S CHARTER
2022 (2nd Edition)



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I. Mandates:

The Presidential Commission on Good Government (PCGG), a government agency that exercise quasi-judicial functions, 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:

By 2028, PCGG is recognized as a permanent anti-corruption agency of the government and as a champion in the recovery of ill-gotten wealth of all public officials.

III. Mission:

As an anti-corruption agency, the PCGG recovers ill-gotten wealth of former President Ferdinand E. Marcos, Sr., his family and cronies, and other public officials, investigates graft and corruption cases of public officials and institutes measures to prevent graft and corruption in the future.

IV. Core Values:

INTEGRITY: We commit to uphold strong moral principles and honesty

MERITOCRACY: We hire, promote and reward our people based on performance.

PROFESSIONALISM: We pledge to perform and discharge our duties with the highest degree of excellence.

ACCOUNTABILITY: We are accountable for all our actions, processes and the results we produce.

CO-OWNERSHIP: We work as a collective contributing individual input, to achieve shared goals.

TRANSPARENCY: We perform our functions with openness to information, processes, and to our principals, beneficiaries, partners, and other stakeholders.



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EXTERNAL SERVICES



MANAGEMENT OF REPUBLIC'S PENDING MARCOS ILL-GOTTEN WEALTH CASES AND PROPOSAL FOR SETTLEMENT OF SUCH CASES

External Services



1. Writing of legal opinion and conduct of document review pertaining issues involving PCGG cases, supervised corporations, sequestered and surrendered assets, administrative services and executive functions

Ensures uniform, consistent, timely and efficient preparation and delivery of response to action documents and review order to provide speedy, efficient and opinions to protect, defend and promote PCGG's interests, goals and cases files in its custody.

Manages all case files and other related documents received by and to be released, and in the process, to ensure the security of all case files in its custody.

Office or Division:	Legal Department			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business			
Who may avail:	G2G – Government to Government 1. Office of the Solicitor General 2. Department of Justice 3. Office of the President 4. Other Government agencies G2B – Government to Business 1. Sequestered Corporations 2. Surrendered Corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal written request for legal opinion and/or document review using Legal Request Form. <ul style="list-style-type: none"> Request must be duly signed by the requesting party 		Legal Department Office pcgg.legal@pcgg.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Legal Request Form addressed to the Commissioner-In-Charge and/or Head of Legal Department through email at pcgg.legal@pcgg.gov.ph Each request must be specific and must be accompanied by all relevant material information including complete copies of all relevant and pertinent documents, within	1.1 Receive, review and record the request	None	4 hours	Staff Legal Department

which legal advisory or I document review shall be confined. All requests must be duly signed by the requesting party				
2. Receive a reply through email from the Legal Department acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request	None	4 hours	<i>Staff</i> Legal Department
	2.2 Assign the request for legal opinion and/or document review to the Legal Department's In-house lawyers	None	1 day	<i>Commissioner-In-Charge</i> and/or <i>Head</i> Legal Department
	2.3 In-house lawyer to draft a legal opinion and/or document review	None	15 days	<i>In-house Lawyer</i> Legal Department
	2.4 Secure approval from the Commissioner-In-Charge of the Legal Department and Chairperson for the release of the legal opinion and/or document review	None	2 days	<i>In-house Lawyer,</i> <i>Commissioner-In-Charge</i> Legal Department and <i>Chairperson</i>
3. Receive and acknowledge receipt of email from Legal Department regarding the requested legal opinion and/or document review.	3.1 Email the requesting party regarding the requested legal opinion and/or document review	None	1 day	<i>Lawyer/Head</i> Legal Department
Total:		None	20 days	



2. Provision of copy of legal documents/information (e.g. court decisions, case briefer, case status report, transcript of stenographic notes, certifications)

Office or Division:	Legal Department			
Classification:	Complex			
Type of Transaction:	Government-to-Government Government-to-Citizens			
Who may avail:	Government to Government: <ol style="list-style-type: none"> 1. Office of the Solicitor General 2. Department of Justice 3. Other government agencies Government to Citizens: Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official request thru electronic mail or telephone call, or by submitting the Legal Request Form with necessary attachments		PCGG Legal Department legal@pcgg.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party fills out the legal request form and gives specific details on the requested document or information. The requesting party may also contact the Legal Department by means of e-mail or telephone call. All requests must be duly signed by the requesting party.	1.1 The Legal Department accepts, acknowledges receipt of and records the request for appropriate action.	None	1 day	Legal Department Staff
	1.2 Start the processing of the request, preparing the documents and drafting of answers to queries.	None	2 days	Lawyers/Legal Department Staff



2. Receive the copy of the requested document/s.	2.1 Release the requested document/s (Hardcopy), record and maintain the official file/ receiving copy	None	1 day	Legal Department Staff
Total:		None	4 days	

Note: The service is limited to documents and information readily available with the PCGG Legal Department.

3. Provision of document/information on the status of assets/properties and support in the litigation of the cases

Issuance of document/information to the requesting client on the status of assets/properties for official use and purpose, upon compliance of requirements and approval of PCGG officials. This is in support of the recovery of all ill-gotten wealth accumulated by former President Ferdinand E. Marcos, his immediate family, relatives, subordinates and close associates.

Office or Division:	Sequestered Assets Group			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of a request letter or email 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 to Asset Management Department (AMD), 3 rd Floor, IRC Building, EDSA, Mandaluyong City or email pcgg.sequestered.assets@pcgg.gov.ph	1.1 Receive the request of document/information subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer Asset Management Department

2. Receive a reply through email from the Sequestered Assets Group acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request letter or notification on the unavailability of the request	None	1 hour	Staff/Division Chief Sequestered Assets Group
	2.2 Prepare the requested document/ information in soft and/or hard copies per request	None	4 days, 7 hours	Staff/Division Chief Sequestered Assets Group
	2.3 Secure approval from the Director, Commissioner-In-Charge and Chairperson for the release of the document/ information	None	1 day	Director Sequestered Assets Group, Commissioner-In-Charge and Chairperson
	2.4 Upon approval, prepare the requested document/ information for release to the requesting client	None	4 hours	Staff/Division Chief Sequestered Assets Group
3. Receive the copy of the requested documents /information and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Sequestered Assets Group regarding the requested documents /information (Softcopy).	3.1 Release the requested documents/ information (Hardcopy), record and maintain the official file/receiving copy; email the requesting party providing the requested documents/ information (Softcopy)	None	10 minutes	Staff/Division Chief Sequestered Assets Group
Total:		None	6 Days, 4 Hours and 15 Minutes	

