



# PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT

**CITIZEN'S CHARTER**  
2023 (1<sup>st</sup> 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.

<b>Office or Division:</b>	Legal Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Formal written request for legal opinion and/or document review using Legal Request Form. <ul style="list-style-type: none"> <li>Request must be duly signed by the requesting party</li> </ul>		Legal Department Office <a href="mailto:pcgg.legal@pcgg.gov.ph">pcgg.legal@pcgg.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the accomplished Legal Request Form addressed to the Commissioner-In-Charge and/or Head of Legal Department through email at <a href="mailto:pcgg.legal@pcgg.gov.ph">pcgg.legal@pcgg.gov.ph</a>  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 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 Legal Department</i>
	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 and/or Head Legal Department</i>
	2.3 In-house lawyer to draft a legal opinion and/or document review	None	15 days	<i>In-house Lawyer Legal Department</i>
	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, Commissioner-In- Charge Legal Department and 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 Legal Department</i>
<b>Total:</b>		<b>None</b>	<b>20 days</b>	



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

<b>Office or Division:</b>	Legal Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government Government-to-Citizens			
<b>Who may avail:</b>	Government to Government: <ol style="list-style-type: none"> <li>1. Office of the Solicitor General</li> <li>2. Department of Justice</li> <li>3. Other government agencies</li> </ol> Government to Citizens: Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total:</b>		<b>None</b>	<b>4 days</b>	

**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.

<b>Office or Division:</b>	Sequestered Assets Group			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	LGUs, NGAs, GOCCs, Academe and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to Asset Management Department (AMD), 3 <sup>rd</sup> Floor, IRC Building, EDSA, Mandaluyong City or email <a href="mailto:pcgg.sequestered.assets@pcgg.gov.ph">pcgg.sequestered.assets@pcgg.gov.ph</a>	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	<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>Staff/Division Chief</i> 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	<i>Director</i> Sequestered Assets Group, <i>Commissioner-In-Charge</i> and <i>Chairperson</i>
	2.4 Upon approval, prepare the requested document/ information for release to the requesting client	None	4 hours	<i>Staff/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
<b>Total:</b>		<b>None</b>	<b>6 Days, 4 Hours and 15 Minutes</b>	



#### 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.

<b>Office or Division:</b>	Sequestered Assets Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	LGUs, NGAs, GOCCs, Academe and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to Sequestered Assets Group, Asset Management Department, 3 <sup>rd</sup> Floor, IRC Building, EDSA, Mandaluyong City or email <a href="mailto:pcgg.sequestered.assets@pcgg.gov.ph">pcgg.sequestered.assets@pcgg.gov.ph</a>	1.1 Receive the request for document/s subject to compliance of the above requirements	None	5 minutes	<i>Secretary/ Records Officer Asset Management Department</i>
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	<i>Staff/Division Chief Sequestered Assets Group</i>
	2.2 Prepare the requested document/s in soft and/or hard copies per request	None	1 day	<i>Staff and Division Chief Sequestered Assets Group</i>
	2.3 Secure approval from the Director and/or Commissioner-In-Charge and/or	None	1 day and 3 hours	<i>Director Sequestered Assets Group and/or</i>

	Chairperson for its release			<i>Commissioner-In-Charge Asset Management Department and/or 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 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	<i>Staff/Division Chief Sequestered Assets Group</i>
<b>Total:</b>		<b>None</b>	<b>2 Days, 4 Hours and 15 Minutes</b>	



# **ADMINISTRATION OF RECOVERED ASSETS**

## **External Services**



## 5. 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.

<b>Office or Division:</b>	Surrendered Assets Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	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"> <li>Email Address and Contact number</li> </ul> 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 <sup>rd</sup> Floor, IRC Building, EDSA, Mandaluyong City; or email <a href="mailto:pcgg.surrendered.assets@pcgg.gov.ph">pcgg.surrendered.assets@pcgg.gov.ph</a>	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>
<b>Total:</b>		<b>None</b>	<b>1 Hour and 50 Minutes</b>	

## 6. 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.

<b>Office or Division:</b>	Privatization Division, Surrendered Assets Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	LGUs, NGAs, GOCCs, Academe and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of a written request <ul style="list-style-type: none"> <li>Email Address and Contact number</li> </ul> 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <sup>rd</sup> Floor, IRC Building, Mandaluyong City; or email <a href="mailto:pcgg.sur.privatization@pcgg.gov.ph">pcgg.sur.privatization@pcgg.gov.ph</a> .				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)			
<b>Total:</b>		<b>None</b>	<b>1 Hour and 50 Minutes</b>	

## 7. Provision of Privatization Plan

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

<b>Office or Division:</b>	Privatization Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Commissioner-in-Charge, Commissioner en banc, Budget Division, Privatization Council			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total</b>		<b>None</b>	<b>14 days 1 hour 45 minutes</b>	



## 8. Asset Disposal: Sale of bidding documents of assets for privatization

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

<b>Office or Division:</b>	Privatization Division, Surrendered Assets Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Business Form		Requesting client/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>Total:</b>		<b>None</b>	<b>1 Hour</b>	

## 9. 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.

<b>Office or Division:</b>	Finance and Administration Department (FAD)
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2G – Government to Government; G2B –Government to Business			
<b>Who may avail:</b>	Surrendered and Sequestered Corporations, Bureau of Treasury			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment (Government Accounting Manual standard format)		Accounting Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Order of Payment from the Accounting Division Office, 2 <sup>nd</sup> 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
<b>Total:</b>		<b>None</b>	<b>4 Hours</b>	



# **INVESTIGATION OF CASES ON GRAFT AND CORRUPTION**

## **External Services**





## 10. 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.

<b>Office or Division:</b>	Financial Studies and Investigation Division (FSID)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	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"> <li>Full Name of the requestor</li> <li>Email Address and Contact number</li> </ul>		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 <a href="mailto:pcgg.rdd.financial.studies@pcgg.gov.ph">pcgg.rdd.financial.studies@pcgg.gov.ph</a>	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
<b>Total:</b>		<b>None</b>	<b>2 Days, 3 Hours and 10 Minutes</b>	

## 11. 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.

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



<b>Who may avail:</b>	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"> <li>• Full Name of the requestor</li> <li>• Email Address and Contact Number</li> </ul>		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 <a href="mailto:pcgg.rdd.financial.studies@pcgg.gov.ph">pcgg.rdd.financial.studies@pcgg.gov.ph</a>	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
<b>Total:</b>		<b>None</b>	<b>5 Days, 4 Hours and 15 Minutes</b>	

