



PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT

CITIZEN'S CHARTER
2025 (1st 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 case 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 <ol style="list-style-type: none"> 1. Office of the Solicitor General 2. Department of Justice 3. Office of the President 4. Other Government agencies G2B – Government to Business <ol style="list-style-type: none"> 1. Sequestered Corporations 2. Surrendered Corporations 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Legal Request Form addressed to the Commissioner-in-Charge and/or Director of Legal Department duly signed by requesting party - One (1) Original		Legal Department Office - legal@pcgg.gov.ph		
2. All relevant and pertinent documents, within which legal advisory or I document review shall be confined - One (1) scanned/photocopy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Legal Request Form via email to legal@pcgg.gov.ph	1. Receive, review and record the request	None	4 hours	Staff Legal Research Division Legal Department
2. Receive a reply through email from the Legal	2.1 Reply through email to acknowledge	None	4 hours	Staff Legal Research Division

Department acknowledging receipt of the request	receipt of the request			Legal Department
	2.2 Assign the request for legal opinion and/or document review to the Legal Department's In-house lawyers	None	1 day	<i>Chief, Legal Research Division</i> Legal Department
	2.3 In-house lawyer to draft a legal opinion and/or document review	None	15 days	<i>In-house Lawyer</i> Legal Department
	2.4 Secure approval from the Commissioner -In-Charge of the Legal Department and Chairperson for the release of the legal opinion and/or document review	None	2 days	<i>Director,</i> Legal Department
3. Receive and acknowledge receipt of email from the Legal Department regarding the requested legal opinion and/or document review.	3. Email the requesting party regarding the requested legal opinion and/or document review	None	1 day	<i>Staff</i> Legal Research Division Legal Department
Total		None	20 days	



2. Provision of copy of legal documents/information

Requests for copies of court decisions, case briefer, case status report, transcript of stenographic notes, certifications, etc. The service is limited to documents and information readily available with the PCGG Legal Department.

Office or Division:	Legal Department			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	G2G – Government to Government 1. Office of the Solicitor General 2. Department of Justice 3. Other government agencies G2C – Government to Citizens Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Legal Request Form addressed to the Commissioner-in-Charge and/or Director of Legal Department duly signed by requesting party - One (1) Original		Legal Department Office - legal@pcgg.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished Legal Request Form via email to legal@pcgg.gov.ph The requesting party may also contact the Legal Department by means of telephone call	1. Accepts, acknowledges receipt of and records the request for appropriate action	None	1 day	Staff Docket Section
	2. Start the processing of the request, preparing the documents and drafting of answers to queries.	None	2 days	Docket Section Head Legal Department

3. Receive the copy of the requested document/s.	3. Release the requested document/s (Hardcopy), record and maintain the official file/ receiving copy	None	1 day	Staff Docket Section
Total		None	4 Days	

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. Request letter or email with endorsement from the PCGG Chairperson or Commissioner-In-Charge - One (1) original 2. 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 - One (1) Photocopy		Requesting Client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to Asset Management Department (AMD), 22 nd Floor, JMT Corporate Condominium, 27	1. Receive the request of document/information subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer Asset Management Department

ADB Ave. Ortigas Center, Pasig City or email 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>Secretary/ Records Officer</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,</i> Sequestered Assets Group
	2.3 Secure approval from the Director, Commissioner-In-Charge and Chairperson for the release of the document/ information	None	1 day	<i>Director,</i> Sequestered Assets Group, <i>Commissioner-in-charge,</i> Asset Management Department and <i>PCGG Chairperson</i>
	2.4 Upon approval, prepare the requested document/ information for release to the requesting client	None	4 hours	<i>Director, Division Chiefs</i> Sequestered Assets Group
3. Receive the copy of the requested documents /information and sign the official receiving copy. (Hardcopy);	3. Release the requested documents/ information (Hardcopy), record and maintain the	None	10 minutes	<i>Director, Division Chiefs</i> Sequestered Assets Group



Receive and acknowledge receipt of email from Sequestered Assets Group regarding the requested documents /information (Softcopy).	official file/receiving copy; email the requesting party providing the requested documents/ information (Softcopy)			
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. Request letter or email with endorsement from the PCGG Chairperson or Commissioner-In-Charge - One (1) original 2. 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 - One (1) Photocopy		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, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City or email pcgg.sequestered.as	1. Receive the request for document/s subject to compliance of the above requirements	None	5 minutes	Secretary/ Records Officer Asset Management Department

sets@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 or notification on the unavailability of the request	None	1 hour	Secretary/ Records Officer Sequestered Assets Group
	2.2 Prepare the requested document/s in soft and/or hard copies per request	None	1 day	Division Chief, Sequestered Assets Group
	2.3 Secure approval from the Director and/or Commissioner-In-Charge and/or Chairperson for its release	None	1 day and 3 hours	Director, Sequestered Assets Group, Commissioner-in-charge and PCGG Chairperson
3. Receive the copy of the requested document/s and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Sequestered Assets Group regarding the requested document/s (Softcopy).	3. 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	Division Chief, 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. Formal written request indicating email address and contact number - One (1) original 2. Proof of identification (SSSID, GSIS UMID Card, Passport, Postal ID, Driver's License and other government issued identification cards) and/or authorization, if applicable. - One (1) Photocopy		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to Surrendered Assets Group, Asset Management Department (AMD), 22 nd Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City; or email pcgg.surrendered.assets@pcgg.gov.ph	1. Receive and review the request	None	10 minutes	<i>Records Officer</i> Surrendered Assets Group
2. Receive a reply through email from the Surrendered Assets Group acknowledging receipt of the request.	2.1 Reply via email to acknowledge receipt of the request or notification on the unavailability of the request	None	30 minutes	<i>Staff/Division Chief,</i> Surrendered Assets Group
	2.2 Retrieve and review the requested document/s for its completeness and accuracy from the files/database	None	30 minutes	<i>Records Officer/ Division Chief</i> Surrendered Assets Group

	2.3 Secure approval from the Director, Commissioner-In-Charge and Chairperson for its release	None	30 minutes	Director and Commissioner-in-charge and PCGG Chairperson
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	Staff (Hardcopy)/ Director (email soft copy) Surrendered Assets Group
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. Written request indicating e-mail address and contact number - One (1) original 2. 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. - One (1) photocopy		Requesting client/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to Privatization Division, Surrendered Assets	1. Receive, verify and record the request	None	10 minutes	Staff/Division Chief, Privatization Division