4. Provision of PCGG document/s under the custody or possession of the



Asset Management Department – Sequestered Assets Group

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

Office or Division:	Sequestered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of a request letter or email with endorsement from the Director 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 to Sequestered Assets Group, Asset Management Department, 3 rd Floor, IRC Building, EDSA, Mandaluyong City or email pcgg.sequestered.assets@pcgg.gov.ph	1.1 Receive the request for document/s subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer Asset Management Department
2. Receive a reply through email from the Sequestered Assets Group acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	1 hour	Staff/Division Chief Sequestered Assets Group
	2.2 Prepare the requested document/s in soft and/or hard copies per request	None	1 day	Staff and Division Chief Sequestered Assets Group
	2.3 Secure approval from the Director and/or Commissioner-In-Charge and/or Chairperson for	None	1 day and 3 hours	Director Sequestered Assets Group and/or Commissioner-In-Charge

	its release			Asset Management Department and/or Chairperson
3. Receive the copy of the requested document/s and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Sequestered Assets Group regarding the requested document/s (Softcopy).	3.1 Release the requested document/s (Hardcopy), record and maintain the official file/receiving copy; email the requesting party providing the requested document/s (Softcopy)	None	10 minutes	Staff/Division Chief Sequestered Assets Group
Total:		None	2 Days, 4 Hours and 15 Minutes	



ADMINISTRATION OF RECOVERED ASSETS

External Services



1. Provision of PCGG document/s under the custody or possession of the Asset Management Department – Surrendered Assets Group

Provision of records under the custody of the Surrendered Assets Group, Asset Management Division such as asset profile, status of property, Transfer Certificate of Title, Tax Declarations, Stock Certificates and the like for official use.

Office or Division:	Surrendered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of a formal written request <ul style="list-style-type: none"> Email Address and Contact number 2. One (1) valid proof of identification (SSSID, 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 a written request to Surrendered Assets Group, Asset Management Department (AMD), 3 rd Floor, IRC Building, EDSA, Mandaluyong City; or email pcgg.surrendered.assets@pcgg.gov.ph	1.1 Receive and review the request	None	10 minutes	Records Officer Surrendered Assets Group
2. Receive a reply through email from the Surrendered Assets Group acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	30 minutes	Staff/Division Chief Surrendered Assets Group
	2.2 Retrieve and review the requested document/s for its completeness and accuracy from the files/database	None	30 minutes	Records Officer/ Division Chief Surrendered Assets Group



	2.3 Secure approval from the Director, Commissioner-In-Charge and Chairperson for its release	None	30 minutes	<i>Director Surrendered Assets Group and Commissioner-In-Charge Asset Management Department Chairperson</i>
3. Receive the copy of the requested document/s and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Surrendered Assets Group regarding the requested document/s (Softcopy).	3.1 Release the requested document/s (Hardcopy), record and maintain the official file/ receiving copy; email the requesting party providing the requested document/s (Softcopy)	None	10 minutes	<i>Staff Surrendered Assets Group</i>
Total:		None	1 Hour and 50 Minutes	

2. Provision of records of assets for privatization

Provision of records of assets for privatization such as asset profile, privatization plan, briefers, appraisal reports and the like for official use.

Office or Division:	Privatization Division, Surrendered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of a written request <ul style="list-style-type: none"> Email Address and Contact number 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 a written request to Privatization Division,	1.1 Receive, verify and record the request	None	10 minutes	<i>Staff/Division Chief</i>



Surrendered Assets Group, Asset Management Department (AMD), 3 rd Floor, IRC Building, Mandaluyong City; or email pcgg.sur.privatization@pcgg.gov.ph .				Privatization Division
2. Receive a reply through email from the Privatization Division acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	15 minutes	<i>Staff/Division Chief</i> Privatization Division
	2.2 Retrieve the requested document/s from the files/ database and review the document/s for its completeness and accuracy	None	45 minutes	<i>Staff/Division Chief</i> Privatization Division
	2.3 Secure approval for its release from the Director/Commissioner-In-Charge and Chairperson	None	30 minutes	<i>Director</i> Surrendered Assets Group and <i>Commissioner-In-Charge</i> Asset Management Department and <i>Chairperson</i>
3. Receive the copy of the requested document/s and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Privatization Division regarding the requested document/s (Softcopy).	3.1 Release the requested document/s (Hardcopy), record and maintain the official file/receiving copy; email the requesting party providing the requested documents/	None	10 minutes	<i>Staff/Division Chief</i> Privatization Division

	information (Softcopy)			
Total:		None	1 Hour and 50 Minutes	

3. Provision of Privatization Plan

Provision of privatization plan as may be directed by the Commissioner-in-Charge or the Commission en banc.

Office or Division:	Privatization Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Commissioner-in-Charge, Commissioner en banc, Budget Division, Privatization Council			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written instruction from the CIC or Commission en banc 2. Availability of all supporting documents such as: 2.1 Updated Appraisal Report 2.2 TCTs 2.3 Latest Tax Declaration 2.4 Maps, photographs 2.6 Stock Certificates 2.7 Latest FS		1. Requesting client/s 2. Appraisal companies, concerned government agencies, PCGG Library, files		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Surrendered Assets Group (SurAg) to submit privatization plan	1. Based on the list of assets for privatization, reviews the following: (1) registered owner; (2) type of assets; (3) area, if real property; (4) number of shares, if shares of stock; (5) Title number/Stock certificate number; (6) location; (7) latest valuation; (8) legal issues	None	1 day	Department Head and Privatization Division Head



	1.2 Gathers all supporting documents such as Titles, Tax Declarations, stock certificates, latest and valid appraisal reports	None	1 day	Records Officer
	1.3 Determines proposed floor price for each asset in accordance with existing rules	None	1 day	Department Head and Privatization Division Head
	1.4 Prepares privatization plan with the following information: (1) proposed floor price; (2) mode of disposal; (3) timeline	None	1 day	Privatization Division Head
	Endorses privatization plan to the CIC for his review	None	1 hour	Department Head
	1.5 After review by the CIC, endorse Privatization Plan to the Commission en Banc for Deliberations	None	10 days prior to the next en banc Meeting	Department Head
	1.6 Prepares transmittal to the requesting party, if privatization plan is approved.	None	30 minutes	Privatization Division Staff
2. Receive privatization plan	1.7 Releases privatization plan to the requesting party	None	15 minutes	Receiving/ Releasing Clerk
Total		None	14 days 1 hour 45 minutes	



4. Asset Disposal: Sale of bidding documents of assets for privatization

Sale and release of bidding documents to prospective bidders of assets for privatization.