## 12. 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.

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



<b>Who may avail:</b>	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"> <li>Full Name of the requestor</li> <li>Email Address and Contact number</li> </ul>		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 <sup>rd</sup> Floor, IRC Building, EDSA, Mandaluyong City or email <a href="mailto:pcgg.rdd.financial.studies@pcgg.gov.ph">pcgg.rdd.financial.studies@pcgg.gov.ph</a>	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
<b>Total:</b>		<b>None</b>	<b>12 Days, 3 Hours and 15 Minutes</b>	



# **INQUIRY MANAGEMENT**

## **External Services**



### 13. 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.

<b>Office or Division:</b>	Financial Studies and Investigation Division (FSID)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen
<b>Who may avail:</b>	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"> <li>Full Name of the requestor</li> <li>Email Address and Contact number</li> </ul>		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 <sup>rd</sup> Floor, IRC Building, EDSA, Mandaluyong City; <a href="mailto:pcgg.rdd.financial.studies@pcgg.gov.ph">pcgg.rdd.financial.studies@pcgg.gov.ph</a>	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	Staff/Division Chief/Officer-In-Charge and/or Director Financial Studies and Investigation Division
	1.2 Evaluate the transaction if credible	None	1 hour	Director Research and Development Department
	1.3 Handle the forwarded information and outline the actions to be taken	None	1 hour	Division Chief/Officer-In-Charge Financial Studies and Investigation Division
	1.4 Coordinate with	None	3 days	Assigned Staff



	other departments and collate available data/documents			per Concerned Departments
	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
<b>Total:</b>		<b>None</b>	<b>13 Days, 2 Hours and 25 Minutes</b>	

## 14. 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.



<b>Office or Division:</b>	Press Information Office (PIO), Executive Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	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 <a href="mailto:pio@pcgg.gov.ph">pio@pcgg.gov.ph</a> or <a href="mailto:queries@pcgg.gov.ph">queries@pcgg.gov.ph</a>	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
<b>Total:</b>		<b>None</b>	<b>5 Days and 1 Hour</b>	



## 15. Provision of request for Commission document/s

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

<b>Office or Division:</b>	All Concerned Record Custodians of each Divisions			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	LGUs, NGAs, GOCCs, Academe and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Formal written request addressed to the Office of the Chairperson. • Full Name of the requestor • Email Address and Contact number		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a formal written request to the Office of the Chairperson, 3rd Floor, IRC Building, EDSA, Mandaluyong City, or email <a href="mailto:pcgg.pio@pcgg.gov.ph">pcgg.pio@pcgg.gov.ph</a> or <a href="mailto:pcgg.foi@pcgg.gov.ph">pcgg.foi@pcgg.gov.ph</a> .	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,	None	10 working days	<i>Directors/ Department Head/Division Chief Department/ Office, Commissioner-In-</i>



	Department Head, or Division Chief concerned and approval of the Commissioner-in-Charge and Chairperson			<i>Charge, and 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>
<b>Total:</b>		<b>None</b>	<b>11 Days and 35 Minutes</b>	



# **FINANCE AND ADMINISTRATION DEPARTMENT**

## **External Services**



## 16. Payment of Accounts

Payment to suppliers or creditors

Office or Division:	Finance and Administration Department			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	Supplier or Creditor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
As applicable: 1. One (1) original copy of Statement of Account (SOA), Billing Statement, or any equivalent form of document 2. One (1) original copy of Sales Invoice; Charge Invoices are considered valid as it refers to sale of goods on credit or on account 3. One (1) original copy of Delivery Receipt		Concerned supplier or creditor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon delivery of items in accordance with the specifications in the Purchase Request, supplier must submit SOA, Sales/Charge Invoice, and/or Delivery Receipt to PCGG ASD, Ground Floor, IRC Annex Building, 82 EDSA, Mandaluyong City	1.1 Proper receipt of submitted documents to be processed by the concerned ASD personnel	None	5 minutes	ASD Personnel
	1.2 Review of the documents submitted <i>vis-a-vis</i> the item/s delivered, the specifications met, and the computation of amount/s to be paid (less tax if applicable); if found to be complete and accurate, the documents submitted will be issued a corresponding Summary of Payment	None	50 minutes	ASD Personnel

	1.3 For every Summary of Payment, preparation of corresponding Obligation Request & Status (ObR) and Disbursement Voucher (DV)	None	30 minutes	ASD Personnel
	1.4 Forwarding of ObR and DV to Budget Division for budget allotment	None	5 minutes	ASD Personnel
	1.5 Confirmation of budget allotment	None	15 minutes	Chief Admin. Officer of Budget Division
	1.6 Conduct of pre-audit of the documents submitted for payment	None	2 days	Accounting Division
	1.7 Confirmation on the availability of funds	None	1 hour	PCGG Chief Accountant or Accounting Division
	1.8 DV approval by higher-ups	None	2 days	FAD Director, Commissioner, and Chairperson depending on the amount to be paid
	1.9 Preparation of corresponding Check Payment, Advice of Checks Issued & Cancelled (ACIC), and List of Due and Demandable Accounts Payable-Advice to Debit Accounts (LDDAP-ADA) for every transaction	None	1 hour	Cash Division
	1.10 Signing/approval of Check Payment,	None	2 days	FAD Director, Commissioner,



	ACIC and LDDAP-ADA			and/or Chairperson depending on the amount to be paid
	1.11 Transmission of ACIC and LDDAP-ADA to Land Bank of the Philippines - Pasig Capitol Branch	None	1 hour	Cash Division
2. Claim of check payments from the Cashier's Office, Ground Floor, IRC Annex Building, 82 EDSA, Mandaluyong City	2.1 Releasing of checks to authorized representative of supplier or creditor	None	10 minutes	Cash Division
<b>TOTAL</b>		<b>None</b>	<b>6 days, 5 hours and 45 minutes</b>	

## 17. 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.

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Former PCGG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) filled-out request form		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the request form and submit to the receiving clerk of the Accounting Division, 2 <sup>nd</sup> 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	None	4 hours	Clerk





	thru email, otherwise forward the certificate to the Chief Accountant for signature.			
	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
<b>Total:</b>		<b>None</b>	<b>4 hours and 20 Minutes</b>	

## 18. Issuance of documented information and Certifications for inactive employees

Provision of requested document certification separated from the service.

