



PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT

CITIZEN'S CHARTER
2024 (2nd Edition)



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I. Mandates:

The Presidential Commission on Good Government (PCGG), a government agency that exercise quasi-judicial functions, has three (3) mandates, namely:

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

II. Vision:

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

III. Mission:

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

IV. Core Values:

INTEGRITY: We commit to uphold strong moral principles and honesty.

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

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

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

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

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



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EXTERNAL SERVICES



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

External Services



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

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

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

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



which legal advisory or I document review shall be confined. All requests must be duly signed by the requesting party				
2. Receive a reply through email from the Legal Department acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request	None	4 hours	<i>David V. Selpa</i> <i>Legal Research Division</i> <i>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>Atty. Ferdinand V. Javier</i> <i>Legal Department</i>
	2.3 In-house lawyer to draft a legal opinion and/or document review	None	15 days	<i>Atty. Carlo Luigi B. Inocentes</i> <i>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>Atty. Clarence K. De Guzman</i> <i>Director, Legal Department</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>David V. Selpa</i> <i>Legal Research Division</i>
Total:		None	20 days	



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

Office or Division:	Legal Department
Classification:	Complex
Type of Transaction:	Government-to-Government Government-to-Citizens
Who may avail:	Government to Government: 1. Office of the Solicitor General 2. Department of Justice 3. Other government agencies Government to Citizens: Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. One (1) Official original request thru electronic mail or telephone call, or by submitting the Legal Request Form with necessary attachments		PCGG Legal Department legal@pcgg.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party fills out the legal request form and gives specific details on the requested document or information. The requesting party may also contact the Legal Department by means of e-mail or telephone call. All requests must be duly signed by the requesting party.	1.1 The Legal Department accepts, acknowledges receipt of and records the request for appropriate action.	None	1 day	Marilyn V. Petras, Docket Section
	1.2 Start the processing of the request, preparing the documents and drafting of answers to queries.	None	2 days	Jerome V. Fuentebella, Docket Section



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	Marilyn V. Petras, Docket Section
Total:		None	4 days	

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

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

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

Office or Division:	Sequestered Assets Group			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original request letter or email with endorsement from the PCGG Chairperson or Commissioner-In-Charge. 2. One (1) valid proof of identification (SSS ID, GSIS UMID Card, Passport, Postal ID, Driver's License and other government issued identification cards) and/or authorization, if applicable.		Requesting Client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Asset Management Department (AMD), 22 nd Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City or email	1.1 Receive the request of document/ information subject to compliance of the above requirements	None	5 minutes	Marites T. Austria/Yolanda V. Castillo Asset Management Department



pcgg.sequestered.assets@pcgg.gov.ph				
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>Marites T. Austria/Yolanda V. Castillo</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>Steve M. Alcantara/Randy Z. Sosa</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>Dir. Francis B. Joves,</i> Sequestered Assets Group, <i>Comm. Marco M. Bautista and</i> <i>Chairperson Melchor Q.C. Sadang</i>
	2.4 Upon approval, prepare the requested document/ information for release to the requesting client	None	4 hours	<i>Steve M. Alcantara/Randy Z. Sosa</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>Steve M. Alcantara/Randy Z. Sosa</i> Sequestered Assets Group
Total:		None	6 Days, 4 Hours and 15 Minutes	



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

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

Office or Division:	Sequestered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original request letter or email with endorsement from the Director 2. One (1) valid proof of identification (SSS ID, GSIS UMID Card, Passport, Postal ID, Driver's License and other government issued identification cards) and/or authorization, if applicable.		Requesting Client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Sequestered Assets Group, Asset Management Department, 22 nd Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City or email pcgg.sequestered.assets@pcgg.gov.ph	1.1 Receive the request for document/s subject to compliance of the above requirements	None	5 minutes	<i>Marites T. Austria/Yolanda V. Castillo</i> Asset Management Department
2. Receive a reply through email from the Sequestered Assets Group acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	1 hour	<i>Marites T. Austria/Yolanda V. Castillo</i> Sequestered Assets Group
	2.2 Prepare the requested document/s in soft and/or hard copies per request	None	1 day	<i>Steve M. Alcantara/ Randy Z. Sosa</i> Sequestered Assets Group
	2.3 Secure approval from the Director	None	1 day and 3 hours	<i>Dir. Francis B. Joves,</i>



	and/or Commissioner- In-Charge and/or Chairperson for its release			Sequestered Assets Group, <i>Comm. Marco M. Bautista and Chairperson Melchor Q.C. Sadang</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>Steve M. Alcantara/ Randy Z. Sosa</i> Sequestered Assets Group
Total:		None	2 Days, 4 Hours and 15 Minutes	



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.

Office or Division:	Surrendered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original formal written request <ul style="list-style-type: none"> Email Address and Contact number 2. One (1) valid proof of identification (SSSID, GSIS UMID Card, Passport, Postal ID, Driver's License and other government issued identification cards) and/or authorization, if applicable.		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request to Surrendered Assets Group, Asset Management Department (AMD), 22 nd Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City; or email pcgg.surrendered.assets@pcgg.gov.ph	1.1 Receive and review the request	None	10 minutes	<i>Dir. Romulo A. Siazon</i> 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	<i>Dir. Romulo A. Siazon</i> Surrendered Assets Group
	2.2 Retrieve and review the requested document/s for its completeness and accuracy from the	None	30 minutes	<i>Jazrell Mendoza/ Carmela Pizon/ Princess Amancio</i> Surrendered Assets Group

	files/database			
	2.3 Secure approval from the Director, Commissioner-In-Charge and Chairperson for its release	None	30 minutes	<i>Dir. Romulo A. Siazon and Comm. Marco M. Bautista and Chairperson Melchor Q.C. Sadang</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>Carina Pizon (Hardcopy)/ Dir. Romulo A. Siazon (email soft copy) Surrendered Assets Group</i>
Total:		None	1 Hour and 50 Minutes	

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.