Office or Division:	Privatization Division, Surrendered Assets Group			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Business Form		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Business Form and indicate the purpose: To buy bidding documents from the Special Bids and Awards Committee (SBAC).	1.1 Receive and review the Business Form	None	15 minutes	<i>Secretariat Special Bids and Awards Committee</i>
2. Proceed to Collection Division and pay for the bidding documents.	2.1 Receive the payment and issue an Official Receipt	As prescribed in the Bidding Guidelines	15 minutes	<i>Collection Officer Finance and Administration Department</i>
3. Proceed to Special Bids and Awards Committee (SBAC) for the release of bidding documents.	3.1 Receive copy of the Official Receipt and reproduce the same for records purposes	None	15 minutes	<i>Secretariat Special Bids and Awards Committee (SBAC)</i>
4. Receive the bidding documents.	4.1 Release one (1) set of bidding documents to the client	None	15 minutes	<i>Secretariat Special Bids and Awards Committee (SBAC)</i>
Total:		None	1 Hour	

5. Remittance (Collections and Deposits)

The Collection Division is responsible for the receipt of funds coming from Surrendered and/or Sequestered corporations/assets as well as particular receipts coming from the General Fund and Special Fund. In charge of remitting the cash and check collections to the Bureau of Treasury for credit to the different funds established by the Commission.

Office or Division:	Finance and Administration Department (FAD)
Classification:	Simple



Type of Transaction:	G2G – Government to Government; G2B –Government to Business			
Who may avail:	Surrendered and Sequestered Corporations, Bureau of Treasury			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (Government Accounting Manual standard format)		Accounting Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment from the Accounting Division Office, 2 nd Floor, IRC Building – Annex, EDSA, Mandaluyong City	1.1 Prepare the Order of Payment signed by the accountant as requested	None	15 minutes	<i>Staff/Accountant</i> Accounting Division
2. Receive the Order of Payment and proceed to Collection Office	2.1 Issuance of the Order of Payment to the client	None	5 minutes	<i>Accountant</i> Accounting Division
3. Client to pay through cash/check to the Collecting Officer and receive the Official Receipt.	3.1 Receive the cash/check payment representing collection based on the Order of Payment and issue an Official Receipt	None	5 minutes	<i>Collecting Officer</i> Finance and Administration Department
	2.2 Prepare Deposit slip, List of Deposited Collection Form indicating the Fund Code and the amount to be deposited	None	5 minutes	<i>Collecting Officer</i> Finance and Administration Department
	2.3 Prepare/Seek approval/Submit Motor Vehicle Pass to the Dispatch Officer for transportation request to the bank	None	30 minutes	<i>Collecting Officer</i> Finance and Administration Department
	2.4 Deposit/Remit the collections to the Bureau of Treasury Authorized Government	None	2 hours	<i>Collecting Officer</i> Finance and Administration Department



	<p>Depository bank (AGDB) - Landbank of the Philippines</p> <p>Note: If the payment is received beyond 2pm, the deposit will be on the next banking day.</p>			
3. Bureau of Treasury to acknowledge receipt of the documents and update the Summary of Deposit.	3.1 Scan copies of Order of Payment, Official Receipts, Deposit Slip and other pertinent documents and email these to the Bureau of the Treasury (for deposits under CARP & Escrow Funds)	None	1 hour	<i>Collecting Officer</i> Finance and Administration Department
Total:		None	4 Hours	



INVESTIGATION OF CASES ON GRAFT AND CORRUPTION

External Services



1. Financial Analysis and Investigation

Assist the Commission in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets, and conduct financial analysis and investigation of sequestered corporations. Identify the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. Establishes linkages with other government agencies where sources of information can be obtained.

Office or Division:	Financial Studies and Investigation Division (FSID)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	G2G - Government to Government Office of the President (OP), Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, and GOCCs G2C - Government to Citizen Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal request letter <ul style="list-style-type: none"> Full Name of the requestor Email Address and Contact number 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Financial Studies and Investigation Division, email pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the request	None	5 minutes	<i>Staff</i> Financial Studies and Investigation Division
2. Receive a reply through email from the Financial Studies and Investigation Division acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request	None	30 minutes	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.2 Evaluate and classify the transaction (Simple, Complex, Highly Technical) based on the request	None	30 minutes	<i>Director</i> Financial Studies and Investigation Division
	2.3 Handle the	None	1 hour	<i>Division</i>



	request and make an outline of actions to be taken			<i>Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.4 Coordinate with other departments and collate available data/documents from the database	None	1 day	<i>Assigned Staff per</i> Concerned Departments
	2.5 Draft a letter of reply/ recommendation regarding the request	None	1 hour	<i>Division</i> <i>Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.6 Director to request review and approval from the Commissioner-In-Charge and Chairperson for the release of the reply/ recommendation	None	1 day	<i>Director and Commissioner-In-Charge</i> Research and Development Department and <i>Chairperson</i>
3. Receive and acknowledge receipt of email from Financial Studies and Investigation Division regarding the request.	3.1 Email the requesting party providing the reply/ recommendation regarding the request	None	5 minutes	<i>Staff</i> Financial Studies and Investigation Division
Total:		None	2 Days, 3 Hours and 10 Minutes	

2. Financial Analysis and Investigation

Assist the Commission in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets, and conduct financial analysis and investigation of sequestered corporations. Identify the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. Establishes linkages with other government agencies where sources of information can be obtained.

Office or Division:	Financial Studies and Investigation Division (FSID)
Classification:	Complex
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen



Who may avail:	G2G - Government to Government Office of the President (OP), Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, and GOCCs G2C - Government to Citizen Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal request letter <ul style="list-style-type: none">• Full Name of the requestor• Email Address and Contact Number		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to the Financial Studies and Investigation Division, email pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the request	None	5 minutes	Staff Financial Studies and Investigation Division
2. Receive a reply through email from the Financial Studies and Investigation Division acknowledging receipt of the request	2.1 Reply through email to acknowledge receipt of the request	None	1 hour	Division Chief/Officer-In-Charge Financial Studies and Investigation Division
	2.2 Evaluate and classify the transaction (Simple, Complex, Highly Technical) based on the request	None	1 hour	Director Financial Studies and Investigation Division
	2.3 Handle the request and make an outline of actions to be taken	None	1 hour	Division Chief/Officer-In-Charge Financial Studies and Investigation Division
	2.4 Coordinate with other departments and collate available data/documents from the database	None	1 day	Assigned Staff per Concerned Departments
	2.5 Request documents from Securities and Exchange	None	3 days	Division Chief/Officer-In-Charge Financial Studies



	Commission (SEC), Department of Trade and Industry (DTI), concerned companies and other government agencies			and Investigation Division
	2.6 Draft a letter of reply/ recommendation regarding the request	None	1 hour	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.7 Director to request review and approval from the Commissioner-In-Charge and Chairperson for the release of the reply/ recommendation	None	1 day	<i>Director and Commissioner-In-Charge</i> Research and Development Department and <i>Chairperson</i>
3. Receive and acknowledge receipt of email from Financial Studies and Investigation Division regarding the request.	3.1 Email the requesting party providing the reply/ recommendation regarding the request	None	10 minutes	<i>Staff</i> Financial Studies and Investigation Division
Total:		None	5 Days, 4 Hours and 15 Minutes	

3. Financial Analysis and Investigation

Assist the Commission in the preparation, case build up, prosecution, litigation of civil and cases for the recovery of the assets, and conduct financial analysis and investigation of sequestered corporations. Identify the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. Establishes linkages with other government agencies where sources of information can be obtained.