<b>Office or Division:</b>	Human Resource Development Division (HRDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Inactive employees (resigned, terminated, retired and transferred) and NGA (OMB, GSIS, Pag-Ibig etc.) for the purpose of requirements and/or under investigation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) filled out Request Form		Human Resource Development Division Office: <a href="mailto:pcgg.fad.hrdd@pcgg.gov.ph">pcgg.fad.hrdd@pcgg.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form to HRDD - 2 <sup>nd</sup> Floor, IRC Building – Annex, EDSA, Mandaluyong City.	1.1 Receive and review the Request Form	None	5 minutes	Admin. Aide HRDD
	1.2 Retrieve details/ information from records and 201 files	None	30 minutes	HR Management Assistant HRDD
	1.3 Prepare the requested documents for signature of Division Chief with official seal	None	1 hour and 30 minutes	HR Management Assistant HRDD and Division Chief 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
<b>Total</b>		<b>None</b>	<b>3 Hours, and 15 Minutes</b>	



## **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.

<b>Office or Division:</b>	Sequestered Assets Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	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)			
<b>Total:</b>		<b>None</b>	<b>2 Days, 4 Hours and 15 Minutes</b>	

## 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.

<b>Office or Division:</b>	Sequestered Assets Group			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PCGG (Commission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total:</b>		<b>None</b>	<b>6 Days, 4 Hours and 15 Minutes</b>	

### 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.

<b>Office or Division:</b>	Sequestered Assets Group			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PCGG (Commission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest inventory of properties under sequestration and litigation.		Sequestered Assets Group - Asset Management Department (AMD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>Total:</b>		<b>None</b>	<b>6 Days, 2 Hours and 15 minutes</b>	

#### 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.

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



		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
<b>Total:</b>		<b>None</b>	<b>3 Days, 2 Hours and 35 Minutes</b>	

**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
<b>Total</b>		<b>None</b>	<b>4 days</b>	

**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.

<b>Office or Division:</b>	All Concerned Record Custodians of each Divisions			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PCGG (Commission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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>
<b>Total:</b>		<b>None</b>	<b>8 Days and 20 Minutes</b>	



## 7. Data/Information Gathering

Assist the Commission in the gathering of data and information as needed by the requesting unit.

<b>Office or Division:</b>	Financial Studies And Investigation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government;			
<b>Who may avail:</b>	PCGG (Commission and Other Departments)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled – out Request Form		FSID Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Request Form from FSID and fill-out the needed information before forwarding to the receiving personnel or email to <a href="mailto:pcgg.rdd.financial.studies@pcgg.gov.ph">pcgg.rdd.financial.studies@pcgg.gov.ph</a>	a. Receive and record the request	None	5 minutes	Assigned staff
	b. Fill-out the remaining portion of the form to classify the request, determine actions to be taken, assign personnel	None	2 hours	Director/Division Chief
	c. Perform the actions as directed (prepare letter request, deliver the letter, research from the library)	None	2 days	Assigned staff
	d. Approves request letters as necessary	None	10 minutes	Director/Division Chief
2. Receives the information and wait for the delivery of data/information	2.1 Inform the requesting unit of the actions taken especially if there's additional waiting time from third party	None	10 minutes	Assigned staff
	6. Draft a letter of reply/ recommendation	None	2 hours	Assigned staff



	regarding the request			
	7. Forward to Director/Division Chief for review and approval	None	30 minutes	Director/Division Chief
3. Receives the reply and fill-out CCSS.	8. Provide the reply to the requesting unit	None	5 minutes	Assigned staff
<b>Total:</b>			<b>*2 days and 5 hours</b>	

\*not included is the waiting from third party

## 8. Issuance of certified true copies of documents

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

<b>Office or Division:</b>	Library and Records Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government, Government to Citizen			
<b>Who may avail:</b>	LGUs, NGAs, GOCCs, Academe and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal letter request or Online Request		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit formal letter request addressed to the Head of the Agency indicating detailed requested document/s or click the online Request Form at PCGG Portal	1.1 Receives the request form/online request	None	5 minutes	Message Center or Library Staff
	1.2 Processes the request with clearance from the Head of the Agency	None	2 days	Library Staff
	1.3 Photocopies the requested documents	None	5 minutes	Library Staff
	1.4 Prepares transmittal letter/Delivery Form	None	1 hour	Division Chief
2. Receive the requested document/s	2.1 Releases the documents to the client	None	10 minutes	Library Staff
<b>Total</b>		<b>None</b>	<b>2 days, 1 hour and 20 minutes</b>	

## 9.IT Service Request



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

<b>Office or Division:</b>	Management Information Services Division (MISD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All Commission ICT equipment users			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Service Request Form/IT Helpdesk ticket		MISD office/online via PCGG Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report and submit the accomplished IT Service Request form or online via IT Helpdesk	2.2 Examines and/or fixes issue	None	1 hour	MISD personnel
	2.3 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 User completes Client satisfaction survey	3.1 Updates IT Service Request with fix done or recommendation	None	10 minutes	MISD personnel
<b>Total</b>		<b>None</b>	<b>1 hour, 20 minutes</b>	

## 10. Website Posting

Posting information or documents to the PCGG website

<b>Office or Division:</b>	Management Information Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	PCGG Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Service Request Form/IT Helpdesk ticket		office/online via PCGG portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Report and submit the accomplished IT Service Request form or online via IT Helpdesk	1.1 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	2.1 Shows that posting is done and completes IT Service Request Form	None	10 minutes	User/Assigned MISD personnel
3. User completes Client satisfaction survey				User
<b>Total</b>		<b>None</b>	<b>2 hours, 10 minutes</b>	

## 11. Email Support

Assistance in resolving email related issues.

<b>Office or Division:</b>	Management Information Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	PCGG email account users			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
IT Service Request Form/IT Helpdesk ticket		MISD office/online via PCGG portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out IT Service Request form	1.1 Receives IT Service Request	None	5 minutes	MISD personnel
	1.2 Works on the request	None	2 hours	MISD personnel
2. User completes Client satisfaction survey	2.1 Informs the completion of the request and marks request as completed	None	5 minutes	MISD personnel
<b>Total</b>		<b>None</b>	<b>2 Hours, 10 minutes</b>	

## 12.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.

<b>Office or Division:</b>	Management Information Services Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	All PCGG users / PCGG Administrative Services Division



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Service Request Form (new and old computers) or IT Helpdesk ticket		MISD office/online via PCGG portal		
2. IT Equipment Delivery Receipt (new computers only)		Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out IT Service Request form or online via IT Helpdesk	1.1 Receives the IT Service Request	None	5 minutes	MISD personnel
	1.2 Works on the request	None	3 days	MISD personnel
2. User completes Client satisfaction survey	2.1 Notifies the requesting office that request has been completed and that computers are ready for deployment	None	5 minutes	MISD personnel
<b>Total</b>		<b>None</b>	<b>3 days, 10 minutes</b>	

### 13. IT Equipment Provisioning (10 or More Computers)

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

<b>Office or Division:</b>	Management Information Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	PCGG Administrative Services Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Service Request Form (new and old computers) or IT Helpdesk ticket		MISD office/online via PCGG portal		
2. IT Equipment Delivery Receipt		Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out IT Service Request form or online via IT Helpdesk	1.1 Receives the IT Service Request	None	5 minutes	User
	1.2 Works on the request	None	6 days	MISD personnel
2. User completes Client satisfaction survey	2.1 Notifies the requesting office that request has	None	5 minutes	MISD personnel



	been completed and that computers are ready for deployment			
<b>Total</b>		<b>None</b>	<b>6 days, 10 minutes</b>	

## 14. Request for Technical Review of Department / Division Scorecard

This service refers to the technical assistance rendered by PPD relative to the review of Department / Division Scorecard. PPD ensures that the objectives and PAPs identified are aligned with the over-all goals and objectives of the Commission.