Group, Asset Management Department (AMD), 22 nd Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City; or email pcgg.sur.privatization@pcgg.gov.ph .				
2. Receive reply through email from the Privatization Division acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request or notification on the unavailability of the request	None	15 minutes	<i>Staff/Division Chief Privatization Division</i>
	2.2 Retrieve the requested document/s from the files/ database and review the document/s for its completeness and accuracy	None	45 minutes	<i>Staff/Division Chief Privatization Division</i>
	2.3 Secure approval for its release from the Director/ Commissioner-In-Charge and Chairperson	None	30 minutes	<i>Director and Commissioner-in-charge and PCGG Chairperson</i>
3. Receive the copy of the requested document/s and sign the official receiving copy. (Hardcopy); Receive and acknowledge receipt of email from Privatization Division regarding the requested document/s (Softcopy).	3. Release requested document/s (Hardcopy), record and keep the official file/ receiving copy; email requesting party to provide the requested documents/ information (Softcopy)	None	10 minutes	<i>Division Chief Privatization Division</i>
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. Written instruction from the CIC or Commission en banc - One (1) original 2. Supporting documents- One (1) photocopy - 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 Financial Statement		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	1.1 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>Director and Division Chief Surrendered Assets Group</i>
	1.2 Gathers all supporting documents such as Titles, Tax Declarations, stock certificates, latest and valid appraisal reports	None	1 day	Records Officer/ <i>Division Chief Surrendered Assets Group</i>

	1.3 Determines proposed floor price for each asset in accordance with existing rules	None	1 day	<i>Director and Division Chief</i> Surrendered Assets Group
	1.4 Prepares privatization plan with the following information: (1) proposed floor price; (2) mode of disposal; (3) timeline	None	1 day	<i>Director and Division Chief</i> Surrendered Assets Group
	1.5 Endorses privatization plan to the CIC for his review	None	1 hour	<i>Director,</i> Surrendered Assets Group
	1.6 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>Director,</i> Surrendered Assets Group
	1.7 Prepares transmittal to the requesting party, if privatization plan is approved.	None	30 minutes	<i>Division Chief</i> Surrendered Assets Group
2. Receive privatization plan	2. Releases privatization plan to the requesting party	None	15 minutes	<i>Division Chief</i> Surrendered Assets Group
Total		None	14 days 1 hour and 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. Accomplished Business Form - One (1) original		Privatization Division 22nd Floor, JMT Corporate Condominium 27 ADB Avenue, Ortigas CBD, Pasig City		
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. Receive and review the Business Form	None	15 minutes	<i>Special Bids and Awards Committee (SBAC) Secretariat</i>
2. Proceed to Collection Division and pay for the bidding documents.	2. Receive the payment and issue an Official Receipt	As prescribed in the Bidding Guidelines	15 minutes	<i>Division Chief, Collection Division, Finance and Administration Department</i>
3. Proceed to Special Bids and Awards Committee (SBAC) for the release of bidding documents.	3. Receive copy of the Official Receipt and reproduce the same for records purposes	None	15 minutes	<i>Special Bids and Awards Committee (SBAC) Secretariat</i>
4. Receive the bidding documents.	4. Release one (1) set of bidding documents to the client	None	15 minutes	<i>Special Bids and Awards Committee (SBAC) Secretariat</i>
Total:		As prescribed in the Bidding Guidelines	1 Hour	

9. Collection and Issuance of Official Receipts

Issuance of Official Receipts for funds coming from Surrendered and/or Sequestered corporations/assets as well as particular receipts coming from the General Fund and Special Fund. This includes proceeds derived from the sale of assets, rental payments, earnings from bonds and bond maturities, dividends, refunds of excess cash advances, refunds from over-payments of salaries and other expenses

Office or Division:	International Accounts and Collection Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business G2C – Government to Citizen



Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Accounting Division 21st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Request Order of Payment	1.1 Prepare and sign the Order of Payment	None	15 minutes	<i>Staff</i> Accounting Division
	1.2 Submit to Accounting Head for Approval	None	5 minutes	<i>Staff</i> Accounting Division
2. Receive the Order of Payment and proceed to the Collection Division Office.	2. Issuance of the approved Order of Payment to the client	None	5 minutes	<i>Chief Accountant,</i> Accounting Division
3. 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	Amount in Order of Payment	5 minutes	<i>Division Chief,</i> Collection Division
	3.2 Verify the completeness of the Order of Payment	None		
	3.3 Fill-out and sign the Official Receipt	None		
4. Receive Official Receipt	4. Issue Official Receipt	None	5 minutes	<i>Division Chief,</i> Collection Division
Total:		Amount in Order of Payment	35 Minutes	



INQUIRY MANAGEMENT

External Services



10. Request for Press Statement / Interview (Concerning less than three (3) PCGG-filed cases)

Actions on requests for the official statements and interview or press conference invitations from media on Presidential Commission on Good Governance (PCGG) related issues concerning less than three (3) PCGG-filed cases.

Office or Division:	Press Information Office (PIO), Executive Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any Media Outfit (Print, Broadcast, Internet, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter in hard or scanned copy from the media company containing the following information - One (1) original (a) name of media company; (b) contact details of journalist/contact; (c) purpose of request; (d) guide questions or supporting references concerning the topic being requested of a statement		Requesting media company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter in person at PCGG-PIO 22nd Flr, JMT Corporate Condominium, ADB Avenue, Ortigas Center, or through email at pio@pcgg.gov.ph	1.1 For in-person-sent request letter: Receive a hard copy of the request letter affixing the “RECEIVED” stamp, name of PCGG-PIO staff, and the date and time received. 1.2 For emailed request letter: acknowledge receipt of the emailed request letter by replying to the email of the requesting party.	None	30 minutes	Staff Press Information Office
2. For in-person-sent request letter:	2. Assign Request Number, log/	None	30 minutes	Staff Press Information

<p>Receive a stamped hard copy with information on who received the letter and the date and time when the letter was received.</p> <p>For emailed request letter: Receive a reply through email from the Press Information Office acknowledging receipt of the request.</p>	<p>record the received request on the PCGG-PIO Internal Monitoring of Media-related Requests, and inform the Supervising Administrative Officer of the received request.</p>			Office
	<p>2.2 Review the request and the concerned cases and endorse them to the concerned Department and/or Office of the Commissioner-In-Charge via email, with a copy furnished to the Office of the Chairperson.</p>	None	3 hours	<p><i>Press Information Officer</i> Press Information Office</p>
	<p>2.3 Concerned Department and/or Office of the Commissioner-In-Charge to read contents and acknowledge receipt of the endorsed request via email.</p>	None	30 minutes	<p><i>Chief of Staff,</i> Office of the Commissioner-in-Charge/ Department concerned</p>
	<p>2.4 Submit the requested information and/or report (if applicable) necessary for the media-related</p>	None	1 day	<p><i>Chief of Staff,</i> Office of the Commissioner-in-Charge/ Department concerned</p>

	request to the PCGG-PIO, either by viewing the email response or routing the hard copy document.			
	2.5 Receive and review the submitted information and /or report from the concerned Department and/or Office of the Commissioner-In-Charge	None	1 hour	<i>Staff</i> Press Information Office
	2.6 Draft the Commission's official statement or prepare necessary documents in response to the media-related request (e.g. conduct of interview, attendance to a press con, etc.)	None	6 hours	<i>Press Information Officer</i> Press Information Office
	2.7 Secure the approval of the Commissioners and the Chairperson on the drafted statement or prepared official document in response to the media-related request. Make necessary revisions as needed.	None	4 hours	<i>Press Information Officer</i> Press Information Office
3. Receive and acknowledge receipt of email regarding the request.	3. Release the approved official statement or response to the	None	30 minutes	<i>Press Information Officer and/or Staff</i> Press Information Office

	media-related request by emailing the requesting media company and update the PCGG-PIO Internal Monitoring of Media-related Requests.			
Total:		None	3 Days	

11. Request for Press Statement / Interview (Concerning three (3) to four (4) PCGG-filed cases)

Actions on requests for the official statements and interview invitations from media on Presidential Commission on Good Governance related issues concerning three (3) to four (4) PCGG-filed cases.