Office or Division:	Financial Studies and Investigation Division (FSID)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen



Who may avail:	G2G - Government to Government Office of the President (OP), Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, and GOCCs G2C - Government to Citizen Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of formal request letter <ul style="list-style-type: none"> • Full Name of the requestor • Email Address and Contact number 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to the Financial Studies and Investigation Division, Research and Development Department, 3 rd Floor, IRC Building, EDSA, Mandaluyong City or email pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the request	None	5 minutes	<i>Staff</i> Financial Studies and Investigation Division
2. Receive a reply through email from the Financial Studies and Investigation Division acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request	None	1 hour	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.2 Evaluate and classify the transaction (Simple, Complex, Highly Technical) based on the request	None	1 hour	<i>Director</i> Financial Studies and Investigation Division
	2.3 Handle the request and make an outline of actions to be taken	None	1 hour	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.4 Coordinate with other departments and collate available data/documents	None	3 days	<i>Assigned Staff per Concerned Departments</i>
	2.5 Request documents	None	5 days	<i>Division</i>

	from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI), concerned companies and other government agencies			<i>Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.6 Draft a letter of reply/ recommendation on the request	None	2 days	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	2.7 Director to request review and approval from the Commissioner-In-Charge/ Chairperson for the release of the reply/ recommendation	None	2 days	<i>Director and Commissioner-In-Charge</i> Research and Development Department and/or Chairperson
3. Receive an email from Financial Studies and Investigation Division regarding the request.	3.1 Email the requesting party providing the reply/ recommendation regarding the request	None	10 minutes	<i>Staff</i> Financial Studies and Investigation Division
Total:		None	12 Days, 3 Hours and 15 Minutes	



IN FULFILLMENT OF THE THIRD MANDATE

External Service



1. Conduct of Presidential Commission on Good Government on Tour Against Corruption

In line with its third mandate to adopt safeguards to ensure that abuses to power shall not be repeated in any manner under the new government, the Presidential Commission on Good Government (the "Commission") is empowered and authorized to institute adequate measures to prevent the occurrence of corruption. As such, in the fulfillment of its mandate, the PCGG will hold a nationwide tour, to conduct talking engagements, conferences and exhibits regarding its accomplishments which will be known as the "PCGG on Tour Against Corruption".

Office or Division:	Executive Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Academe / Educational Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Confirmation Letter signed by the President of the Academe / Educational Institutions		Administration of the Academe / Educational Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the confirmation letter to the person in charge from PCGG on Tour Committee through email.	1.1 Receive and acknowledge receipt of the confirmation letter from the academy through email	None	1 hour	<i>Person in charge</i> PCGG on Tour Committee
	1.2 Relay the information for consensus of the PCGG on Tour Committee	None	1 hour	<i>Members</i> PCGG on Tour Committee
2. Participate in the coordination meetings/discussions with the PCGG on Tour Committee through online (Zoom Application)	2.1 Conduct coordination meetings/discussions with the participating academic institution through online (Zoom Application)	None	5 days	<i>Members</i> PCGG on Tour Committee
3. Orient and prepare the participants/ students for the scheduled activity	3.1 Manage logistics and technical requirements for the activity appropriate for the target participants/	None	12 days	<i>Members</i> PCGG on Tour Committee



	students			
4. Participate during the activity through online (Zoom Application)	4.1 Conduct of the Tour Against Corruption through online (Zoom Application)	None	1 day	<i>Members Commission and PCGG on Tour Committee</i>
5. Submit Evaluation Form (Google) and receive the Certificate of Participation (Softcopy).	5.1 Receive and acknowledge the post-evaluation then proceed with the issuance of the Certificate of Participation (Softcopy)	None	1 day	<i>Person in Charge PCGG on Tour Committee</i>
Total:		None	19 Days and 2 Hours	



INQUIRY MANAGEMENT

External Services



1. Investigation – Tipster

Identifies the ill-gotten assets of the Marcoses and their business associates that are located in the Philippines and abroad. It acts on the citizen's information that may lead to the investigation and verification of the ill-gotten wealth that is not yet part of the property/assets currently being monitored.

Office or Division:	Financial Studies and Investigation Division (FSID)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication to PCGG by any means <ul style="list-style-type: none"> Full Name of the requestor Email Address and Contact number 		Contributing party (Tipster)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Send information to PCGG for investigation and verify the prospect of recovery through a formal communication; letter, call or email: Financial Studies and Investigation Division, Research and Development Department, 3 rd Floor, IRC Building, EDSA, Mandaluyong City; pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the communication; If through phone call, the receiving staff must pass the call to the Department Head to question the tipster for more information	None	15 minutes	<i>Staff/Division Chief/Officer-In-Charge and/or Director</i> Financial Studies and Investigation Division
	1.2 Evaluate the transaction if credible	None	1 hour	<i>Director</i> Research and Development Department
	1.3 Handle the forwarded information and outline the actions to be taken	None	1 hour	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	1.4 Coordinate with other departments and collate available	None	3 days	<i>Assigned Staff</i> per Concerned Departments

	data/documents			
	1.5 Request documents from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI), concerned companies and other government agencies and other sources as may be necessary	None	5 days	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	1.6 Draft/Prepare a report/recommendation	None	2 days	<i>Division Chief/Officer-In-Charge</i> Financial Studies and Investigation Division
	1.7 Director to request for review and approval of the report/recommendation from the Commissioner-In-Charge and Chairperson	None	3 days	<i>Director and Commissioner-In-Charge</i> Research and Development Department and <i>Chairperson</i>
2. Receive and acknowledge receipt of email from Financial Studies and Investigation Division regarding the report.	2.1 Email the contributing party regarding the report	None	10 minutes	<i>Staff</i> Financial Studies and Investigation Division
Total:		None	13 Days, 2 Hours and 25 Minutes	

2. Actions on Media-Related requests

Actions on requests for the official statements and interview invitations from media on Presidential Commission on Good Governance related issues.