<b>Office or Division:</b>	Policies and Plans Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government;			
<b>Who may avail:</b>	PCGG (Commission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email request or signed memorandum 2. Signed and Approved Balanced Scorecard (BSC)		Concerned Division/Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request and copy of signed BSC via email to: pcgg.rdd.ppd@pcgg.gov.ph	1.1 Receive and acknowledges the request	None	10 minutes	PPD Technical Staff
	1.2 Monitors the submission of the office in the PPD BSC Monitoring	None	10 minutes	PPD Technical Staff
	1.3 Reviews and evaluates the BSC	None	60 minutes	PPD Technical Staff
	1.4 Provide technical assistance in calibrating the BSC if necessary	None	20 minutes	PPD Technical Staff



2. Submit the revised Performance scorecard based on PPD's feedback	2.1 Review the revised BSC	None	30 minutes	PPD Technical Staff
	2.2 Submit the Scorecard to Department / Division	None	10 minutes	PPD Technical Staff
<b>Total:</b>			<b>2 hours and 20 minutes</b>	

## 15. Request for Review of Policy and Procedures Manual

This service refers to the technical assistance rendered by PPD relative to the review of Commissions' policies and procedures manual. PPD ensures that policies formulated by process owners conforms to the policy development standards set by the Commission.

<b>Office or Division:</b>	Policies and Plans Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government;			
<b>Who may avail:</b>	PCGG (Commission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email request or signed memorandum 2. Draft policy and procedure manual (PPM) in Google Docs format		Concerned Division/Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request via email sharing the draft PPM in Google Docs	1.1 Receive and acknowledges the request	None	10 minutes	PPD Technical Staff
	1.2 Log the request to PPD Monitoring	None	10 minutes	PPD Admin Staff
	1.3 Reviews the submitted PPM	None	4 hours	PPD Technical Staff
	1.4 Collaborate with the author for the revisions via the Google Docs	None	5 days	PPD Technical Staff Process owner
	1.5 Submit the draft PPM to the Committee on Review and Updating	None	10 minutes	PPD Technical Staff Process owner



	of the PCGG Manual for review			
2. The Committee on the Review and Updating of the PCGG Manual submits comments and suggestions	2.1 Revise policy to include comments and suggestions	None	4 days	PPD Technical Staff
	2.2 Submit final draft to the committee to obtain the clearance of the CIC for Administration as his/her endorsement for the Commission's approval.	None	10 minutes	PPD Technical Staff
3. Endorsement of signed policy approved by En Banc	3.1 Submit the signed original copy to the Library and Records Division	None	1 hour	Office of the Comm Sec PPD Technical Staff LRD Staff
<b>Total:</b>			<b>9 days 5 hours and 40 minutes</b>	

## 16. Payment of salaries, wages and other benefits

Payment of employees' SALARIES, WAGES AND OTHER benefits.

<b>Office or Division:</b>	Finance and Administration Department (FAD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PCGG (Commission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit payroll/ employees claims, DVs, ORS, and other benefits with	1.1 Review, sign the submitted documents and	None	30 minutes	<i>Division Chief</i> Budget Division



complete supporting documents to the Budget Division Office.	certify availability of allotment			
	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 Accounting Division</i>
	1.3 Prepare Checks/ACIC/SLIIE, bank transmittal and sign LDDAP-ADA	None	4 hours	<i>Disbursement Officer Cash Unit</i>
	1.4 Forward to FAD Director for signature of ACIC, LDDAP-ADA, SLIIE and bank transmittal	None	1 day	<i>Director Finance and Administration Department</i>
	1.5 Sign Disbursement Voucher, Check/LDDAP-ADA, ACIC/SLIIE.	None	1 day	<i>Commissioner-In- charge or Chairperson Executive Office</i>
	1.6 Transmit the ACIC/SLIIE, Checks/LDDAP-ADA to Land Bank of the Philippines	None	1 hour	<i>Disbursement Officer Cash Unit</i>
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 Cash Unit</i>
<b>Total:</b>		<b>None</b>	<b>2 Days, 7 Hours and 40 Minutes</b>	



## 17. 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.

<b>Office or Division:</b>		Finance and Administration Department (FAD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		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 <b>A</b> 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/SLII E, 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,	None	1 day	<i>Director</i> Finance and Administration Department



	SLIIE and bank transmittal			
	1.5 Sign Disbursement Voucher, Check/LDDAP-ADA, ACIC/SLIIE.	None	1 day	<i>Commissioner-In-charge or Chairperson Executive Office</i>
	1.6 Transmit the ACIC/SLIIE, Checks/LDDAP-ADA to Land Bank of the Philippines	None	1 hour	<i>Disbursement Officer Cash Unit</i>
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	<i>Disbursement Officer Cash Unit</i>
<b>Total:</b>		<b>None</b>	<b>2 Days, 7 Hours and 40 Minutes</b>	

## 18. Payment of cash advances for special purposes

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

<b>Office or Division:</b>		Finance and Administration Department (FAD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		PCGG (Commission)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. As required by COA Circular 2012-001 dated June 14, 2001. Approved memorandum request for Cash Advance with specific purpose.		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Disbursement Voucher (DV) and Obligation Request and Status (OBR) to the Budget Division Office,	1.1 Receive and review the Cash advance documents and Certifies availability of allotment	None	30 minutes	<i>Division Chief Budget Division</i>

Ground Floor, IRC Building – Annex, EDSA, Mandaluyong City for certification of availability of allotment  Box <b>A</b> of both forms must be signed by the immediate superior of the requesting party and with complete supporting documents attached.				
	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/SLIIE, 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. 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	<i>Disbursement Officer</i> Cash Unit
<b>Total:</b>		<b>None</b>	<b>2 Days, 7 Hours and 40 Minutes</b>	