Office or Division:	Privatization Division, Surrendered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original written request <ul style="list-style-type: none"> Email Address and Contact number 2. One (1) valid proof of identification (SSS ID, GSIS UMID Card, Passport, Postal ID, Driver's License and other government issued identification cards) and/or authorization, if applicable.		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request to Privatization Division, Surrendered Assets	1.1 Receive, verify and record the request	None	10 minutes	<i>Carina Pizon/Jazrell Mendoza</i>



Group, Asset Management Department (AMD), 22 nd Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City; or email pcgg.sur.privatization@pcgg.gov.ph .				Privatization Division
2. Receive a reply through email from the Privatization Division acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	15 minutes	<i>Carina Pizon</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>Jazrell Mendoza</i> Privatization Division
	2.3 Secure approval for its release from the Director/Commissioner-In-Charge and Chairperson	None	30 minutes	<i>Dir. Romulo A. Siazon</i> and <i>Comm. Marco M. Bautista</i> and <i>Chairperson Melchor Q.C. Sadang</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>Luzviminda L. Racho</i> Privatization Division



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

7. Provision of Privatization Plan

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

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



	as Titles, Tax Declarations, stock certificates, latest and valid appraisal reports			Chief Luzviminda L. Racho
	1.3 Determines proposed floor price for each asset in accordance with existing rules	None	1 day	<i>Dir. Romulo A. Siazon and OIC-Division Chief Luzviminda L. Racho</i>
	1.4 Prepares privatization plan with the following information: (1) proposed floor price; (2) mode of disposal; (3) timeline	None	1 day	OIC- Division Chief <i>Luzviminda L. Racho</i>
	Endorses privatization plan to the CIC for his review	None	1 hour	<i>Dir. Romulo A. Siazon</i>
	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	<i>Dir. Romulo A. Siazon</i>
	1.6 Prepares transmittal to the requesting party, if privatization plan is approved.	None	30 minutes	<i>Luzviminda L. Racho</i>
2. Receive privatization plan	1.7 Releases privatization plan to the requesting party	None	15 minutes	<i>Luzviminda L. Racho</i>
Total		None	14 days 1 hour 45 minutes	

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

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



Office or Division:	Privatization Division, Surrendered Assets Group			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Accomplished Business Form		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Business Form and indicate the purpose: To buy bidding documents from the Special Bids and Awards Committee (SBAC).	1.1 Receive and review the Business Form	None	15 minutes	<i>Atty. Melvin John Piego/ Luzviminda L. Racho/ Princess Amancio</i> Special Bids and Awards Committee (SBAC) Secretariat
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>Marianne C. Danes</i> Finance and Administration Department
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>Atty. Melvin John Piego/ Luzviminda L. Racho/ Princess Amancio</i> Special Bids and Awards Committee (SBAC) Secretariat
4. Receive the bidding documents.	4.1 Release one (1) set of bidding documents to the client	None	15 minutes	<i>Atty. Melvin John Piego/ Luzviminda L. Racho/ Princess Amancio</i> Special Bids and Awards Committee (SBAC) Secretariat
Total:		None	1 Hour	



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.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2B –Government to Business			
Who may avail:	Surrendered and Sequestered Corporations, Bureau of Treasury			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Order of Payment (Government Accounting Manual standard format)		Accounting Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment from the Accounting Division Office, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City	1.1 Prepare the Order of Payment signed by the accountant as requested	None	15 minutes	<i>Elizabeth Burgos</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>Raquel B. Dela Cruz</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>Marianne C. Danes</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>Marianne C. Danes</i> Finance and Administration Department
	2.3 Prepare/Seek approval/Submit Motor Vehicle	None	30 minutes	<i>Marianne C. Danes</i> Finance and

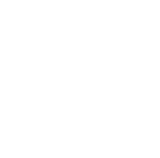


	Pass to the Dispatch Officer for transportation request to the bank			Administration Department
	<p>2.4 Deposit/Remit the collections to the Bureau of Treasury Authorized Government Depository bank (AGDB) - Landbank of the Philippines</p> <p>Note: If the payment is received beyond 2PM, the deposit will be on the next banking day.</p>	None	2 hours	<p><i>Marianne C. Danes</i> Finance and Administration Department</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	<p><i>Maricris Publico/Marianne C. Danes</i> Finance and Administration Department</p>
Total:		None	4 Hours	



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.