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		
Request letter in hard or scanned copy from the media company containing the following information - One (1) original (a) name of media company; (b) contact details of journalist/contact; (c) purpose of request; (d) guide questions or supporting references concerning the topic being requested of a statement		Requesting media company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter in person at PCGG-PIO 22nd Flr, JMT Corporate Condominium, ADB Avenue, Ortigas Center, or through email at pio@pcgg.gov.ph	1.1 For in-person-sent request letter: Receive a hard copy of the request letter affixing the "RECEIVED" stamp, name of PCGG-PIO	None	30 minutes	Staff Press Information Office

	<p>staff, and the date and time received.</p> <p>1.2 For emailed request letter: acknowledge receipt of the emailed request letter by replying to the email of the requesting party.</p>			
<p>2. For in-person-sent request letter: Receive a stamped hard copy with information on who received the letter and the date and time when the letter was received.</p> <p>For emailed request letter: Receive a reply through email from the Press Information Office acknowledging receipt of the request.</p>	<p>2. Assign Request Number, log/record the received request on the PCGG-PIO Internal Monitoring of Media-related Requests, and inform the Supervising Administrative Officer of the received request.</p>	None	30 minutes	<p><i>Staff</i> Press Information Office</p>
	<p>2.2 Review the request and the concerned cases and endorse them to the concerned Department and/or Office of the Commissioner-In-Charge via email, with a copy furnished to the Office of the Chairperson.</p>	None	1 day	<p><i>Press Information Officer</i> Press Information Office</p>
	<p>2.3 Concerned Department and/or Office of the</p>	None	30 minutes	<p><i>Chief of Staff,</i> Office of the Commissioner-in-Charge/</p>

	Commissioner-In-Charge to read contents and acknowledge receipt of the endorsed request via email.			Department concerned
	2.4 Submit the requested information and/or report (if applicable) necessary for the media-related request to the PCGG-PIO, either by viewing the email response or routing the hard copy document.	None	3 days	Chief of Staff, Office of the Commissioner-in-Charge/ Department concerned
	2.5 Receive and review the submitted information and /or report from the concerned Department and/or Office of the Commissioner-In-Charge	None	3 hours	Staff Press Information Office
	2.6 Draft the Commission's official statement or prepare necessary documents in response to the media-related request (e.g. conduct of interview, attendance to a press con, etc.)	None	2 days	Press Information Officer Press Information Office
	2.7 Secure the approval of the Commissioners and the	None	1 day	Press Information Officer Press Information Office

	Chairperson on the drafted statement or prepared official document in response to the media-related request. Make necessary revisions as needed.			
3. Receive and acknowledge receipt of email regarding the request.	3. Release the approved official statement or response to the media-related request by emailing the requesting media company and update the PCGG-PIO Internal Monitoring of Media-related Requests.	None	30 minutes	Press Information Officer and/or Staff Press Information Office
Total:		None	6 Days and 5 Hours	

12. Request for Press Statement / Interview (Concerning more than four (4) PCGG-filed cases)

Actions on requests for the official statements and interview invitations from media on Presidential Commission on Good Governance related issues concerning more than four (4) PCGG-filed cases.

Office or Division:	Press Information Office (PIO), Executive Office
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Any Media Outfit (Print, Broadcast, Internet, etc.)
CHECKLIST OF REQUIREMENTS	
Request letter in hard or scanned copy from the media company containing the following information - One (1) original (a) name of media company; (b) contact details of journalist/contact;	WHERE TO SECURE Requesting media company



(c) purpose of request; (d) guide questions or supporting references concerning the topic being requested of a statement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Send the request letter in person at PCGG-PIO 22nd Flr, JMT Corporate Condominium, ADB Avenue, Ortigas Center, or through email at pio@pcgg.gov.ph	1.1 For in-person-sent request letter: Receive a hard copy of the request letter affixing the "RECEIVED" stamp, name of PCGG-PIO staff, and the date and time received. 1.2 For emailed request letter: acknowledge receipt of the emailed request letter by replying to the email of the requesting party.	None	30 minutes	Staff Press Information Office
2. For in-person-sent request letter: Receive a stamped hard copy with information on who received the letter and the date and time when the letter was received. For emailed request letter: Receive a reply through email from the Press Information Office acknowledging receipt of the request.	2. Assign Request Number, log/record the received request on the PCGG-PIO Internal Monitoring of Media-related Requests, and inform the Supervising Administrative Officer of the received request.	None	30 minutes	Staff Press Information Office
	2.2 Review the request and the concerned cases	None	1 day	Press Information Officer Press Information

	and endorse them to the concerned Department and/or Office of the Commissioner-In-Charge via email, with a copy furnished to the Office of the Chairperson.			Office
	2.3 Concerned Department and/or Office of the Commissioner-In-Charge to read contents and acknowledge receipt of the endorsed request via email.	None	30 minutes	<i>Chief of Staff,</i> Office of the Commissioner-in-Charge/ Department concerned
	2.4 Submit the requested information and/or report (if applicable) necessary for the media-related request to the PCGG-PIO, either by viewing the email response or routing the hard copy document.	None	10 days	<i>Chief of Staff,</i> Office of the Commissioner-in-Charge/ Department concerned
	2.5 Receive and review the submitted information and /or report from the concerned Department and/or Office of the Commissioner-In-Charge	None	3 hours	<i>Staff</i> Press Information Office

	2.6 Draft the Commission's official statement or prepare necessary documents in response to the media-related request (e.g. conduct of interview, attendance to a press con, etc.)	None	3 days	Press Information Officer Press Information Office
	2.7 Secure the approval of the Commissioners and the Chairperson on the drafted statement or prepared official document in response to the media-related request. Make necessary revisions as needed.	None	2 days	Press Information Officer Press Information Office
3. Receive and acknowledge receipt of email regarding the request.	3. Release the approved official statement or response to the media-related request by emailing the requesting media company and update the PCGG-PIO Internal Monitoring of Media-related Requests.	None	30 minutes	Press Information Officer and/or Staff Press Information Office
Total:		None	16 Days and 5 Hours	

13. Provision of Commission document/s

Provision of Certified True Copies or photocopies of the signed Office Orders and Commission Resolutions, and other Commission documents to external requestors for official use and purpose.