## 19. Processing of Purchase Request

Procurement of requested good/s or service/s

<b>Office or Division:</b>		Administrative Services Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		PCGG officials and employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) original copy of Purchase Request (PR), duly accomplished and approved by the immediate superior of end-user or requesting party		End-user or requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of approved PR with complete specifications and basis of Approved Budget for the Contract	1.1 Verification of requested item/s per PR as to specifications and amount, and its inclusion in the APP and PPMP of ASD; thereafter, checking of the availability of the requested item/s with ASD Stocks Inventory. If in the negative, check the same with PS DBM. If found to be out of stock, the corresponding PS Certificate of Non-Availability	None	15 minutes	Billing Clerk

	of Stocks (CNAS) should be downloaded from the PS website and attached to the PR; only then will the PR be assigned a number and recorded in the PR masterlist			
	1.2 Forwarding of the same to Budget Division for cost validation to determine the Approved Budget for the Contract (ABC)	None	1 day	Budget Officer
	1.3 If ABC exceeds the P500,000 threshold for government procurement, for immediate referral to the Bids and Awards Committee (BAC)	None	5 minutes	Chief Admin. Officer
	1.4 If ABC is equal to or below P500,000 threshold, preparation of corresponding Requests for Quotations (RFQs)	None	15 minutes	Procurement Officer
	1.5 Posting in PhilGEPS for procurements amounting to P50,000 and above	None	7 days	Procurement Officer
	1.6 For procurements below P50,000, seeking	None	5 days	Procurement Officer



	quotations from at least three (3) suppliers			
	1.7 Based on three (3) quotations, emergence of a winning bidder (lowest quotation or offer and have met the PR specifications); thereafter, preparation of Abstract of Canvass and Purchase Order (PO) based on the winning quotation or offer	None	2 hours	Procurement Officer
2. Conformity of supplier to signify his approval of the signed and approved PO	2.1 Advise supplier of the signed and approved PO for their conforme	None	1 day	Procurement Officer and Supplier or his authorized representative
	2.2 Inspection of the item/s delivered, by ASD, designated inspectors, and the Commission on Audit (COA) representatives; preparation of Inspection and Acceptance Report (IAR) for ASD inspection and COA Inspection Letter for COA representatives	None	1 hour	Receiving Clerk
3. Issuance of Property Accountability Receipt (PAR) to end-user/requesting unit	3.1 Issuance of corresponding PAR to end-user/requesting unit	None	1 hour	Property Officer



<b>TOTAL</b>	<b>None</b>	<b>9 days, 4 hours and 30 minutes if ABC is more than P500,000.00; if equal to or lower, 7 days, 4 hours and 40 minutes</b>	
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## 20. Processing of Motor Vehicle Repair Request (Simple)

Simple vehicle repairs such as oil replacement, installation of new oil filters, and checking or maintenance of brake pads, tires wear or tear, lights, discs, calipers, and alike

<b>Office or Division:</b>	Administrative Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Employees of PCGG			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Original Copy of Findings/Recommendation Form		Requesting Division or In-house Mechanic/Driver		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Findings/Recommendation Form	1.1 Make a diagnosis of and validate the complaint/s	None	15 minutes	Requesting Division or In-house Mechanic/Drive
	1.2 Conduct repair/s	None	2 hours	In-house Mechanic/Driver
	1.3 Test drive the vehicle	None	25 minutes	In-house Mechanic/Driver
	1.4 Submission of comment or remark on the Findings/Recommendation Form	None	5 minutes	In-house Mechanic/Driver
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 45 minutes</b>	



## 21. Processing of Motor Vehicle Repair Request (Highly Technical/Complex) below P50,000.00 in-house Repair

Highly technical/Complex vehicle repairs such as reconditioning, overhauling, repainting, and alike

<b>Office or Division:</b>	Administrative Services Division			
<b>Classification:</b>	Highly Technical/Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Employees of PCGG			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) original copy of Findings/Recommendation Form		Requesting Division or In-house Mechanic/Driver		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Findings/Recommendation Form	1.1 Make a diagnosis of and validate the complaint/s	None	15 minutes	Requesting Division or In-house Mechanic/Driver
	1.2 Endorse the Findings/Recommendations of Motor Vehicle	None	30 minutes	In-house Mechanic/Driver
	1.3 Receive Findings/Recommendations of Motor Vehicle	None	10 minutes	Head, Transportation Unit
	1.4 Prepare Request for Property Inspection (RPI), Motor Vehicle Repair Request (MVRR), and Purchase Request for parts/services needed to	None	1 hour	Head, Transportation Unit



	be replaced/conducted			
	1.5 Submit RPI and MVR for pre-inspection	None	5 minutes	Head, Transportation Unit
	1.6 Conduct of pre-inspection	None	1 hour	Technical Property Inspector
	1.7 Submission of PR for canvassing of parts/repairs to be conducted	None	10 minutes	Technical Property Inspector
	1.8 Procure the required parts/services	None	7 days	Canvasser
	1.9 Conduct repair/s	None	7 days	In-house Mechanic/Driver
	1.10 Test drive the vehicle	None	30 minutes	In-house Mechanic/Driver
	1.11 Prepare Waste Materials Report	None	30 minutes	Canvasser
	1.12 Conduct inspection of replaced parts	None	1 hour	COA and Technical Property Inspector
<b>TOTAL</b>		<b>None</b>	<b>14 days, 5 hours, and 40 minutes</b>	

## 22. Processing of Motor Vehicle Repair Request (Highly Technical/Complex) above P50,000.00

Highly technical/Complex vehicle repairs such as reconditioning, overhauling, repainting and alike

<b>Office or Division:</b>	Administrative Services Division
<b>Classification:</b>	Highly Technical/Complex
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	Employees of PCGG
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. One (1) original copy of Findings/Recommendation Form		Requesting Division or In-house Mechanic/Driver		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Findings/Recommendation Form	1.1 Make a diagnosis of and validate the complaint/s	None	15 minutes	Requesting Division or In-house Mechanic/Driver
	1.2 Endorse the Findings/Recommendations of Motor Vehicle	None	30 minutes	In-house Mechanic/Driver
	1.3 Receive Findings/Recommendations of Motor Vehicle	None	10 minutes	Head, Transportation Unit
	1.4 Prepare Request for Property Inspection (RPI), Motor Vehicle Repair Request (MVRR), and Purchase Request for parts/services needed to be replaced/conducted	None	1 hour	Head, Transportation Unit
	1.5 Submit RPI and MVRR for pre-inspection	None	5 minutes	Head, Transportation Unit
	1.6 Conduct of pre-inspection	None	1 hour	Technical Property Inspector
	1.7 Submission of PR for canvassing of parts/repairs to be conducted	None	10 minutes	Technical Property Inspector
	1.8 Procure the required parts/services	None	20 days	Canvasser
	1.9 Conduct repair/s	None	7 days	In-house Mechanic/Driver
	1.10 Test drive the vehicle	None	30 minutes	In-house Mechanic/Driver