Office or Division:	Financial Studies and Investigation Division (FSID)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	G2G - Government to Government Office of the President (OP), Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, and GOCCs G2C - Government to Citizen Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original formal request letter <ul style="list-style-type: none"> Full Name of the requestor Email Address and Contact number 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Financial Studies and Investigation Division, email pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the request	None	5 minutes	<i>Winson M. Listangco</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>OIC-Division Chief Jesusa SL Celoza</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>Dir. Alejandro F. Vivas II</i> Research and Development Department
	2.3 Handle the request and make an outline of actions to be	None	1 hour	<i>OIC-Division Chief Jesusa SL Celoza</i> Financial Studies and Investigation



	taken			Division
	2.4 Coordinate with other departments and collate available data/documents from the database	None	1 day	<i>Alfred B. Guison</i>
	2.5 Draft a letter of reply/ recommendation regarding the request	None	1 hour	<i>OIC-Division Chief Jesusa SL Celoza</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>Dir. Alejandro F. Vivas II and Comm. Angelito S. Vergel-De Dios</i> Research and Development Department and Chairperson <i>Melchor Q.C. Sadang</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>OIC-Division Chief Jesusa SL Celoza (FSID)/ Dir. Alejandro F. Vivas II (Research)</i>
Total:		None	2 Days, 3 Hours and 10 Minutes	

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.

Office or Division:	Financial Studies and Investigation Division (FSID)
Classification:	Complex
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen
Who may avail:	G2G - Government to Government Office of the President (OP), Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, and



	GOCCs G2C - Government to Citizen Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original of formal request letter <ul style="list-style-type: none"> Full Name of the requestor Email Address and Contact Number 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to the Financial Studies and Investigation Division, email pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the request	None	5 minutes	<i>Winson M. Listangco</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>OIC-Division Chief Jesusa SL Celoza</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>Dir. Alejandro F. Vivas II</i> Research and Development Department
	2.3 Handle the request and make an outline of actions to be taken	None	1 hour	<i>OIC-Division Chief Jesusa SL Celoza</i> Financial Studies and Investigation Division
	2.4 Coordinate with other departments and collate available data/documents from the database	None	1 day	<i>Alfred B. Guison</i>
	2.5 Request documents from Securities and Exchange Commission (SEC), Department of Trade and	None	3 days	<i>OIC-Division Chief Jesusa SL Celoza</i> Financial Studies and Investigation Division



	Industry (DTI), concerned companies and other government agencies			
	2.6 Draft a letter of reply/ recommendation regarding the request	None	1 hour	<i>OIC-Division Chief Jesusa SL Celoza Financial Studies and Investigation Division</i>
	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>Dir. Alejandro F. Vivas II and Comm. Angelito S. Vergel-De Dios Research and Development Department and Chairperson Melchor Q.C. Sadang</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>OIC-Division Chief Jesusa SL Celoza (FSID)/ Dir. Alejandro F. Vivas II (Research)</i>
Total:		None	5 Days, 4 Hours and 15 Minutes	

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.

Office or Division:	Financial Studies and Investigation Division (FSID)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen
Who may avail:	G2G - Government to Government Office of the President (OP), Office of the Solicitor General (OSG), Sandiganbayan, Ombudsman, Judicial Courts, LGUs, NGAs, and GOCCs G2C - Government to Citizen



Academe and General Public				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original formal request letter <ul style="list-style-type: none"> Full Name of the requestor Email Address and Contact number 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to the Financial Studies and Investigation Division, Research and Development Department, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City or email pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the request	None	5 minutes	<i>Winson M. Listangco</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>OIC-Division Chief Jesusa SL Celoza</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>Dir. Alejandro F. Vivas II</i> Research and Development Department
	2.3 Handle the request and make an outline of actions to be taken	None	1 hour	<i>OIC-Division Chief Jesusa SL Celoza</i> Financial Studies and Investigation Division
	2.4 Coordinate with other departments and collate available data/documents	None	3 days	<i>Alfred B. Guison</i>
	2.5 Request documents from Securities and Exchange Commission	None	5 days	<i>OIC-Division Chief Jesusa SL Celoza</i> Financial Studies and Investigation



	(SEC), Department of Trade and Industry (DTI), concerned companies and other government agencies			Division
	2.6 Draft a letter of reply/ recommendation on the request	None	2 days	<i>OIC-Division Chief Jesusa SL Celoza</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>Dir. Alejandro F. Vivas II and Comm. Angelito S. Vergel-De Dios</i> Research and Development Department and <i>Chairperson Melchor Q.C. Sadang</i>
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>OIC-Division Chief Jesusa SL Celoza (FSID)/ Dir. Alejandro F. Vivas II (Research)</i>
Total:		None	12 Days, 3 Hours and 15 Minutes	



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.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Communication to PCGG by any means <ul style="list-style-type: none"> Full Name of the requestor Email Address and Contact number 		Contributing party (Tipster)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Send information to PCGG for investigation and verify the prospect of recovery through a formal communication; letter, call or email: Financial Studies and Investigation Division, Research and Development Department, 22 nd Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City; pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the communication; If through phone call, the receiving staff must pass the call to the Department Head to question the tipster for more information	None	15 minutes	<i>OIC-Division Chief Jesusa SL Celozza and/or Dir. Alejandro F. Vivas II Research and Development Department</i>
	1.2 Evaluate the transaction if credible	None	1 hour	<i>Dir. Alejandro F. Vivas II Research and Development Department</i>
	1.3 Handle the forwarded information and outline the actions	None	1 hour	<i>OIC-Division Chief Jesusa SL Celozza Financial Studies</i>



	to be taken			and Investigation Division
	1.4 Coordinate with other departments and collate available data/documents	None	3 days	<i>Christopher Vergara</i>
	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>OIC-Division Chief Jesusa SL Celoza</i> Financial Studies and Investigation Division
	1.6 Draft/Prepare a report/ recommendation	None	2 days	<i>OIC-Division Chief Jesusa SL Celoza</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>Dir. Alejandro F. Vivas II and Comm. Angelito S. Vergel-De Dios</i> Research and Development Department and Chairperson <i>Melchor Q.C. Sadang</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>OIC-Division Chief Jesusa SL Celoza</i> Financial Studies and Investigation Division
Total:		None	13 Days, 2 Hours and 25 Minutes	



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.