Office or Division:	Office of the Commission Secretary			
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. Fully accomplished Office of the Commission Secretary Document Request Form with signature of the Requestor - One (1) original or scanned copy 2. Supporting document/s if required by the Commission Secretary or the Chief of Staff of the Office of the Chairperson - One (1) original or scanned copy		1. Office of the Commission Secretary 21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City 2. Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form and supporting documents to the Office of the Commission Secretary personally or via email to: pio@pcgg.gov.ph	1.1 Skip this step if the request was submitted personally. Otherwise, review and forward request to Staff of the Office of the Commission Secretary.	None	30 minutes	Staff Press Information Office
	1.2 Skip this step if the request was submitted personally. Otherwise, acknowledge the receipt of request by responding to Requestor's email.	None	30 minutes	Staff Office of the Commission Secretary
	1.3 Review Form and Attachment/s, check the availability of the requested document/s, inform the Approver of the	None	6 hours	Staff Office of the Commission Secretary

	availability of the document/s, and give Form and Attachment/s to Approver.			
	1.4 Approve if requested document/s are available, neither confidential nor restricted, and Requestor can be given a copy of the requested document/s. Otherwise, disapprove and specify reason/s and additional requirement/s.	None	8 hours	<i>Commission Secretary or Chief of Staff Office of the Chairperson</i>
	1.5 Skip this step if disapproved. Otherwise, sign the "Processed by" section of the Form, prepare the document/s per Requestor's specifications, and indicate in the Form the complete title/details and quantity of the requested document/s for transmittal.	None	8 hours	<i>Staff Office of the Commission Secretary</i>
	1.6 Hand or send via email only the Form to Requestor if request was disapproved. Otherwise, hand or send via email the Form, the requested document/s and a blank Client Satisfaction Measurement Form (CSMF) or	None	30 minutes	<i>Staff Office of the Commission Secretary</i>

	link to Requestor. Email sent to the Requestor is automatically considered as "received." No acknowledgement receipt via email is required from the Requestor.			
2. Receive and acknowledge the receipt of either the document/s requested, or the Approver's reason/s for disapproving the request and additional requirement/s by signing and returning the Form to Staff. If request was fulfilled, accomplish and drop CSMF into the Feedback Dropbox of the Office of the Commission Secretary or accomplish CSMF's link.	1. Assign a number on the Form and file the Form in the Documents Requested and Delivered Folder.	None	30 minutes	<i>Requestor</i> <i>Staff</i> Office of the Commission Secretary
Total:		None	3 Days	



FINANCE AND ADMINISTRATION DEPARTMENT

External Services



14. 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. Statement of Account and/or Sales Invoice - One (1) original 2. Delivery Receipt - 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, 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>Staff</i> Admin Services Division
	1.2 Prepare and sign the Obligation Request Status (OBR), Disbursement Voucher (DV) with supporting documents	None	30 minutes	<i>Division Chief</i> Admin Services Division
	1.3 Certify availability of allotment	None	15 minutes	<i>Division Chief</i> Budget Division
	1.4 Conduct a pre-audit of the transaction at hand; prepare and sign the LDDAP-ADA and Certificate of Creditable Withholding Tax (CCWT), then certify availability of funds	None	1 day and 4 hours	<i>Chief Accountant</i> Accounting Division



	1.5 Prepare Check, ACIC, SLIE, bank transmittal	None	1 hour	Cashier Disbursement Officer Cash Unit
	1.6 Forward the ACIC, LDDAP-ADA, SLIE, bank transmittal to FAD Director for signature	None	1 day	Director Finance and Administration Department
	1.7 Forward the DV, check payment, ACIC, LDDAP-ADA, SLIE, bank transmittal for signature of the Commissioner-In-charge or Chairperson	None	1 day	Commissioner-in-charge or Chairperson
	1.8 Transmit ACIC, LDDAP-ADA to Land Bank of the Philippines	None	1 hour	Disbursement Officer Cash Unit
2. Claim payment at Cash Unit Office, 21 st Floor, 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	Staff Cash Unit
Total		None	3 Days, 7 hours and 55 Minutes	

15. Issuance of Certificate of Availability of Funds

Issuance of Certificate of Availability of Funds to requesting suppliers and PCGG employees who are authorized to travel abroad funded by the Commission

Office or Division:	Accounting Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Supplier and PCGG Employees
CHECKLIST OF REQUIREMENTS	
1. Filled-out request form - One (1) original	Accounting Division 21 st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit it to the receiving clerk of the Accounting Division.	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	<i>Receiving Clerk, Accounting Division, Supplier and PCGG Employee</i>
	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	<i>Accounting Staff Accounting Division</i>
	1.3 Review and sign the certificate.	None	10 minutes	<i>Chief Accountant Accounting Division</i>
2. Receive the requested document/s and sign the official receiving copy.	2.1 Release the requested certificate to the client	None	10 minutes	<i>Receiving Clerk Accounting Division</i>
	2.2 If delivery through email, the document will be scanned.	None	10 minutes	<i>Accounting Staff Accounting Division</i>
Total:		None	4 hours and 35 Minutes	

16. Issuance of Certificate of Last Salary

Issuance of Certificate of Last Salary to former PCGG employees.

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. Filled-out request form - One (1) original		Accounting Division 21 st Floor, JMT Corporate Condominium,	



		27 ADB Ave. Ortigas Center, Pasig City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and submit it to the receiving clerk of the Accounting Division.	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	Receiving Clerk, Accounting Division
	1.2 Prepare the request. If needing additional time, inform the client thru email, otherwise forward the certificate to the Chief Accountant for signature.	None	4 hours	Accounting Staff Accounting Division
	1.3 Review and sign the certificate.	None	10 minutes	Chief Accountant Accounting Division
2. Receive the requested document/s and sign the official receiving copy.	2.1 Release the requested certificate to the client	None	10 minutes	Receiving Clerk Accounting Division
	2.2 If delivery through email, the document will be scanned.	None	10 minutes	Accounting Staff Accounting Division
Total:		None	4 hours and 35 Minutes	

17. Issuance of Certificate of No Cell Card or Postpaid Mobile Allowance

Issuance of Certificate of No Cell Card Allowance to requesting individuals.

Office or Division:	Accounting Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Commission On Audit-PCGG
CHECKLIST OF REQUIREMENTS	
1. Filled-out request form - One (1) original	Accounting Division



		21 st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filed-out request form to the receiving clerk of the Accounting Division.	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	<i>Receiving Clerk, Accounting Division</i>
	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	<i>Accounting Staff Accounting Division</i>
	1.3 Review and sign the certificate.	None	10 minutes	<i>Chief Accountant Accounting Division</i>
2. Receive the requested document/s and sign the official receiving copy.	2.1 Release the requested certificate to the client through delivery	None	10 minutes	<i>Receiving Clerk Accounting Division</i>
Total:		None	4 hours and 25 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. Filled-out Request Form - One (1) original	Human Resource Development Division :



		pcgg.fad.hrdd@pcgg.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Filled-out Request Form to HRDD – 21 st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City	1.1 Receive and review the Request Form	None	5 minutes	<i>Receiving Clerk</i> HRDD
	1.2 Retrieve details/ information from records and 201 files	None	30 minutes	<i>HR Management Assistant</i> HRDD
	1.3 Prepare the requested documents for signature of Division Chief with official seal	None	1 hour and 30 minutes	<i>HR Management Assistant, Division Chief, Human Resource Management Division and Requesting Office</i>
	1.4 Record and prepare transmittal letter for release through email or official delivery	None	1 hour	<i>Admin. Aide</i> HRDD
2. Receive the copy of the request and sign the official receiving copy. (Hardcopy)	2.1 Release the requested document/s(Hard copy), record and maintain the official file/ receiving copy	None	10 minutes	<i>Admin. Aide</i> HRDD
Total		None	3 Hours and 15 Minutes	