	1.11 Prepare Waste Materials Report	None	30 minutes	Canvasser
	1.12 Conduct inspection of replaced parts	None	1 hour	COA and Technical Property Inspector
<b>TOTAL</b>		<b>None</b>	<b>27 days and 5 hours</b>	

### 23. Procurement of Goods (Shopping B with CNAS below P200k)

<b>Office or Division:</b>	Administrative Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Employees of PCGG			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Purchase Request (1 Original, 1 Photocopy)		End-User		
2. Approved Technical Specifications (1 Original)		End-User		
3. CNAS Printout or Screen Shot/s of item/s out- of-stock		PS-DBM Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Purchase Request	1.1 Receive the form	None	10 minutes	Records Officer
	1.2 Submit PR to Budget Division	None	10 minutes	Records Officer
	1.3 Validate PR	None	1 day	Budget Division
	1.4 Canvass of requested items	None	7 days	Canvasser
	1.5 Prepare Abstract of Canvass	None	15 minutes	Canvasser
	1.6 Prepare Purchase Order	None	15 minutes	Canvasser
	1.7 Approval of Abstract of Canvass and Purchase Order	None	1 hour	Chief Administrative Officer
	1.8 Scan and submit Purchase Order for conformance	None	15 minutes	Canvasser



2. Sign and submit PO	2.1 Receive signed PO	None	10 minutes	Canvasser
3. Deliver items requested	3.1 Receive items requested	None	15 minutes	Canvasser
	3.2 Inspection of procured items	None	30 minutes	COA and Technical Property Inspector
	3.3 Release of items to the End-User	None	5 minutes	Canvasser
<b>TOTAL</b>		<b>None</b>	<b>8 days, 3 hours, and 10 minutes</b>	

## 24. Processing of Office Repair Request

Provision of requested Office Repairs

<b>Office or Division:</b>		Administrative Services Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		PCGG officials and employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of duly accomplished Office Repair Purchase Request		Administrative Services Division Carpentry/Electrical Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved Office Repair PR with complete details	1.1 Verifies the work to be done and attaches a summary of repairs expenses. If verified, recording and numbering of PR.	None	15 minutes	Utility Staff and Billing Clerk
	1.2 Prepares Requests for Quotations or Canvass Sheet	None	10 minutes	Utility Staff and Procurement Clerk
	1.3 Refer to Budget Division for ABC/Cost validationRefer the ABC/cost for validation to Budget	None	15 minutes	Records Clerk
	1.4 Validation of ABC/Cost	None	1 day	Budget Officer



	If ABC is above the threshold of ASD of P500,000.00, immediately refer to BAC.	None	5 minutes	Chief Admin. Officer
	1.5 If ABC is equal or below 500,000.00, prepare the corresponding Requests for Quotations.	None	15 minutes	Administrative Officer
	1.6 Posting in PhilGEPS P50,000.00 and above	None	7 days	Canvass Personnel
	1.7 If below P50,000.00, secure a quotations from at least three (3) suppliers	None	7 days	Canvass Personnel
	1.8 Once Posting or Requests for Quotations is completed and there is a winning supplier, prepares Abstract of Canvass and PO	None	2 hours	Canvass Personnel
2. Supplier to conform to the approved PO	2.1 Advise supplier of the signed approved PO for their conformance Advise the supplier of the signed/approved P.O. for their conforme	None	1 day	Canvass Personnel and Supplier Authorized Signatory
	2.2 Prepares Inspection and Delivery Acceptance. Refer to Inspection Committee and COA	None	1 hour	Receiving Clerk
3. Assigned Utility Staff installs the received part/s and conducts repair/s	3.1 Issuance of procured item/s to the assigned Utility Staff for installation or repair	None	1 hour	Property Officer and Assigned Utility Staff
<b>TOTAL</b>		<b>None</b>	<b>11 days, 4 hours and 45 minutes if ABC is more than P500,000.00. If equal or lower, 7 days,</b>	





		<b>4 hours, and 55 minutes</b>	
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## 25. Processing of Office Equipment Repair Request (Request of Office Equipment Repairs)

<b>Office or Division:</b>	Administrative Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	PCGG officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of duly accomplished Repair Request for Equipment and Peripherals		Administrative Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved Repair Request for Equipment and Peripherals with complete details	1.1 Verifies the work to be done and attaches a summary of repairs expenses. If verified, recording and numbering of PR.	None	15 minutes	Utility Staff and Billing Clerk
	1.2 Prepares Requests for Quotations or Canvass Sheet	None	10 minutes	Utility Staff and Procurement Clerk
	1.3 Refer to Budget Division for ABC/Cost validation Refer the ABC/cost for validation to Budget	None	15 minutes	Records Clerk
	1.4 Validation of ABC/Cost	None	1 day	Budget Officer
	1.5 If ABC is above the threshold of ASD of	None	5 minutes	Chief Admin. Officer



	P500,000.00, immediately refer to BAC.			
	1.6 If ABC is equal or below 500,000.00, prepare the corresponding Requests for Quotations.	None	15 minutes	Administrative Officer
	1.7 Posting in PhilGEPS ₱50,000.00 and above	None	7 days	Canvass Personnel
	1.8 If below ₱50,000.00, secure a quotations from at least three (3) suppliers	None	5 days	Canvass Personnel
	1.9 Once Posting or Requests for Quotations is completed and there is a winning supplier, prepares Abstract of Canvass and PO	None	2 hours	Canvass Personnel
2. Supplier to conform to the approved PO	2.1 Advise supplier of the signed approved PO for their conformance. Advise the supplier of the signed/ approved P.O. for their conforme	None	1 day	Canvass Personnel and Supplier Authorized Signatory Transportation Unit

	2.2 Prepares Inspection and Delivery Acceptance. Refer to Inspection Committee and COA	None	1 hour	Receiving Clerk
3. Assigned Utility Staff installs the received part/s and conducts repair/s	3.1 Issuance of procured item/s to the assigned Utility Staff for installation or repair	None	1 hour	Property Officer and Assigned Utility Staff
<b>TOTAL</b>		<b>None</b>	<b>9 days, 4 hours and 45 minutes if ABC is more than P500,000.00. If equal or lower, 7 days, 4 hours, and 55 minutes</b>	