Office or Division:	Press Information Office (PIO), Executive Office
Classification:	Complex



Type of Transaction:	G2B – Government to Business
Who may avail:	Any Media Outfit (Print, Broadcast, Internet, etc.)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official request from the media through email or online queries.	Requesting Media company

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to pio@pcgg.gov.ph or queries@pcgg.gov.ph	1.1 Receive and coordinate the request to the Office of the Chairperson for instruction.	None	30 minutes	Staff/Head Press Information Office
2. Receive a reply through email from Press Information Office acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request	None	1 day	Staff/Head Press Information Office
	2.2 Review the request and forward the same to the concerned Department and/or Commissioner-In-Charge	None	1 day	Staff Office of the Chairperson Directors/ Commissioners Department
	2.3 Concerned department and/or Commissioner-In-Charge to submit the report/ compliance to the Chairperson for review and approval	None	3 days	Staff Office of the Chairperson Directors/ Commissioners Department
3. Receive and acknowledge receipt of email regarding the request.	3.1 Release the approved action on media-related requests through email	None	30 minutes	Staff/Head Press Information Office
Total:		None	5 Days and 1 Hour	



3. Provision of request for Commission document/s

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

Office or Division:	All Concerned Record Custodians of each Divisions		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government; G2C – Government to Citizen		
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Formal written request addressed to the Office of the Chairperson. <ul style="list-style-type: none">• Full Name of the requestor		Requesting client	

• Email Address and Contact number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal written request to the Office of the Chairperson, 3rd Floor, IRC Building, EDSA, Mandaluyong City, or email pcgg.pio@pcgg.gov.ph or pcgg.foi@pcgg.gov.ph .	1.1 Review and forward to the Division and/or Department Head concerned, whichever is applicable	None	15 minutes	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>
2. Receive a reply through email from the PIO or FOI Data Receiving Officer acknowledging the receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	Within the day	PIO or FOI Data Receiving Officer
	2.2 Prepare the requested document/s based on the endorsement with the signature of the Directors, Department Head,	None	10 working days	<i>Directors/ Department Head/Division Chief Department/ Office, Commissioner-In-Charge, and</i>



	or Division Chief concerned and approval of the Commissioner-in-Charge and Chairperson			<i>Chairperson</i>
	2.3 Release the requested document/s (Hardcopy), record and maintain the official file/receiving copy; email the requesting party providing the requested document/s (Softcopy)	None	20 minutes	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>
Total:		None	11 Days and 35 Minutes	



FINANCE AND ADMINISTRATION DEPARTMENT

External Services



1. Payment of Accounts to Suppliers/Creditors

Payment to suppliers and creditors.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2B – 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 2. One (1) copy of Delivery Receipt		Supplier / Creditor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit statement of account, sales, invoice, delivery receipt, etc. to the Administrative Services Division, Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City	1.1 Receive and review for correctness of SOA and completeness of the documents then prepare summary of payment	None	1 hour	<i>Staff</i> Admin Services Division
	1.2 Prepare and sign the Obligation Request Status (OBR), Disbursement Voucher (DV) with supporting documents	None	30 minutes	<i>Division Chief</i> Admin Services Division
	1.3 Certify availability of allotment	None	15 minutes	<i>Division Chief</i> Budget Division
	1.4 Conduct a pre-audit of the transaction at hand; prepare and sign the LDDAP-ADA and Certificate of Creditable Withholding Tax (CCWT), then certify availability of funds	None	1 day and 4 hours	<i>Chief Accountant</i> Accounting Division



	1.5 Prepare Check, ACIC, SLIIE, bank transmittal	None	1 hour	<i>Staff/ Disbursement Officer Cash Unit</i>
	1.6 Forward the ACIC, LDDAP-ADA, SLIIE, bank transmittal to FAD Director for signature	None	1 day	<i>Director Finance and Administration Department</i>
	1.7 Forward the DV, check payment, ACIC, LDDAP-ADA, SLIIE, bank transmittal for signature of the Commissioner-In-charge or Chairperson	None	1 day	<i>Commissioner- In-charge or Chairperson Executive Office</i>
	1.8 Transmit ACIC, LDDAP-ADA to Land Bank of the Philippines	None	1 hour	<i>Disbursement Officer Cash Unit</i>
2. Claim payment at Cash Unit Office, Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City	2.1 Release payment to the supplier/creditor and record the transaction	None	10 minutes	<i>Staff Cash Unit</i>
Total		None	3 Days, 7 hours and 55 Minutes	



2. Issuance of Certificates to former employees

Includes issuance of certificates such as Certificate of Last Salary Received, Certificate of Remittances of Deductions from Salaries not requiring multiple years or entire length of service, among others.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Former PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out request form		Accounting Division		
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, EDSA, Mandaluyong City	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	Clerk Accounting Division
	1.2 Prepare the request. If needing additional time, inform the client thru email, otherwise forward the certificate to the Chief Accountant for signature.	None	4 hours	Clerk
	1.3 Review and sign the certificate.	None	10 minutes	Chief Accountant
2. Receive the requested document/s and sign the official receiving copy.	2.1 Release the requested certificate to the client	None	5 minutes	Clerk Accounting Division
Total:		None	4 hours and 20 Minutes	



3. Issuance of documented information and Certifications for inactive employees

Provision of requested document certification separated from the service.

Office or Division:	Human Resource Development Division (HRDD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - 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) filled out Request Form		Human Resource Development Division Office: pcgg.fad.hrdd@pcgg.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form to HRDD - 2 nd Floor, IRC Building – Annex, EDSA, Mandaluyong City.	1.1 Receive and review the Request Form	None	5 minutes	<i>Admin. Aide</i> HRDD
	1.2 Retrieve details/ information from records and 201 files	None	30 minutes	<i>HR Management Assistant</i> HRDD
	1.3 Prepare the requested documents for signature of Division Chief with official seal	None	1 hour and 30 minutes	<i>HR Management Assistant</i> HRDD and <i>Division Chief</i> Concerned Office
	1.4 Record and prepare transmittal letter for release through email or official delivery	None	1 hour	<i>Admin. Aide</i> HRDD
2. Receive the copy of the request and sign the official receiving copy. (Hardcopy)	2.1 Release the requested document/s(Hard copy), record and maintain the official file/receiving copy	None	10 minutes	<i>Admin. Aide</i> HRDD
Total		None	3 Hours, and 15 Minutes	