INTERNAL SERVICES

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

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

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



Group regarding the requested document/s (Softcopy)	requesting party 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 request letter/form with the signature/recommendation of the Director or Division Chief concerned - One (1) original		Sequestered Assets Group - Asset Management Department (AMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request letter/form with the endorsement from Sequestered Assets Group Director to the concerned Division	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. 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 - One (1) Photocopy		Sequestered Assets Group - Asset Management Department (AMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the property	1.1 Prepare the	None	15 minutes	CMD/SPID Staff

for inventory/ inspection	updated list of properties			Sequestered Assets Group
	1.2 Organize/ compose an inventory/ inspection team and conduct briefing	None	1 hour	<i>Director/ Division 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. Conduct the physical inventory/ inspection and submit a post-mission report	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:	Custodianship and Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest list of properties with certified true copies of certificates of title.		Sequestered Assets Group - Asset Management Department (AMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO 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 Custodianship and Monitoring Division</i>



	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> Custodianship and Monitoring Division
	1.3 Division Chief endorses the request-letter to the Director for signature	None	1 hour	<i>Division Chief</i> Custodianship 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> Custodianship 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> Custodianship and Monitoring Division
	2.2 Encode the updated titles in the database	None	5 min/title	<i>Staff</i> Custodianship and Monitoring Division
Total:		None	3 Days, 2 Hours and 35 Minutes	

5. Appraisal of Assets: Ocular inspection and report writing

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:	Asset Management Division - Surrendered Assets Group	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	PCGG (Commission)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished request form - One (1) original 2. Attachments - One (1) Photocopy each of the following attachments: A. OCT/TCT/CCT B. Tax Declaration C. Survey Plan/Cadastral Plan D. Tax Map E. Other related and necessary documents		Requesting client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send duly accomplished request form with attachments	1.1 The AMD Chief shall recommend to the Director for Sur. AG to approve the request for in-house appraisal.	None	15 minutes	<i>Division Chief Asset Management Division Surrendered Assets Group</i>
	1.2 Once approved, the AMD Chief shall assign an appraiser and prepare the corresponding Mission Order for site inspection. In case of a table appraisal request or appraisal of the Inventory and Inspection Report of Unserviceable Property (IIRUP), a mission order will not be necessary	None	1 hour	<i>Division Chief, Asset Management Division Director, Surrendered Assets Group</i>
	1.3 Executive Office to receive the Mission Order for review and signature.	None	2 days	<i>Commissioner-In-charge and/or Chairperson</i>
2. Carry out the Mission Order	2. The in-house appraiser shall conduct site inspection, if necessary, and prepare appraisal reports. The appraiser shall submit the appraisal report to the AMD Chief for approval.	None	15 days	<i>Asset Management Division</i>
Total:		None	17 Days, 1 Hour and 15 minutes	



6. Asset Monitoring and 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:		Asset Management Division - Surrendered 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 - One (1) Photocopy		Surrendered 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	AMD Staff Surrendered Assets Group
	1.2 Organize/ compose an inventory/inspection team and conduct briefing	None	1 hour	Director/ Division Chief
	1.3 Draft a Mission Order for endorsement to the Commissioner-In-Charge and/or Chairperson	None	1 hour	Division Chief, Asset Management Division
	1.4 Executive Office to receive the Mission Order for review and signature	None	2 days	Commissioner in-charge and/or Chairperson
2. Carry out the Mission Order	2. Conduct the physical inventory/ inspection and submit a post-mission report	None	5 days	Team Members Surrendered Assets Group
Total:		None	6 Days, 2 Hours and 15 minutes	



7. Inventory and/or Ocular Inspection for Assets for Disposal

This is the inventory and/or ocular inspection of assets that are planned for sale, offered via community mortgage program, and other methods of asset disposal.

Office or Division:	Disposal and Privatization Division - Surrendered Assets Group			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest inventory of recovered/surrendered properties and under Compromise Agreement - One (1) Original		Disposal and Privatization Division		
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	20 minutes	DPD Staff Surrendered Assets Group
	1.2 Organize/ compose an inventory/ inspection team and conduct briefing	None	1 hour	Director/Chief, DPD Surrendered Assets Group
	1.3 Draft a Mission Order for endorsement to the Commissioner-In-Charge and/or Chairperson	None	1 hour	Division Chief, Disposal and Privatization Division
	1.4 Executive Office to receive the Mission Order for review and signature	None	2 days	Commissioner-In-charge and/or Chairperson Executive Office
2. Carry out the Mission Order	2. Conduct the physical inventory/ inspection and submit a post-mission report	None	4 days	Team Members Surrendered Assets Group
Total:		None	6 Days, 2 Hours and 20 minutes	



8. Provision of copy of legal documents/information

Provision of copies of court decisions, case briefers, case status reports, transcripts of stenographic notes and certifications relating to PCGG cases. The service is limited to documents and information readily available with the PCGG Legal Department.

Office or Division:	Legal Department			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG Offices/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Legal Request Form - One (1) original		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 and duly signed by the requesting party - One (1) original	1.1 The Legal Department accepts, acknowledges receipt of and records the request for appropriate action.	None	1 day	<i>Legal Department Staff</i>
	1.2 Start the processing of the request, preparing the documents and drafting of answers to queries.	None	2 days	<i>Lawyers/Legal Department Staff</i>
2. Receive the copy of the requested document/s.	2. Release the copy of the requested document/s.	None	1 day	<i>Legal Department Staff</i>
Total:		None	4 days	

9. Provision of request for Commission document/s

Provision of Certified True Copies or photocopies of the signed Office Orders and Commission Resolutions, and other Commission documents only to PCGG employees for official use and purpose.



Office or Division:		Office of the Commission Secretary		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government; G2C – Government to Citizen		
Who may avail:		PCGG Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Office of the Commission Secretary Document Request Form with signature of the Requestor - One (1) original or scanned copy 2. Supporting document/s if required by the Commission Secretary or the Chief of Staff of the Office of the Chairperson - One (1) original or scanned copy		1. Office of the Commission Secretary 21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City 2. Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form and supporting documents to the Office of the Commission Secretary personally or via email to: pio@pcgg.gov.ph	1.1 Review Form and Attachment/s, check the availability of the requested document/s, inform the Approver of the availability of the document/s, and give Form and Attachment/s to Approver.	None	7 hours	Requestor Staff Office of the Commission Secretary
	1.2 Approve if requested document/s are available, neither confidential nor restricted, and Requestor can be given a copy of the requested document/s. Otherwise, disapprove and specify reason/s and additional requirement/s.	None	8 hours	Commission Secretary Office of the Commission Secretary or Chief of Staff Office of the Chairperson
	1.3 Skip this step if disapproved. Otherwise, sign the "Processed by" section of the	None	8 hours	Staff Office of the Commission Secretary