Office or Division:	Press Information Office (PIO), Executive Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any Media Outfit (Print, Broadcast, Internet, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Official original request from the media through email or online queries.		Requesting Media company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to pio@pcgg.gov.ph or queries@pcgg.gov.ph	1.1 Receive and coordinate the request to the Office of the Chairperson for instruction.	None	30 minutes	<i>Danilo C. Castro</i> 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	<i>Danilo C. Castro</i> Press Information Office
	2.2 Review request and forward the same to the concerned Department and/or Commissioner-In-Charge	None	1 day	<i>Atty. Sarah E. Trinidad</i> Office of the Chairperson
	2.3 Concerned department and/or Commissioner-In-Charge to submit the report/compliance to the Chairperson for review and approval	None	3 days	Depending on request: <i>Angelica Herrera (Research)</i> <i>Atty. Paul Moises (Asset Mgmt.)</i> <i>Tom Lester Ybanez (Legal)</i> <i>Atty. Melvin Piego (Finance)</i> CIC Chiefs of Staff
3. Receive and acknowledge receipt of email regarding	3.1 Release the approved action on media-related	None	30 minutes	<i>Danilo C. Castro</i> Press Information Office



the request.	requests through email			
Total:		None	5 Days and 1 Hour	

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.

Office or Division:	All Concerned Record Custodians of each Divisions			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government; G2C – Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original formal written request addressed to the Office of the Chairperson. <ul style="list-style-type: none"> Full Name of the requestor Email Address and Contact number 		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal written request to the Office of the Chairperson, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City, or email pcgg.pio@pcgg.gov.ph or pcgg.foi@pcgg.gov.ph .	1.1 Review and forward to the Division and/or Department Head concerned, whichever is applicable	None	15 minutes	<i>Francis B. Joves</i> Commission Secretary
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	<i>Atty. Sarah E. Trinidad (PIO)</i> or <i>Nory B. Evangelio, (FOI Data Receiving Officer)</i>
	2.2 Prepare requested document/s based on the endorsement with the signature of the	None	10 working days	Depending on request: <i>Dir. Clarence K. De Guzman (Legal)</i>



	Directors, Department Head, or Division Chief concerned and approval of the Commissioner-in- Charge and Chairperson			<i>Dir. Francis B. Joves (Seqd. Assets) Dir. Romulo A. Siazon (Surr'd Assets) Dir. Gary R. Politico (Finance) Dir. Alejandro F. Vivas II (Research)</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>Carmela C. Fernandez (Hardcopy)/ Bernadette C. Consul (Softcopy) Commission Secretary</i>
Total:		None	11 Days and 35 Minutes	



FINANCE AND ADMINISTRATION DEPARTMENT

External Services



16. Payment of Accounts to Suppliers/Creditors

Payment to suppliers and creditors.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business			
Who may avail:	Procurement Service, Suppliers and Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Statement of Account, Sales Invoice 2. One (1) original of Delivery Receipt		Supplier / Creditor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit statement of account, sales, invoice, delivery receipt, etc. to the Administrative Services Division, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City	1.1 Receive and review for correctness of SOA and completeness of the documents then prepare summary of payment	None	1 hour	<i>Julius Robert S. Carlos/ Rose Marie A. Dayao</i> Admin Services Division
	1.2 Prepare and sign the Obligation Request Status (OBR), Disbursement Voucher (DV) with supporting documents	None	30 minutes	<i>OIC-Division Chief Kim Sarah Jane Rembulat</i> Admin Services Division
	1.3 Certify availability of allotment	None	15 minutes	<i>Raquel S. Buñag</i> Budget Division
	1.4 Conduct a pre-audit of the transaction at hand; prepare and sign the LDDAP-ADA and Certificate of Creditable Withholding Tax (CCWT), then certify availability of funds	None	1 day and 4 hours	<i>Raquel B. Dela Cruz</i> Accounting Division



	1.5 Prepare Check, ACIC, SLIIE, bank transmittal	None	1 hour	<i>Diana Marie Garcia</i> Disbursement Officer Cash Unit
	1.6 Forward the ACIC, LDDAP-ADA, SLIIE, bank transmittal to FAD Director for signature	None	1 day	<i>Dir. Gary R. Politico</i> Finance and Administration Department
	1.7 Forward the DV, check payment, ACIC, LDDAP-ADA, SLIIE, bank transmittal for signature of the Commissioner-In-charge or Chairperson	None	1 day	<i>Comm. Raymund Anthony C. Dilag</i> or Chairperson <i>Melchor Q.C. Sadang</i> Executive Office
	1.8 Transmit ACIC, LDDAP-ADA to Land Bank of the Philippines	None	1 hour	<i>Socorro Principe</i> Cash Unit
2. Claim payment at Cash Unit Office, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City	2.1 Release payment to the supplier/creditor and record the transaction	None	10 minutes	<i>Mary Rose Javate/Luisito Hernandez</i> Cash Unit
Total		None	3 Days, 7 hours and 55 Minutes	