INTERNAL SERVICES



1. Provision of PCGG document/s under the custody or possession of the Assets Management Department

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

Office or Division:	Sequestered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished one (1) request letter/form with the signature/recommendation of the Director or Division Chief concerned.		Sequestered Assets Group - Asset Management Department (AMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/form with endorsement from the Sequestered Assets Group Director to the concerned Division.	1.1 Receive the request for document/s subject to compliance of the above requirements	None	5 minutes	<i>Records Officer</i> Sequestered Assets Group
2. Receive a reply through email from the Sequestered Assets Group acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request letter or notification on the unavailability of the request	None	1 hour	<i>Staff/Division Chief</i> Sequestered Assets Group
	2.2 Prepare the requested document/s (soft and hard copies per request)	None	1 day	<i>Staff/Division Chief</i> Sequestered Assets Group
	2.3 Division Chief to secure approval and clearance from the Director for release	None	1 day, 3 hours	<i>Director and Division Chief</i> Sequestered Assets Group
3. Receive the copy of the requested document/s and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Sequestered Assets	3.1 Release the requested document/s (Hardcopy), record and maintain the official file/receiving copy; email the requesting party		10 minutes	<i>Staff/Division Chief</i> Sequestered Assets Group



Group regarding the requested document/s (Softcopy)	providing the requested document/s (Softcopy)			
Total:		None	2 Days, 4 Hours and 15 Minutes	

2. Provision of document/information on the status of assets/properties and support in litigation of the cases

Issuance of document/information on the status of assets/properties for official use and purpose, upon compliance of requirements and approval of PCGG officials. This is in support of the recovery of all ill-gotten wealth accumulated by former President Ferdinand E. Marcos, his immediate family, relatives, subordinates and close associates.

Office or Division:	Sequestered Assets Group			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished one (1) request letter/form with the signature/recommendation of the Director or Division Chief concerned		Sequestered Assets Group - Asset Management Department (AMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/form with the endorsement from Sequestered Assets Group Director to the concerned Division	1.1 Receive the request for document/information subject to compliance of the above requirements	None	5 minutes	<i>Records Officer</i> Sequestered Assets Group
2. Receive a reply through email from the Sequestered Assets Group acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request letter or notification on the unavailability of the request	None	1 hour	<i>Staff/Division Chief</i> Sequestered Assets Group
	2.2 Prepare the requested document/information in soft and/or hard copies per request	None	4 days, 7 hours	<i>Division Chief/Staff</i> Sequestered Assets Group
	2.3 Division Chief to secure approval/	None	1 day	<i>Director and Division Chief</i>



	clearance for release from the Director			Sequestered Assets Group
	2.4 Upon approval, prepare/finalize the requested documents or information for release to the requesting client	None	4 hours	<i>Division Chief</i> Sequestered Assets Group
3. Receive the copy of the requested documents /information and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Sequestered Assets Group regarding the requested documents /information (Softcopy).	3.1 Release the requested documents/ information (Hardcopy), record and maintain the official file/ receiving copy; email the requesting party providing the requested documents/ information (Softcopy)	None	10 minutes	<i>Staff/Division Chief</i> Sequestered Assets Group
Total:		None	6 Days, 4 Hours and 15 Minutes	

3. Asset Preservation: Inventory and/or Ocular Inspection

This is part of monitoring and preservation of assets and properties under sequestration and/or litigation pursuant to the mandate of the Commission under EO Nos. 1&2 s. 1986.

Office or Division:	Sequestered Assets Group			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest inventory of properties under sequestration and litigation.		Sequestered Assets Group - Asset Management Department (AMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the property for inventory/inspection	1.1 Prepare the updated list of properties	None	15 minutes	<i>CMD/SPID Staff</i> Sequestered Assets Group
	1.2 Organize/ compose an inventory/inspecti	None	1 hour	<i>Director/ Division Chief</i> Sequestered

	on team and conduct briefing			Assets Group
	1.3 Draft a Mission Order for endorsement to the Commissioner-In-Charge and/or Chairperson	None	1 hour	<i>Division Chief</i> Sequestered Assets Group
	1.4 Executive Office to receive the Mission Order for review and signature	None	2 days	<i>Commissioner-In-charge and/or Chairperson</i> Executive Office
2. Carry out the Mission Order	2.1 Conduct the physical inventory/inspection and submit a post-mission report Turnaround time depends on the number of items, volumes, condition, and location of property subject of inspection and/or inventory.	None	4 days	<i>Team Members</i> Sequestered Assets Group
Total:		None	6 Days, 2 Hours and 15 minutes	

4. Procurement and updating of certificates of titles

This is part of monitoring and preservation of assets and properties under sequestration and/or litigation pursuant to the mandate of the Commission under EO Nos. 1&2 s. 1986.

Office or Division:	Custodian and Monitoring Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PCGG (Commission)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Latest list of properties with certified true copies of certificates of title.	Sequestered Assets Group - Asset Management Department (AMD)
CLIENT STEPS	AGENCY ACTIONS
FEES TO	PROCESSING
PERSON	



		BE PAID	TIME	RESPONSIBLE
1. Request to identify the titles for updating.	1.1 Prepare the list of titles	None	15 minutes	<i>Staff</i> Custodian and Monitoring Division
	1.2 Secure the full name and address of the Registry of Deeds (RD) and draft the request letter	None	45 minutes	<i>Staff</i> Custodian and Monitoring Division
	1.3 Division Chief endorses the request-letter to the Director for signature	None	1 hour	<i>Division Chief</i> Custodian and Monitoring Division and <i>Director</i> Sequestered Assets Group
	1.4 Deliver and serve request-letter to Registry of Deeds (RD)	None	3 days	<i>Staff</i> Custodian and Monitoring Division
2. Receive the updated certified true copies of titles.	2.1 Collate, scan, and file the updated certified true copies of titles	None	30 min/title	<i>Staff</i> Custodian and Monitoring Division
	2.2 Encode the updated titles in the database	None	5 min/title	<i>Staff</i> Custodian and Monitoring Division
Total:		None	3 Days, 2 Hours and 35 Minutes	

5. Provision of copy of legal documents/information (e.g. court decisions, case briefer, case status report, transcript of stenographic notes, certifications)

Office or Division:	Legal Department
Classification:	Complex
Type of Transaction:	Government-to-Government
Who may avail:	PCGG Offices/Departments
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Legal Request Form	PCGG Legal Department legal@pcgg.gov.ph



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party fills out the legal request form and gives specific details on the requested document or information All requests must be duly signed by the requesting party.	1.1 The Legal Department accepts, acknowledges receipt of and records the request for appropriate action.	None	1 day	Legal Department Staff
	1.2 Start the processing of the request, preparing the documents and drafting of answers to queries.	None	2 days	Lawyers/Legal Department Staff
2. Receive the copy of the requested document/s.	2.1 Release the copy of the requested document/s.	None	1 day	Legal Department Staff
Total		None	4 days	

Note: The service is limited to documents and information readily available with the PCGG Legal Department.