## 26.Processing Of Leave Application for Vacation Leave/Sick Leave

<b>Office or Division:</b>	Human Resources and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who May Avail:</b>	Those who are employed (Permanent only) in PCGG			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter endorsement signed by Division Chief and Head of Department 2. Leave application 3. Medical certificate/ medical abstract (for sick leave)		Human Resource Development Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits Leave Application with documentary requirements	1.1 Receives, review the request and forward to concerned accounting personnel	None	5 minutes	Staff HRDD
	1.2 Process applications for leave and Assess, validates, computes leave balance	None	20 minutes	Staff HRDD
	1.3 Signs leave application/s	None	3 minutes	HRDD Head Authorized Official
2. Claim the copy of leave form from the HRDD office.	2.1 Records and releases approved leave application	None	10 minutes	Staff HRDD
<b>TOTAL:</b>		<b>None</b>	<b>38 minutes</b>	

## 27.Hiring / Promotion Of Plantilla Personnel

Office or Division	Human Resources & Development Division
Classification	Highly Technical
Type of Transaction	G2G/ G2C



<b>Who May Avail</b>			PCGG Employees/ Citizens	
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>1.For Applicants and/or recommendees:</b>  A. Duly filled-up Personnel Data Sheet (PDS) together with the following attachments: <ul style="list-style-type: none"> <li>a. Diploma and Transcript of Records - for first and second level positions;</li> <li>b. Form 138 or Certification from school for positions requiring completion of elementary and high school course;</li> <li>c. Eligibility - for positions requiring license or eligibility;</li> <li>d. Training Certificates - for positions requiring training;</li> <li>e. Work experience sheet;</li> <li>f. At least Very Satisfactory (VS) Performance in the last rating period (for promotion)</li> <li>g. Pre-screened qualified contenders within/out of the office whose names are not included in the promotional line-up submitted to the HRMD</li> </ul>			Human Resources & Development Division Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Office / department requests to publish/fill up vacancies		None		
	Prepares & submits request letter and publication file to CSC	None	1 day	HR Staff

	Publication timeline		20 calendar days	
2. Prints/collates applications/required documents sent from email		None	1 day (per position)	HR Staff
	A..Calls/verifies/validates with applicants employment information which is not clear in documents submitted			
	B. Evaluates applications & required documents which matches with Qualification Standards (QS) and prepares Matrix and presentation of shortlisted applicants for endorsement to the HRMPSB		30 days (depends on the number of applicants)	HR Officer
	Prepares individual folder of shortlisted candidates for study and reference of the HRMPSB members		14 days  10 days	HRMD Head

	Notifies/convenes the HRMPSB members		(depending availability of HRMPSB members)	HRMD Head
	<p>HRMPSB conducts selection process through interviews and deliberates on the perceived ranking of candidates to determine the best fit candidate</p> <p>HR Staff Acts as secretariat during the HRMPSB En Banc</p> <p>HR Secretariat collects from the HRMPSB members the rating sheets; prepares the following reports for signature of the HRMPSB members:</p> <ul style="list-style-type: none"> <li>• Table of Rating Scores on interviewed candidates (1)</li> <li>• Minutes of Meeting (2)</li> </ul>		<p>1 day</p> <p>25 days</p> <p>(appointment depends on timetable of Appointing Authority)</p>	HRMD Head



	<ul style="list-style-type: none"> <li>Recommendation Report to the Appointing Authority (3)</li> </ul>			
Once Recommendation for Appointment is received	<p>Notifies in writing the appointee &amp; advise on employment document requirements</p> <p>Prepares Appointment papers and submits to Chairperson for signature</p>		<p>1 day</p> <p>1 day</p>	HR Officer
	Transmits Appointment & supporting docs to CSC for attestation		1 day	HRDD Head
	Once CSC approves appointment, picks up from CSC office the documents; Issues to employee the appointment papers		1 day	HRDD Head
	<b>TOTAL:</b>	<b>None</b>	<b>120 days</b>	

## 28. Preparation of contracts for Consultants & JO personnel (COS)

Office or Division	Human Resources and Development Division
Classification	Simple
Type of Transaction	G2C





Who May Avail		Contractual employees /Consultants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Recommendation Letter from the Department/ Office / Task Force Units Heads for the hiring &amp; Renewal of their respective COS and Consultants;</li> <li>Duly filled-up Personnel Data Sheet (PDS);</li> <li>Contractual Appraisal Form;</li> <li>Actual Duties of each personnel</li> </ul>		Human Resources and Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for hiring / renewal of consultancy/ COS personnel to the receiving counter	1.1 Receive, review the submitted requirements and assign the letter to the concerned staff	None	10 minutes	Receiving Clerk
	1.2 Prepare all the contract and attached all the requirements of client	None	10 minutes	Staff HRDD
	1.3 Forwards the documents to the C-I-C/ Chairperson, for signature	None	1 day	Commissioner-In-charge or Chairperson Executive Office
2. Receives the documents	2.1 Informs and Releases Approved contracts to the concerned dept./office	None	5 minutes	Staff HRDD
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 21 minutes</b>	

## 29.PROCESS on Clearance for separated and retirement APPLICATION FOR RETIREMENT and computation of final pay, terminal leave if applicable

<b>Office or Division</b>		Human Resources & Development Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		Those who are 65 years old in PCGG (Permanent only)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application for Retirement</li> <li>Application for survivorship for deceased employee</li> <li>Transmittal from Office/Dept., &amp; Clearances</li> </ul>		Human Resources & Development Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application and documentary requirements.	1.1 Receives the application	None	2 minutes	Receiving Clerk
	1.2 Checks/assesses" attachments, prepares service record	None	1 hour	Staff HRDD
	1.3 Signs the application for retirement, service record	None	5 minutes	Head HRDD
<b>TOTAL:</b>		<b>None</b>	<b>1 hours, 6minutes</b>	

### 30.Request for Training

<b>Office or Division</b>		Human Resources and Development Division		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G		
<b>Who May Avail</b>		All PCGG Employees (Permanent and COS)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Online Registration form & Registration		Human Resources & Development Division		
	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Reserves a seminar/ training online through HRMD facebook page (on a first come first serve basis)	1.1 Takes notes of the reservation for online training	None	5 minutes	Staff HRDD
2. Fill up application online	2.1 Finalize the list of participants.	None	3 minutes	Staff HRDD
	2.2 Process documents needed for training payment (LDDAP) provided that the requirements are complete	None	1 hour	Staff HRDD
3.Receives post training report	3.1 Confirms attendance of employee participants	None	2 minutes	Staff HRDD
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 10 minutes</b>	

### 31. 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.

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Government			
<b>Who may avail:</b>	Current PCGG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) filled-out request form		Accounting Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the request form and submit to the receiving clerk of the	1.1 Receive, review the request and	None	5 minutes	Clerk Accounting Division



Accounting Division, 2 <sup>nd</sup> Floor, IRC Building – Annex, EDSA, Mandaluyong City	forward to concerned accounting personnel			
	1.2 Prepares 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
<b>Total:</b>		<b>None</b>	<b>4 hours and 20 Minutes</b>	

## 32. Leave monitoring and updating

Monitoring and updating of employee's leave credits.