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.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Former PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original filled-out request form		Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit to the receiving clerk of the Accounting Division, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	Ma. Nenita M. Francisco Accounting Division
	1.2 Prepare the request. If needing additional time, inform the client thru email, otherwise forward the certificate to the Chief Accountant for signature.	None	4 hours	Jocelyn H. Lomarda Accounting Division
	1.3 Review and sign the certificate.	None	10 minutes	Raquel B. Dela Cruz Accounting Division
2. Receive the requested document/s and sign the official receiving copy.	2.1 Release the requested certificate to the client	None	5 minutes	Ma. Nenita M. Francisco Accounting Division
Total:		None	4 hours and 20 Minutes	



18. Issuance of documented information and Certifications for inactive employees

Provision of requested document certification separated from the service.

Office or Division:	Human Resource Development Division (HRDD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Inactive employees (resigned, terminated, retired and transferred) and NGA (OMB, GSIS, Pag-Ibig etc.) for the purpose of requirements and/or under investigation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original filled out Request Form		Human Resource Development Division Office: pcgg.fad.hrdd@pcgg.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form to HRDD – 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City	1.1 Receive and review the Request Form	None	5 minutes	<i>Kathlyn Mae C. Principe</i> HRDD
	1.2 Retrieve details/ information from records and 201 files	None	30 minutes	<i>Rosel A. Cabindol</i> HRDD
	1.3 Prepare the requested documents for signature of Division Chief with official seal	None	1 hour and 30 minutes	<i>Evalyn L. Guison</i> and <i>Irwin S. Vidal</i> Concerned Office
	1.4 Record and prepare transmittal letter for release through email or official delivery	None	1 hour	<i>Angelica M. Batica</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>Kathlyn May C. Principe</i> HRDD
Total		None	3 Hours, and 15 Minutes	



INTERNAL SERVICES



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

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

Office or Division:	Sequestered Assets Group			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished one (1) original 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	Records Officer 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	Staff/Division Chief Sequestered Assets Group
	2.2 Prepare the requested document/s (soft and hard copies per request)	None	1 day	Staff/Division Chief Sequestered Assets Group
	2.3 Division Chief to secure approval and clearance from the Director for release	None	1 day, 3 hours	Director and Division Chief 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	Staff/Division Chief Sequestered Assets Group



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

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

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

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



	2.3 Division Chief to secure approval/ clearance for release from the Director	None	1 day	Director and Division Chief Sequestered Assets Group
	2.4 Upon approval, prepare/finalize the requested documents or information for release to the requesting client	None	4 hours	Division Chief Sequestered Assets Group
3. Receive the copy of the requested documents /information and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Sequestered Assets Group regarding the requested documents /information (Softcopy).	3.1 Release the requested documents/ information (Hardcopy), record and maintain the official file/ receiving copy; email the requesting party providing the requested documents/ information (Softcopy)	None	10 minutes	Staff/Division Chief Sequestered Assets Group
Total:		None	6 Days, 4 Hours and 15 Minutes	

3. Asset Preservation: Inventory and/or Ocular Inspection

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

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



	compose an inventory/inspection team and conduct briefing			<i>Chief Sequestered Assets Group</i>
	1.3 Draft a Mission Order for endorsement to the Commissioner-In-Charge and/or Chairperson	None	1 hour	<i>Division Chief Sequestered Assets Group</i>
	1.4 Executive Office to receive the Mission Order for review and signature	None	2 days	<i>Commissioner-In-charge and/or Chairperson Executive Office</i>
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 Sequestered Assets Group</i>
Total:		None	6 Days, 2 Hours and 15 minutes	

4. Procurement and updating of certificates of titles

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

Office or Division:	Custodian and Monitoring Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	PCGG (Commission)
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

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

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

Office or Division:	Legal Department
Classification:	Complex
Type of Transaction:	Government-to-Government
Who may avail:	PCGG Offices/Departments



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

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

6. Provision of request for Commission document/s

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

Office or Division:	All Concerned Record Custodians of each Divisions		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	PCGG (Commission)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

1. One (1) original 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>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form/formal written request directly to the concerned division/department or through email at their respective email addresses	1.1 Review and determine proper action on the request	None	10 minutes	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>
2. Receive a reply through email from the designated records custodian/ division chief/ department head acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	Within the day	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>
	2.2 Prepare the requested document/s based on the endorsement with the signature of the Department Head or Division Chief	None	7 working days	<i>Directors/ Department Head/Division Chief Department/ Office</i>
	2.3 Release the document/s to the client, either through ordinary mail or delivery, or through email	None	10 minutes	<i>Designated Records Custodian/ Department Head/Division Chief concerned</i>



Total:	None	8 Days and 20 Minutes	
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7. Data/Information Gathering

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

Office or Division:	Financial Studies And Investigation Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	PCGG (Commission and Other Departments)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original 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 pcgg.rdd.financial.studies@pcgg.gov.ph	1.1 Receive and record the request	None	5 minutes	Assigned staff
	1.2 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
	1.3 Perform the actions as directed (prepare letter request, deliver the letter, research from the library)	None	2 days	Assigned staff
	1.4 Approves request letters as necessary	None	10 minutes	Director/Division Chief
0. Receives the information and wait for the delivery of data/information	2.1 Inform the requesting unit of the actions taken especially if	None	10 minutes	Assigned staff



	there's additional waiting time from third party			
	0. Draft a letter of reply/ recommendation regarding the request	None	2 hours	Assigned staff
	0. Forward to Director/Division Chief for review and approval	None	30 minutes	Director/Division Chief
3. Receives the reply and fill-out CCSS.	0. Provide the reply to the requesting unit	None	5 minutes	Assigned staff
Total:			*2 days and 5 hours	

*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.