	Form, prepare the document/s per Requestor's specifications, and indicate in the Form the complete title/details and quantity of the requested document/s for transmittal.			
	1.4 Hand only the Form to Requestor if request was disapproved. Otherwise, hand the Form, the requested document/s and a blank Client Satisfaction Measurement Form (CSMF) to Requestor	None	30 minutes	Staff Office of the Commission Secretary
2. Receive and acknowledge the receipt of either the document/s requested, or the Approver's reason/s for disapproving the request and additional requirement/s by signing and returning the Form to Staff. If request was fulfilled, accomplish and drop CSMF into the Feedback Dropbox of the Office of the Commission Secretary.	2. Assign a number on the Form and file the Form in the Documents Requested and Delivered Folder.	None	30 minutes	Requestor Staff Office of the Commission Secretary
Total:		None	3 Days	

10. Request for Issuance of Office Order (OO) - Complex

Office Orders that do not concern compliance with any law or existing rules and regulations issued by other National Government Agencies or instrumentalities fall under the Request for Issuance of Office Order - Complex

Office or Division:	Office of the Commission Secretary (ComSec) / Office of the Chairperson (OTC)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Accomplished Google Form for Request for OO Issuance (bit.ly/PCGG-Request-OO) - One (1) online form.</p> <p>Required documents to be uploaded in the Google Form:</p> <ul style="list-style-type: none"> (a) Scanned copy (in PDF format) of the signed memorandum addressed to the Chairperson requesting for the issuance of the OO and stating the purpose or context of the OO to be issued; (b) Draft OO in Word file following the prescribed format (downloadable via PCGG Internal Portal) (c) Scanned copy (in PDF format) of supporting documents (if applicable) 		<p>PCGG Internal Portal or directly at bit.ly/PCGG-Request-OO</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the official Request for OO Issuance Google Form.	1.1. Acknowledge receipt of the request via email.	None	30 minutes	Staff Office of the Commission Secretary
	1.2. Review and, when necessary, polish the draft OO.	None	2 days	Staff Office of the Commission Secretary
	1.3. Forward the latest draft OO to OTC Chief of Staff (COS) for review.	None	30 minutes	Staff Office of the Commission Secretary
	1.4. Review and, when necessary, polish the draft OO.	None	2 days, 3 hours	Chief of Staff Office of the Chairperson
	1.5. Forward the latest draft of OO via email to the	None	30 minutes	Chief of Staff Office of the Chairperson

	client/proponent for review and approval, and copy furnished to ComSec Staff for monitoring purposes.			
<p>2. Receive and review the latest draft of the OO. Reply via email to all existing recipients expressing approval or disapproval of the proposed changes incorporated in the latest draft of the OO.</p> <p>If <u>disapproved</u>, the proponent must directly incorporate changes in the draft OO, mentioning as well in the email the proposed changes.</p> <p>If <u>approved</u>, the proponent must state approval.</p>	<p>2.1. Receive, review, and confirm the proposed changes by replying to all recipients in the email thread.</p> <p>If <u>disapproved</u>, the email must contain an explanation for disapproval. Return to step 2.</p> <p>If <u>approved</u>, the email must contain approval. Go to step 2.2.</p>	None	1 day	Chief of Staff Office of the Chairperson
	2.2. Receive approval from OTC COS and finalize OO by indicating the date and assigning the OO number. Print the latest draft OO in three (3) colored copies, and prepare OOs for transmittal based on the proponent's specifications.	None	2 hours	Staff Office of the Commission Secretary

	<p>2.3. Route the printed copies of the OO to the Commissioner-in-Charge (CIC) who signed the memorandum requesting the OO issuance for their signature or initial.</p> <p><u>If OO does not require the signature/initial of the CIC, proceed to step 4.3.</u></p>	None	30 minutes	Staff Office of the Commission Secretary
3. Receive the printed copies of the OO for signature/initial of the CIC		None	30 minutes	Staff Office of the Commission Secretary
4. Return the printed copies of the OO to the Office of the Commission Secretary.	<p>4.1. Receive the printed copies of the OO from the Office of the CIC.</p> <p><u>If the draft OO contains a marginal note, proceed to step 4.2.</u></p> <p><u>If the draft OO is affixed with signature/initial, proceed to step 4.3.</u></p>	None	30 minutes	Staff Office of the Commission Secretary
	4.2. Incorporate the comments on the marginal note, re-print the latest draft OO in three (3) colored copies, and prepare OOs for transmittal based on the proponent's specifications. Return to step 2.3.	None	3 hours	Staff Office of the Commission Secretary
	4.3. Route the printed copies of the OO to the OTC for	None	30 minutes	Staff Office of the Commission Secretary



	signature of the Chairperson.			
	4.4. Route the signed OO to the Office of the ComSec.	None	30 minutes	<i>Staff</i> Office of the Commission Secretary
	4.5. Receive three (3) signed OOs, scan one (1) copy of the signed OO, disseminate the signed OO per proponent's specifications, and request the uploading of the scanned signed OO (if applicable).	None	3 hours	<i>Staff</i> Office of the Commission Secretary
5. Receive and utilize the signed OO for official use and purpose.	5. File the signed OO and update the status of the OO request in the database.	None	1 hour	<i>Staff</i> Office of the Commission Secretary
Total:		None	7 Days	

11. Request for Issuance of Office Order (OO) - Highly Technical

Office Orders that involve compliance with any law or existing rules and regulations issued by other National Government Agencies or instrumentalities fall under the Request for Issuance of Office Order - Highly Technical.

Office or Division:	Office of the Commission Secretary (ComSec) / Office of the Chairperson (OTC)	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	PCGG employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Accomplished Google Form for Request for OO Issuance (bit.ly/PCGG-Request-OO) - One (1) online form.</p> <p>Required documents to be uploaded in the Google Form:</p> <p>(d) Scanned copy (in PDF format) of the signed memorandum addressed to the Chairperson requesting for the issuance of the OO and stating the purpose or context</p>		<p>PCGG Internal Portal or directly at bit.ly/PCGG-Request-OO</p>

of the OO to be issued; (e) Draft OO in Word file following the prescribed format (downloadable via PCGG Internal Portal) (f) Scanned copy (in PDF format) of supporting documents (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the official Request for OO Issuance Google Form.	1.1. Acknowledge receipt of the request via email.	None	30 minutes	Staff Office of the Commission Secretary
	1.2. Review and, when necessary, polish the draft OO.	None	5 days	Staff Office of the Commission Secretary
	1.3. Forward the latest draft OO to OTC Chief of Staff (COS) for review.	None	30 minutes	Staff Office of the Commission Secretary
	1.4. Review and, when necessary, polish the draft OO.	None	11 days, 3 hours	Chief of Staff Office of the Chairperson
	1.5. Forward the latest draft of OO via email to the client/proponent for review and approval, and copy furnished to ComSec Staff for monitoring purposes.	None	30 minutes	Chief of Staff Office of the Chairperson