6. Provision of request for Commission document/s

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

Office or Division:	All Concerned Record Custodians of each Divisions			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form and/or formal written request with the favorable recommendation of the Director or Division Chief concerned.		<i>Designated Records Custodian/Division Chief</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the request form/formal written request directly to the concerned division/department or through email at their respective email addresses	1.1 Review and determine proper action on the request	None	10 minutes	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>
2. Receive a reply through email from the designated records custodian/ division chief/ department head acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	Within the day	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>
	2.2 Prepare the requested document/s based on the endorsement with the signature of the Department Head or Division Chief	None	7 working days	<i>Directors/ Department Head/Division Chief Department/ Office</i>
	2.3 Release the document/s to the client, either through ordinary mail or delivery, or through email	None	10 minutes	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>
Total:		None	8 Days and 20 Minutes	



7. Payment of salaries, wages and other benefits

Payment of employees' SALARIES, WAGES AND OTHER benefits.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll 2. Request for payments 3. Daily Time Records 4. Disbursement Voucher (DV) and Obligation Request and Status (ORS)		Human Resource and Development Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payroll/ employees claims, DVs, ORS, and other benefits with complete supporting documents to the Budget Division Office.	1.1 Review, sign the submitted documents and certify availability of allotment	None	30 minutes	<i>Division Chief</i> Budget Division
	1.2 Conduct pre-audit of the transaction, prepares LDDAP-ADA, certify availability of funds and sign the LDDAP-ADA	None	2 hours	<i>Chief Accountant</i> Accounting Division
	1.3 Prepare Checks/ACIC/SLI IE, bank transmittal and sign LDDAP-ADA	None	4 hours	<i>Disbursement Officer</i> Cash Unit
	1.4 Forward to FAD Director for signature of ACIC, LDDAP-ADA, SLIIE and bank transmittal	None	1 day	<i>Director</i> Finance and Administration Department
	1.5 Sign Disbursement Voucher, Check/LDDAP-ADA, ACIC/SLIIE.	None	1 day	<i>Commissioner-In-charge or Chairperson</i> Executive Office



	1.6 Transmit the ACIC/SLIIE, Checks/LDDAP-ADA to Land Bank of the Philippines	None	1 hour	<i>Disbursement Officer</i> Cash Unit
2. Receive the requested payment from Cash Office, Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City or through bank account transfer.	2.1 Release the requested payment to the employees	None	10 minutes	<i>Disbursement Officer</i> Cash Unit
Total:		None	2 Days, 7 Hours and 40 Minutes	

8. Payment of cash advances for local and foreign travel

All regular, co-terminus, contractual, casual employees and non-plantilla personnel (Job Order and COs) with no outstanding Cash Advances (CAs) may request for CAs for authorized and local travels.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. As required by COA Circular 2012-001 dated June 14, 2001. Signed Mission Order and Approved Itinerary		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Division Office, Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City for certification of availability of allotment. 1. Box A of both forms must be signed by the immediate superior of the requesting party and with complete supporting documents attached.	1.1 Receive and review the Cash advance documents and Certifies availability of allotment	None	30 minutes	<i>Division Chief</i> Budget Division



	1.2 Conduct pre-audit of the transaction, prepares LDDAP-ADA, certify availability of funds and sign the LDDAP-ADA	None	2 hours	Chief Accountant Accounting Division
	1.3 Prepare Checks/ACIC/SLIIE, bank transmittal and sign LDDAP-ADA	None	4 hours	Disbursement Officer Cash Unit
	1.4 Forward to FAD Director for signature of ACIC, LDDAP-ADA, SLIIE and bank transmittal	None	1 day	Director Finance and Administration Department
	1.5 Sign Disbursement Voucher, Check/LDDAP-ADA, ACIC/SLIIE.	None	1 day	Commissioner-In- charge or Chairperson Executive Office
	1.6 Transmit the ACIC/SLIIE, Checks/LDDAP-ADA to Land Bank of the Philippines	None	1 hour	Disbursement Officer Cash Unit
2. Claim payment to Cash Office, Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City.	2.1 Sign Disbursement Voucher to acknowledge receipt of Cash Advance through ADA or check	None	10 minutes	Disbursement Officer Cash Unit
Total:		None	2 Days, 7 Hours and 40 Minutes	

9. Payment of cash advances for special purposes

The Special Disbursing Officer duly designated may request for Cash Advances (CAs) for special purpose.

Office or Division:	Finance and Administration Department (FAD)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PCGG (Commission)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. As required by COA Circular 2012-001 dated June 14, 2001. Approved memorandum request for Cash Advance with specific purpose.		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Disbursement Voucher (DV) and Obligation Request and Status (OBR) to the Budget Division Office, Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City for certification of availability of allotment Box A of both forms must be signed by the immediate superior of the requesting party and with complete supporting documents attached.	1.1 Receive and review the Cash advance documents and Certifies availability of allotment	None	30 minutes	<i>Division Chief</i> Budget Division
	1.2 Conduct pre-audit of the transaction, prepares LDDAP-ADA, certify availability of funds and sign the LDDAP-ADA	None	2 hours	<i>Chief Accountant</i> Accounting Division
	1.3 Prepare Checks/ACIC/SL IIE, bank transmittal and sign LDDAP-ADA	None	4 hours	<i>Disbursement Officer</i> Cash Unit
	1.4 Forward to FAD Director for	None	1 day	<i>Director</i> Finance and



	signature of ACIC, LDDAP-ADA, SLIIE and bank transmittal			Administration Department
	1.5 Sign Disbursement Voucher, Check/LDDAP-ADA, ACIC/SLIIE.	None	1 day	Commissioner-In-charge or Chairperson Executive Office
	1.6 Transmit the ACIC/SLIIE, Checks/LDDAP-ADA to Land Bank of the Philippines	None	1 hour	Disbursement Officer Cash Unit
2. Claim payment to Cash Office, Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City.	2.1 Sign Disbursement Voucher to acknowledge receipt of Cash Advance through ADA or check	None	10 minutes	Disbursement Officer Cash Unit
Total:		None	2 Days, 7 Hours and 40 Minutes	

10. Issuance of Certificates to current employees

Includes issuance of certificates such as Certificate of Remittances of Deductions from Salaries or other certifications not requiring multiple years or entire length of service, among others.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Current PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) filled-out request form		Accounting Division		
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, EDSA, Mandaluyong City	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	Clerk Accounting Division



	1.2 Prepare the request. If needing additional time, inform the client thru email, otherwise forward the certificate to the Chief Accountant for signature.	None	4 hours	Clerk
	1.3 Review and sign the certificate.	None	10 minutes	Chief Accountant
2. Receive the requested document/s and sign the official receiving copy.	1.6 Release the requested certificate to the client.	None	5 minutes	Clerk Accounting Division
Total:		None	4 hours and 20 Minutes	

11. Issuance of documented information for active employees

Provision of requested certifications/documents for active employees.