Office or Division:	Library and Records Division			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen			
Who may avail:	LGUs, NGAs, GOCCs, Academe and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original Formal letter request or Online Request		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
Total		None	2 days, 1 hour and 20 minutes	

9. IT Service Request

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

Office or Division:	Management Information Services Division (MISD)			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Commission ICT equipment users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original IT Service Request Form/IT Helpdesk ticket		MISD office/online via PCGG Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and submit the accomplished IT Service Request form or online via IT Helpdesk	1.1 Examines and/or fixes issue	None	1 hour	MISD personnel
	1.2 Advises user that issue is fixed or provides status. If issue is unresolved, user receives recommendation from MIS person	None	10 minutes	MISD personnel
2 User completes Client satisfaction survey	2.1 Updates IT Service Request with fix done or recommendation	None	10 minutes	MISD personnel
Total		None	1 hour, 20 minutes	



10. Website Posting

Posting information or documents to the PCGG website

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original IT Service Request Form/IT Helpdesk ticket		office/online via PCGG portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
Total		None	2 hours, 10 minutes	

11. Email Support

Assistance in resolving email related issues.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG email account users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original IT Service Request Form/IT Helpdesk ticket		MISD office/online via PCGG portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	5 minutes	MISD personnel



	marks request as completed			
Total		None	2 Hours, 10 minutes	

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.

Office or Division:	Management Information Services Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All PCGG users / PCGG Administrative Services Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original IT Service Request Form (new and old computers) or IT Helpdesk ticket		MISD office/online via PCGG portal		
One (1) original 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
Total		None	3 days, 10 minutes	

13. IT Equipment Provisioning (10 or More Computers)

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

Office or Division:	Management Information Services Division
Classification:	Complex
Type of Transaction:	Government to Government



Who may avail:		PCGG Administrative Services Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original IT Service Request Form (new and old computers) or IT Helpdesk ticket		MISD office/online via PCGG portal		
2. One (1) original 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 been completed and that computers are ready for deployment	None	5 minutes	MISD personnel
Total		None	6 days, 10 minutes	

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.

Office or Division:	Policies and Plans Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Email request or signed memorandum 2. One (1) Photocopy of Signed and Approved Balanced Scorecard (BSC)		Concerned Division/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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
Total:			2 hours and 20 minutes	

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.

Office or Division:	Policies and Plans Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government;
Who may avail:	PCGG (Commission)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. One (1) original Email request or signed memorandum 2. One (1) copy Draft policy and procedure manual (PPM) in Google Docs format		Concerned Division/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 of the PCGG Manual for review	None	10 minutes	PPD Technical Staff Process owner
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
Total:			9 days 5 hours and 40 minutes	

16. Payment of salaries, wages and other benefits

Payment of employees' SALARIES, WAGES AND OTHER benefits.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Payroll 2. One (1) original Request for payments 3. One (1) photocopy Daily Time Records 4. One (1) original Disbursement Voucher (DV) and Obligation Request and Status (ORS)		Human Resource and Development Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payroll/ employees claims, DVs, ORS, and other benefits with complete supporting documents to the Budget Division Office.	1.1 Review, sign the submitted documents and certify availability of allotment	None	30 minutes	<i>Division Chief</i> Budget Division
	1.2 Conduct pre-audit of the transaction, prepares LDDAP-ADA, certify availability of funds and sign the LDDAP-ADA	None	2 hours	<i>Chief Accountant</i> Accounting Division
	1.3 Prepare Checks/ACIC/SLI IE, bank transmittal and sign LDDAP-ADA	None	4 hours	<i>Disbursement Officer</i> Cash Unit
	1.4 Forward to FAD Director for signature of ACIC, LDDAP-ADA,	None	6 hours	<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. Receive the requested payment from Cash Office, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City or through bank account transfer.	2.1 Release the requested payment to the employees	None	10 minutes	<i>Disbursement Officer Cash Unit</i>
Total:		None	2 Days, 5 Hours and 40 Minutes	

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.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. As required by COA Circular 2012-001 dated June 14, 2001. One (1) photocopy Signed Mission Order and original Approved Itinerary		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Division Office, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City for	1.1 Receive and review the Cash advance documents and Certifies availability of	None	30 minutes	<i>Division Chief Budget Division</i>



certification of availability of allotment. 1. Box A of both forms must be signed by the immediate superior of the requesting party and with complete supporting documents attached.	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	6 hours	<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. Claim payment to Cash Office, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig 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>
Total:		None	2 Days, 5 Hours and 40 Minutes	



18. Payment of cash advances for special purposes

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

Office or Division:		Finance and Administration Department (FAD)		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may avail:		PCGG (Commission)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. As required by COA Circular 2012-001 dated June 14, 2001. One (1) original Approved memorandum request for Cash Advance with specific purpose.		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Disbursement Voucher (DV) and Obligation Request and Status (OBR) to the Budget Division Office, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City for certification of availability of allotment Box A of both forms must be signed by the immediate superior of the requesting party and with complete supporting documents attached.	1.1 Receive and review the Cash advance documents and Certifies availability of allotment	None	30 minutes	<i>Division Chief</i> Budget Division
	1.2 Conduct pre-audit of the transaction, prepares	None	2 hours	<i>Chief Accountant</i> Accounting Division