<p>2. Receive and review the latest draft of the OO. Reply via email to all existing recipients expressing approval or disapproval of the proposed changes incorporated in the latest draft of the OO.</p> <p>If <u>disapproved</u>, the proponent must directly incorporate changes in the draft OO, mentioning as well in the email the proposed changes.</p> <p>If <u>approved</u>, the proponent must state approval.</p>	<p>2.1. Receive, review, and confirm the proposed changes by replying to all recipients in the email thread.</p> <p>If <u>disapproved</u>, the email must contain an explanation for disapproval. Return to step 2.</p> <p>If <u>approved</u>, the email must contain approval. Go to step 2.2.</p>	None	2 days	<p><i>Chief of Staff</i> Office of the Chairperson</p>
	<p>2.2. Receive approval from OTC COS and finalize OO by indicating the date and assigning the OO number. Print the latest draft OO in three (3) colored copies, and prepare OOs for transmittal based on the proponent's specifications.</p>	None	2 hours	<p><i>Staff</i> Office of the Commission Secretary</p>

	<p>2.3. Route the printed copies of the OO to the Commissioner-in-Charge (CIC) who signed the memorandum requesting the OO issuance for their signature or initial.</p> <p><u>If OO does not require the signature/initial of the CIC, proceed to step 4.3.</u></p>	None	30 minutes	Staff Office of the Commission Secretary
3. Receive the printed copies of the OO for signature/initial of the CIC		None	30 minutes	Staff Office of the Commission Secretary
4. Return the printed copies of the OO to the Office of the Commission Secretary.	<p>4.1. Receive the printed copies of the OO from the Office of the CIC.</p> <p><u>If the draft OO contains a marginal note, proceed to step 4.2.</u></p> <p><u>If the draft OO is affixed with signature/initial, proceed to step 4.3.</u></p>	None	30 minutes	Staff Office of the Commission Secretary
	<p>4.2. Incorporate the comments on the marginal note, re-print the latest draft OO in three (3) colored copies, and prepare OOs for transmittal based on the proponent's specifications. Return to step 2.3.</p>	None	3 hours	Staff Office of the Commission Secretary
	<p>4.3. Route the printed copies of the OO to the OTC for</p>	None	30 minutes	Staff Office of the Commission Secretary

	signature of the Chairperson.			
	4.4. Route the signed OO to the Office of the ComSec.	None	30 minutes	<i>Staff</i> Office of the Commission Secretary
	4.5. Receive three (3) signed OOs, scan one (1) copy of the signed OO, disseminate the signed OO per proponent's specifications, and request the uploading of the scanned signed OO (if applicable).	None	3 hours	<i>Staff</i> Office of the Commission Secretary
5. Receive and utilize the signed OO for official use and purpose.	5. File the signed OO and update the status of the OO request in the database.	None	1 hour	<i>Staff</i> Office of the Commission Secretary
Total:		None	20 Days	

12. Request for Issuance of Commission Resolution

A Commission Resolution embodies the final decision reached by the Commission over a matter deliberated during the En Banc Meeting.

Office or Division:	Office of the Commission Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	The Commission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
En Banc Meeting Minutes		Commission Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Commission, during its En Banc meeting, agrees to issue a Commission Resolution on an item discussed in the En Banc Meeting.	1.1. Draft the Commission Resolution based on the agreements in the En Banc Meeting as recorded in the Minutes of the Meeting.	None	3 days	<i>Commission Secretary</i> Office of the Commission Secretary

	1.2. Proofread the draft Commission Resolution.	None	2 hours, 30 minutes	<i>Staff</i> Office of the Commission Secretary
	1.3. Review the proofread draft of the Commission Resolution. If there are no further comments or changes, instruct staff to print and route the draft Commission Resolution to the Commission (one copy per Commissioner and Chairperson).	None	1 day	<i>Commission Secretary</i> Office of the Commission Secretary
	1.4. Print and route the latest draft of the Commission Resolution to all Commissioners and the Chairperson for review and comments.	None	2 hours	<i>Staff</i> Office of the Commission Secretary
2. Receive and review the latest draft of the Commission Resolution. Return the latest draft of the Commission Resolution to the Office of the Commission Secretary. <u>If with comments</u> , indicate comments in the marginal notes and/or tracking sheet. <u>If no comment</u> , indicate approval/“no comment” in the marginal notes and/or tracking sheet.	2.1. Receive the latest draft of the Commission Resolution with comments or approval. <u>If with comments</u> , revise the Commission Resolution accordingly. Return to step 1.4. <u>If approved or without comments</u> , print four (4) coloured copies of the final version of the Commission Resolution.	None	10 days	<i>Staff</i> Office of the Commission Secretary

	Proceed to step 2.2.			
	2.2. Route the final version of the Commission Resolution to the Office of the Commissioner for signature. (Start with the last appointed Commissioner of the current administration).	None	1 hour	<i>Staff</i> Office of the Commission Secretary
3. Receive and facilitate the signing of the four (4) copies of the final version of the Commission Resolution.		None	1 day	<i>Chief-of-Staff</i> Office of the Commissioner
4. Route the signed Commission Resolution to the Office of the Commissioners, successively according to seniority (based on the date of appointment). The office of the last Commissioner to sign shall route the signed Commission Resolution to the Office of the Chairperson for signature of the Chairperson.	4.1. Receive four (4) copies of the signed Commission Resolution and facilitate the signing of the Chairperson.	None	4 days	<i>Staff</i> Office of the Commission Secretary
	4.2. Route the four (4) copies of the signed Commission Resolution to the Office of the Commission Secretary.	None	1 hour	<i>Staff</i> Office of the Commission Secretary
	4.3. Receive the four (4) copies of the signed Commission	None	1 hour	<i>Staff</i> Office of the Commission Secretary

	Resolution, scan one (1) copy, and disseminate the photocopies of the Commission Resolution to the Commission and the concerned entities.			
5. Receive and utilize the signed Commission Resolution for official use and purpose.	5.1. File the original signed copies of the Commission Resolution.	None	30 minutes	<i>Staff</i> Office of the Commission Secretary
Total		None	20 Days	

13. Provision of Records on File (Financial Records and Information on Witnesses and Accused)

Provision of Financial Records (Financial Statements, Financial Analysis, and Other Financial Related Matters) concerning the seventeen (17) supervised corporations and sequestered and surrendered assets; and Records on past investigations conducted related to PCGG cases..

Office or Division:	Financial Studies and Investigation Division (FSID)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission and Departments)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request letter indicating the full name of the requestor, email address and contact number - One (1) original		Letter from Requesting client/s or Request Form from FSID Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter or secure the Request Form from FSID and fill-out the needed information before forwarding to the receiving personnel to the Financial Studies and Investigation Division; or email pcgg.rdd.financialstudies@pcgg.gov.ph	1. Receive, verify and record the request	None	2 hours	<i>FSID staff</i> Financial Studies and Investigation Division

2. Receive a reply through email from the Financial Studies and Investigation Division acknowledging receipt of the request.	2.1 Reply through email to acknowledge receipt of the request	None	2 hours	<i>Division Chief</i> Financial Studies and Investigation Division
	2.2 Evaluate the transaction based on the request and outline the actions to be taken	None	4 hours	<i>Division Chief</i> Financial Studies and Investigation Division
	2.3 Retrieve the requested document/s from the files/ database and review the document/s for its completeness and accuracy	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	2.4 Draft a letter of reply/ recommendation regarding the request	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	2.5 Forward to Division Chief and Director for review and approval	None	1 day	<i>Director and Commissioner-in-charge, Research and Development Department and PCGG Chairperson</i>
3. Receive and acknowledge receipt of documents requested from the Financial Studies and Investigation (Hardcopy/ Softcopy)	3.1 Release the requested document/s (Hardcopy/ Softcopy)	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	3.2 Record and maintain the official file/ receiving copy	None	2 hours	<i>FSID staff</i> Financial Studies and Investigation Division
Total:		None	3 Days and 6 Hours	



14. Financial Analysis

Conducts Financial Analysis and prepares the corresponding report on the Financial Statements and Other Financial Records of the seventeen (17) supervised corporations and sequestered and surrendered assets.