<b>Office or Division:</b>	Human Resource Development Division (HRDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PCGG (Commission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) copy of accomplished Application for Leave form.		Human Resource Development Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Application for Leave Form to HRDD, 2 <sup>nd</sup>	1.1 Receive and review the form then update Leave Card	None	30 minutes	Staff HRDD



Floor, IRC Building– Annex, EDSA, Mandaluyong City.				
	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
<b>Total:</b>		<b>None</b>	<b>2 Hours and 50 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
Feedback Submission	<p><b>EXTERNAL (Pen and Paper Method)</b></p> <ul style="list-style-type: none"> <li>Accomplish the feedback form at the Ground Floor, IRC Building, No. 82 EDSA, Mandaluyong City.</li> <li>Telephone no.: (+632) 8725-6874; email address: <a href="mailto:lady.sharmaine.mangente@pcgg.gov.ph">lady.sharmaine.mangente@pcgg.gov.ph</a></li> </ul> <p><b>EXTERNAL (Online Method)</b></p> <ul style="list-style-type: none"> <li>Accomplish CCSS online either by: <ul style="list-style-type: none"> <li>a. scanning the QR Code at the lobby, which will redirect the client to an online CCSS form or</li> <li>b. visiting the PCGG Website for the online form.</li> </ul> </li> </ul>



	<p><b>INTERNAL (Pen and Paper Method)</b></p> <ul style="list-style-type: none"> <li>• Accomplish Request Form by the client.</li> <li>• Submit Request Form to the responsible department.</li> <li>• CCSS to be accomplished by the client relative to his/her request.</li> <li>• Accomplished CCSS to be deposited by the client to the feedback box.</li> </ul> <p><b>INTERNAL (Online Method)</b></p> <ul style="list-style-type: none"> <li>• Accomplish Online Request Form by the client.</li> <li>• Submit Online Request Form accordingly.</li> <li>• CCSS to be accomplished by the client relative to his/her request by: <ul style="list-style-type: none"> <li>a. Scanning the QR Code which will redirect the client to an online request form; or</li> <li>b. Visiting the PCGG portal to access the online request form.</li> </ul> </li> </ul>
Feedback Processing	<ul style="list-style-type: none"> <li>• Every Friday, feedback is collected from all feedback boxes located in each office by the Feedback and Communications Committee – QMS Core Team.</li> <li>• 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.</li> <li>• (For external clients) The response from the concerned office shall be forwarded to the public.</li> </ul>
	<ul style="list-style-type: none"> <li>• (For internal clients) The response from the concerned office shall be forwarded to the concerned department.</li> </ul> <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: <a href="mailto:lady.sharmaine.mangente@pcgg.gov.ph">lady.sharmaine.mangente@pcgg.gov.ph</a></p>
Complaint Filing	<p><b>EXTERNAL (Pen and Paper Method)</b></p> <ul style="list-style-type: none"> <li>• Accomplish the complaint form at the Ground Floor, IRC Building, No. 82 EDSA, Mandaluyong City.</li> <li>• Kindly provide the following information: <ul style="list-style-type: none"> <li>✓ Name of person being complained</li> <li>✓ Incident</li> <li>✓ Evidence</li> </ul> </li> </ul> <p><b>EXTERNAL (Online Method)</b></p>

	<ul style="list-style-type: none"> <li>• Accomplish the complaint form online by:             <ol style="list-style-type: none"> <li>a. scanning the QR Code; or</li> <li>b. visiting the PCGG website</li> </ol> </li> <li>• Kindly provide the following information:             <ul style="list-style-type: none"> <li>✓ Name of person being complained</li> <li>✓ Incident</li> <li>✓ Evidence</li> </ul> </li> </ul> <p><b>INTERNAL (Pen and Paper Method)</b></p> <ul style="list-style-type: none"> <li>• Accomplish the complaint form and deposit at the feedback box.</li> <li>• Kindly provide the following information:             <ul style="list-style-type: none"> <li>✓ Name of person being complained</li> <li>✓ Incident</li> <li>✓ Evidence</li> </ul> </li> </ul> <p><b>INTERNAL (Online Method)</b></p> <ul style="list-style-type: none"> <li>• Accomplish the complaint form by:             <ol style="list-style-type: none"> <li>a. scanning the QR Code; or</li> <li>b. visiting the PCGG Portal</li> </ol> </li> <li>• Kindly provide the following information:             <ul style="list-style-type: none"> <li>✓ Name of person being complained</li> <li>✓ Incident</li> <li>✓ Evidence</li> </ul> </li> </ul> <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: <a href="mailto:lady.sharmaine.mangente@pcgg.gov.ph">lady.sharmaine.mangente@pcgg.gov.ph</a></p>
Complaint Processing	<ul style="list-style-type: none"> <li>• All complaints will be collected from the feedback boxes by the Feedback and Communications Committee – QMS Core Team on a weekly basis for evaluation.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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</li> </ul>



	<p>him/her of the status of the complaint and the expected date of resolution.</p> <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: <a href="mailto:lady.sharmaine.mangente@pcgg.gov.ph">lady.sharmaine.mangente@pcgg.gov.ph</a></p>
Contact Information of PCGG	<p>Telephone No.: (+632) 8725-6874</p> <p>Email Address: <a href="mailto:pio@pcgg.gov.ph">pio@pcgg.gov.ph</a></p> <p>Facebook Account: @PCGGofficial</p> <p>Twitter Account: @TheNewPCGG</p>





Submitted by:

**Executive Office**

  
Francis B. Joves  
*Commission Secretary*

  
Melody D. Lardizabal  
*Press Information Office*

**Legal Department**

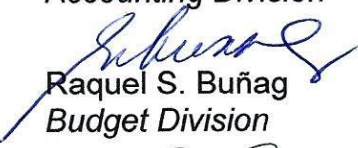
  
Atty. Mivez Anne I. Pawid  
*Interim Head*

**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 Sherwin S. Jao  
*Director*


  
Charity D. Catabas  
*Financial Studies and Investigation*

**Assets Management Department**


  
Romulo A. Siazon  
*Director - Surrendered Assets Group*

  
Marita B. Villarica  
*Privatization Division*

  
Steve M. Alcantara  
*OIC-Director - Sequestered Assets Group*

  
Apolinario 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