	LDDAP-ADA, certify availability of funds and sign the LDDAP-ADA			
	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	6 hours	<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, 21 st Floor, The JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig 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
Total:		None	2 Days, 5 Hours and 40 Minutes	

19. Processing of Purchase Request

Procurement of requested good/s or service/s

Office or Division:	Administrative Services Division
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	PCGG officials and employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Purchase Request (PR), duly accomplished and approved by the immediate superior of end-user or requesting party		End-user or requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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	None	15 minutes	Billing Clerk

	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 quotations from at least three (3) suppliers	None	5 days	Procurement Officer
	1.7 Based on three (3) quotations, emergence of a winning bidder (lowest quotation or offer and have met the PR	None	2 hours	Procurement Officer



	specifications); thereafter, preparation of Abstract of Canvass and Purchase Order (PO) based on the winning quotation or offer			
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
TOTAL		None	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	



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

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Employees of PCGG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original 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/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
TOTAL:		None	2 hours and 45 minutes	

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

Office or Division:	Administrative Services Division
Classification:	Highly Technical/Complex
Type of Transaction:	Government to Government



Who may avail:		Employees of PCGG		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original 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	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
TOTAL		None	14 days, 5 hours, and 40 minutes	

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

Office or Division:	Administrative Services Division			
Classification:	Highly Technical/Complex			
Type of Transaction:	Government to Government			
Who may avail:	Employees of PCGG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original 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

TOTAL	None	27 days and 5 hours	
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23. Procurement of Goods (Shopping B with CNAS below P200k)

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Employees of PCGG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	8 days, 3 hours, and 10 minutes	

24. Processing of Office Repair Request

Provision of requested Office Repairs

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original duly accomplished Office Repair Purchase Request		Administrative Services Division Carpentry/Electrical Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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
	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
TOTAL		None	11 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	

25. Processing of Office Equipment Repair Request (Request of Office Equipment Repairs)

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original duly accomplished Repair Request for Equipment and Peripherals		Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Repair Request for Equipment	1.1 Verifies the work to be done and	None	15 minutes	Utility Staff and Billing Clerk

and Peripherals with complete details	attaches a summary of repairs expenses. If verified, recording and numbering of PR.			
	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 P500,000.00, immediately refer to BAC.	None	5 minutes	Chief Admin. Officer
	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	None	5 days	Canvass Personnel



	from at least three (3) suppliers			
	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 conformance	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
TOTAL		None	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	
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26. Processing Of Leave Application for Vacation Leave/Sick Leave

Office or Division:	Human Resources and Development Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:	Those who are employed (Permanent only) in PCGG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Letter endorsement signed by Division Chief and Head of Department 2. One (1) original Leave application 3. One (1) original Medical certificate/ medical abstract (for sick leave)		Human Resource Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	38 minutes	



27. Hiring / Promotion Of Plantilla Personnel

Office or Division		Human Resources & Development Division		
Classification		Highly Technical		
Type of Transaction		G2G/ G2C		
Who May Avail		PCGG Employees/ Citizens		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Applicants and/or recommendees: <ul style="list-style-type: none"> . One (1) original Duly filled-up Personnel Data Sheet (PDS) together with the following attachments: <ul style="list-style-type: none"> . One (1) photocopy Diploma and Transcript of Records - for first and second level positions; a. One (1) photocopy Form 138 or Certification from school for positions requiring completion of elementary and high school course; b. One (1) photocopy Eligibility - for positions requiring license or eligibility; c. One (1) photocopy Training Certificates - for positions requiring training; d. One (1) original Work experience sheet; e. One (1) photocopy of At least Very Satisfactory (VS) Performance in the last rating period (for promotion) f. Pre-screened qualified contenders within/out of the office whose names are not included in the promotional line-up submitted to the HRMD 			Human Resources & Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Office / department requests to publish/fill up vacancies		None		
1.1.	Prepares & submits request letter and publication file to CSC	None	1 day	HR Staff
1.2	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 applicant's employment information which is not clear in documents submitted			
2.1.	B. Evaluates applications & required documents which matches with Qualification Standards (QS) and prepares Matrix and presentation of shortlisted applicants for		30 days (depends on the number of applicants)	HR Officer



	endorsement to the HRMPSB		14 days		
2.2.	Prepares individual folder of shortlisted candidates for study and reference of the HRMPSB members			10 days (depending availability of HRMPSB members)	HRMD Head
2.3.	Notifies/ convenes the HRMPSB members				HRMD Head
2.4.	<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</p>		<p>1 day</p> <p>25 days</p>	HRMD Head	

	<p>following reports for signature of the HRMPSB members:</p> <ul style="list-style-type: none"> • Table of Rating Scores on interviewed candidates (1) • Minutes of Meeting (2) • Recommendation Report to the Appointing Authority (3) 		(appointment depends on timetable of Appointing Authority)	
Once Recommendation for Appointment is received	<p>Notifies in writing the appointee & 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
2.6.	Transmits Appointment & supporting docs to CSC for attestation		1 day	HR Officer/ HRMD Head