Office or Division:	Human Resource Development Division (HRDD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) accomplished request slip		Human Resource Development Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish one (1) request slip and submit to HRDD, 2 nd Floor, IRC Building – Annex, EDSA, Mandaluyong City.	1.1 Receive and review the request slip	None	5 minutes	HR Management Assistant HRDD
	1.2 Prepare the requested documents then for	None	1 hour	HR Management Assistant HRDD and Division Chief



	signature of Division Chief with official seal			Concerned Division
2. Receive the requested documents and sign the official receiving copy.	2.1 Release the requested documents and file a copy for 201 records	None	5 minutes	Staff HRDD
Total:		None	1 Hour and 10 Minutes	

12. Leave monitoring and updating

Monitoring and updating of employee's leave credits.

Office or Division:	Human Resource Development Division (HRDD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of accomplished Application for Leave form.		Human Resource Development Division Office		
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, EDSA, Mandaluyong City.	1.1 Receive and review the form then update Leave Card	None	30 minutes	Staff HRDD
	1.2 Fill-out the certification of leave credits portion of the form	None	1 hour	Staff HRDD
	1.3 Route the form to the authorized official for signature and approval/ disapproval of leave	None	1 hour	Staff HRDD Authorized Official PCGG Offices
	1.4 Return the signed document to HRDD for filing and updating	None	10 minutes	Staff HRDD



2. Claim the copy of leave credits from the HRDD office.	2.1 Provide a hardcopy of leave form to the requesting employee	None	10 minutes	Staff HRDD
Total:		None	2 Hours and 50 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
Feedback Submission	<p>EXTERNAL (Pen and Paper Method)</p> <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: lady.sharmaine.mangente@pcgg.gov.ph <p>EXTERNAL (Online Method)</p> <ul style="list-style-type: none"> Accomplish CCSS online either by: <ul style="list-style-type: none"> a. scanning the QR Code at the lobby, which will redirect the client to an online CCSS form or b. visiting the PCGG Website for the online form. <p>INTERNAL (Pen and Paper Method)</p> <ul style="list-style-type: none"> Accomplish Request Form by the client. Submit Request Form to the responsible department. CCSS to be accomplished by the client relative to his/her request. Accomplished CCSS to be deposited by the client to the feedback box. <p>INTERNAL (Online Method)</p> <ul style="list-style-type: none"> Accomplish Online Request Form by the client. Submit Online Request Form accordingly. CCSS to be accomplished by the client relative to his/her request by: <ul style="list-style-type: none"> a. Scanning the QR Code which will redirect the client to an online request form; or b. Visiting the PCGG portal to access the online request form.
Feedback Processing	<ul style="list-style-type: none"> Every Friday, feedback is collected from all feedback boxes located in each office by the




	<p>Feedback and Communications Committee – QMS Core Team.</p> <ul style="list-style-type: none"> Feedback with specific concerns or required answers shall be forwarded to the concerned offices and shall be responded within three (3) working days of the receipt of the feedback. (For external clients) The response from the concerned office shall be forwarded to the public.
	<ul style="list-style-type: none"> (For internal clients) The response from the concerned office shall be forwarded to the concerned department. <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: lady.sharmaine.mangente@pcgg.gov.ph</p>
Complaint Filing	<p>EXTERNAL (Pen and Paper Method)</p> <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 <p>EXTERNAL (Online Method)</p> <ul style="list-style-type: none"> Accomplish the complaint form online by: <ol style="list-style-type: none"> scanning the QR Code; or visiting the PCGG website Kindly provide the following information: <ul style="list-style-type: none"> ✓ Name of person being complained ✓ Incident ✓ Evidence <p>INTERNAL (Pen and Paper Method)</p> <ul style="list-style-type: none"> Accomplish the complaint form and deposit at the feedback box. Kindly provide the following information: <ul style="list-style-type: none"> ✓ Name of person being complained ✓ Incident ✓ Evidence <p>INTERNAL (Online Method)</p> <ul style="list-style-type: none"> Accomplish the complaint form by: <ol style="list-style-type: none"> scanning the QR Code; or visiting the PCGG Portal

	<ul style="list-style-type: none"> • Kindly provide the following information: <ul style="list-style-type: none"> ✓ Name of person being complained ✓ Incident ✓ Evidence <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: lady.sharmaine.mangente@pcgg.gov.ph</p>
Complaint Processing	<ul style="list-style-type: none"> • All complaints will be collected from the feedback boxes by the Feedback and Communications Committee – QMS Core Team on a weekly 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 Core Team will prepare the report to be submitted to the Office of the Chairman for his appropriate action. • The Feedback and Communications Committee – QMS Core Team shall contact the complainant with a resolution within 7 working days upon receiving the complaint, or otherwise, informing him/her of the status of the complaint and the expected date of resolution. <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: lady.sharmaine.mangente@pcgg.gov.ph</p>
Contact Information of PCGG	<p>Telephone No.: (+632) 8725-6874 Email Address: pio@pcgg.gov.ph Facebook Account: @PCGGofficial Twitter Account: @TheNewPCGG</p>



Submitted by:

Executive Office


Francis B. Joves
Commission Secretary


Melody D. Lardizabal
Press Information Office

Legal Department

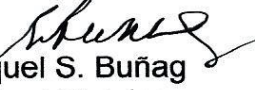

Atty. Mivez Anne I. Pawid
Interim Head

Finance and Administration Department


Stephen P. Tanchuling
OIC-Director FAD


Editha R. Bautista
Human Resource Development Division


Charity D. Catabas
Accounting Division



Raquel S. Buñag
Budget Division


Ma. Teresita Y. Sta. Maria
Collection Division


Paul Jasper V. De Guzman
Administration Services Division

Research and Development Department


John Sherman S. Jao
Director


Charity D. Catabas
Financial Studies and Investigation

Assets Management Department


Romulo A. Siazon
Director – Surrendered Assets Group


Marita B. Villanueva
Privatization Division


Steve M. Alcantara
OIC-Director – Sequestered Assets Group


Apollinario A. Celoz
Special Projects and Investigation Division

Committee on Anti-Red Tape


Commissioner Rhoderick M. Parayno
Vice-Chairperson

Approved by:


Atty. John A. Agbayani
Chairperson

Presidential Commission on Good Government