2.7.	Once CSC approves appointment, picks up from CSC office the documents; Issues to employee the appointment papers		1 day	HR Officer/ HRMD Head
	TOTAL:	None	120 days	

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"> One (1) original Recommendation Letter from the Department/ Office / Task Force Units Heads for the hiring & Renewal of their respective COS and Consultants; One (1) original Duly filled-up Personnel Data Sheet (PDS); One (1) original Contractual Appraisal Form; One (1) original Actual Duties of each personnel 		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
TOTAL:		None	1 day and 21 minutes	

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

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



	1.3 Signs the application for retirement, service record	None	5 minutes	Head HRDD
TOTAL:		None	1 hours, 7 minutes	

30. Request for Training

Office or Division		Human Resources and Development Division		
Classification		Simple		
Type of Transaction		G2G		
Who May Avail		All PCGG Employees (Permanent and COS)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Registration form & Registration		Human Resources & Development Division		
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL:		None	1 hour, 10 minutes	

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.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Current PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original filled-out request form		Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit to the receiving clerk of the Accounting Division, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	Clerk Accounting Division
	1.2 Prepares the request. If needing additional time, inform the client thru email, otherwise forward the certificate to the Chief Accountan	None	4 hours	Clerk



	t 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
Total:		None	4 hours and 20 Minutes	

32. Leave monitoring and updating

Monitoring and updating of employee's leave credits.

Office or Division:	Human Resource Development Division (HRDD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original accomplished Application for Leave form.		Human Resource Development Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application for Leave Form to HRDD, 21 st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City.	1.1 Receive and review the form then update Leave Card	None	30 minutes	Staff HRDD
	1.2 Fill-out the certification of leave credits portion of the form	None	1 hour	Staff HRDD
	1.3 Route the form to the authorized official for signature and approval/	None	1 hour	Staff HRDD Authorized Official PCGG Offices



	disapproval of leave			
	1.4 Return the signed document to HRDD for filing and updating	None	10 minutes	<i>Staff HRDD</i>
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	<i>Staff HRDD</i>
Total:		None	2 Hours and 50 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM


Feedback Submission	<p>EXTERNAL (Pen and Paper Method)</p> <ul style="list-style-type: none"> Accomplish the feedback form at the 22nd Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City. Telephone no.: (+632) 8725-6874; email address: pio@pcgg.gov.ph <p>EXTERNAL (Online Method)</p> <ul style="list-style-type: none"> Accomplish CCSS online either by: <ul style="list-style-type: none"> a. scanning the QR Code at the lobby, which will redirect the client to an online CCSS form or b. visiting the PCGG Website for the online form. <p>INTERNAL (Pen and Paper Method)</p> <ul style="list-style-type: none"> Accomplish Request Form by the client. Submit Request Form to the responsible department. CCSS to be accomplished by the client relative to his/her request. Accomplished CCSS to be deposited by the client to the feedback box. <p>INTERNAL (Online Method)</p> <ul style="list-style-type: none"> Accomplish Online Request Form by the client. Submit Online Request Form accordingly. CCSS to be accomplished by the client relative to his/her request by: <ul style="list-style-type: none"> a. Scanning the QR Code which will redirect the client to an online request form; or b. Visiting the PCGG portal to access the online request form.
Feedback Processing	<ul style="list-style-type: none"> Every Friday, feedback is collected from all feedback boxes located in each office by the Feedback and Communications Committee – QMS Core Team. Feedback with specific concerns or required answers shall be forwarded to the concerned offices and shall be responded within three (3) working days of the receipt of the feedback. (For external clients) The response from the concerned office shall be forwarded to the public.



	<ul style="list-style-type: none"> • (For internal clients) The response from the concerned office shall be forwarded to the concerned department. <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: pio@pcgg.gov.ph</p>
Complaint Filing	<ul style="list-style-type: none"> • Accomplish the Complaint form together with attached evidence/s through: <ul style="list-style-type: none"> ✓ Pen and paper and drop the survey form in the boxes placed in designated areas. ✓ Scan the QR Code or visit the PCGG website
Complaint Processing	<ul style="list-style-type: none"> • Acknowledge receipt of the complaint. • Assess the merits of the complaint. • Investigate the incident. • Prepare the summary report of the complaint. • Endorse the complaint summary report to the concerned department <p>Total processing time: Three (3) working days</p> <p>For Internal: After receipt of the response from the Department Head, FCC and concerned offices prepare complaint resolution and endorse the recommended solution to complainant.</p> <p>Processing time: Two (2) working days</p> <p>For External: After receipt of the response from the Department Head, the recommendation shall be forwarded to the Office of the Chairperson for the approval.</p> <p>FCC, the concerned offices or the Office of the Chairperson will inform the client of the status of the complaint within seven (7) working days.</p> <ul style="list-style-type: none"> • FCC will monitor the implementation of the recommended action. Agree on target date for implementation. <p>For inquiries and follow-ups, the public may contact the telephone no.: (+632) 8725-6874; email address: pio@pcgg.gov.ph</p>
Contact Information of PCGG	<p>Telephone No.: (+632) 8725-6874</p> <p>Email Address: pio@pcgg.gov.ph</p> <p>Facebook Account: @PCGGofficial</p> <p>X (Twitter) Account: @TheNewPCGG</p>



Approved:


JUSTICE MELCHOR QUIRINO C. SADANG
Chairperson
Presidential Commission on Good Government