Office or Division:		Financial Studies and Investigation Division (FSID)		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		PCGG (Commission and Departments)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request letter indicating the full name of the requestor, email address and contact number - One (1) original		Letter from Requesting client/s or Request Form from FSID Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit the request letter or 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. Receive, verify and record the request	None	2 hours	<i>Receiving Clerk</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	2 hours	<i>Division Chief</i> Financial Studies and Investigation Division
	2.2 Evaluate transaction based on the request and outline the actions to be taken.	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	2.3 Coordinate with other departments and collate available data/ documents from the database	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	2.4 Conduct Financial Analysis by	None	5 days	<i>FSID Staff</i> Financial Studies

	preparing common-size statements, computing trends and ratios, and performing fluctuation analysis and other necessary calculations; and providing interpretation of the results			and Investigation Division
	2.5 Draft a letter of reply/recommendation regarding the results of the financial analysis	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	2.6 Forward to the Division Chief and Director for review and approval	None	3 days	<i>Division Chief</i> Financial Studies and Investigation Division and <i>Director</i> , Research and Development Department
3. Receive acknowledgement receipt of email from Financial Studies and regarding the requested document/s (Softcopy).	3.1 Release the requested document/s (Hardcopy),	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	3.2 Record and maintain the official file/ receiving copy	None	2 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
Total:		None	10 Days, and 6 Hours	

15. Investigation

Assist the Commission in the gathering of data, verifying information, locating address, conducting field work and similar undertakings as needed by the requesting unit.

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



Who may avail:		PCGG (Commission and Departments)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Formal request letter indicating the full name of the requestor, email address and contact number - One (1) original		Letter from Requesting client/s or Request Form from FSID Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the request letter or 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	2 hours	<i>Receiving Clerk</i> Financial Studies and Investigation Division	
	1.2 Evaluate the transaction based on the request and outline the actions to be taken	None	4 hours	<i>Division Chief</i> Financial Studies and Investigation Division	
	1.3 Coordinate with other departments and collate available data/documents from the database and perform the actions as directed (prepare letter request, deliver the letter, research from the library, conduct field work)	None	3 days	<i>FSID Staff</i> Financial Studies and Investigation Division	
	1.4 Approves request letters to SEC, DTI, BIR, PSA, NBI, etc., and private entities as necessary	None	4 hours	<i>Division Chief</i> Financial Studies and Investigation Division	
2. Receives the information and wait for the delivery of data/information	2.1 Inform the requesting unit of the actions taken especially if there's additional waiting time from	None	4 hours*	<i>Division Chief</i> Financial Studies and Investigation Division	



	third party			
	2.2 Draft a letter of reply/ recommendation regarding the request	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	2.3 Forward to Division Chief and Director for review and approval	None	1 day	<i>Division Chief</i> Financial Studies and Investigation Division and <i>Director,</i> Research & Development Department
3. Receives the reply and fill-out CCSS.	3.1 Release the requested data or information (Hardcopy/ Softcopy)	None	4 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
	3.2 Record and maintain the official file/ receiving copy	None	2 hours	<i>FSID Staff</i> Financial Studies and Investigation Division
Total:		None	7 Days	

*Not included is the waiting time from third party

16. 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		
Formal letter request - One (1) original or Online Request		Formal letter request - Requesting client Online request		
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	1.1 Receive the request form/ online request	None	5 minutes	<i>Message Center or Library Staff</i>

Form at PCGG Portal				
	1.2 Process the request with clearance from the Head of the Agency	None	2 days	<i>Library Staff</i>
	1.3 Photocopy the requested documents	None	5 minutes	<i>Library Staff</i>
	1.4 Prepare transmittal letter/Delivery Form	None	1 hour	<i>Division Chief</i>
2. Receive the requested document/s	2. Release the documents to the client	None	10 minutes	<i>Library Staff</i>
Total		None	2 days, 1 hour and 20 minutes	

17. IT Service Request

For all IT related concerns and issues encountered in operating ICT equipment.

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		
IT Service Request Form/IT Helpdesk ticket - One (1) Original		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 Examine and/or fix the issue	None	1 hour	<i>MISD personnel</i>
	1.2 Advise the user that the issue is fixed or provides status. If issue is unresolved, user to receive recommendation from MIS person	None	10 minutes	<i>MISD personnel</i>

2 User completes Client satisfaction survey	2. Update IT Service Request with fix done or recommendation	None	10 minutes	MISD personnel
Total		None	1 Hour, 20 Minutes	

18. Website/Portal Posting

Posting information or documents to the PCGG website and/or PCGG portal.

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		
IT Service Request Form/IT Helpdesk ticket - One (1) Original		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. Receive 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. Show 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	

19. 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		
IT Service Request Form/IT Helpdesk ticket - One (1) original		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 Receive IT Service Request	None	5 minutes	MISD personnel
	1.2 Work on the request	None	2 hours	MISD personnel
2. User completes Client satisfaction survey	2. Inform the completion of the request and mark the request as completed	None	5 minutes	MISD personnel
Total		None	2 Hours, 10 Minutes	

20. 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. IT Service Request Form (new and old computers) or IT Helpdesk ticket - One (1) original		MISD office/online via PCGG portal		
2. IT Equipment Delivery Receipt (new computers only) - One (1) original		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 Receive the IT Service Request	None	5 minutes	MISD personnel
	1.2 Work on the request	None	3 days	MISD personnel
2. User completes Client satisfaction survey	2. Notify the requesting office that request has been completed and that computers are	None	5 minutes	MISD personnel



	ready for deployment			
Total		None	3 Days, 10 Minutes	

21. IT Equipment Provisioning (10 or More Computers)

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

Office or Division:		Management Information Services Division		
Classification:		Complex		
Type of Transaction:		Government to Government		
Who may avail:		PCGG Administrative Services Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IT Service Request Form (new and old computers) or IT Helpdesk ticket - One (1) original		MISD office/online via PCGG portal		
2. IT Equipment Delivery Receipt (new computers only) - One (1) original		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 Receive the IT Service Request	None	5 minutes	<i>User</i>
	1.2 Work on the request	None	6 days	<i>MISD personnel</i>
2. User completes Client satisfaction survey	2. Notify the requesting office that request has been completed and that computers are ready for deployment	None	5 minutes	<i>MISD personnel</i>
Total		None	6 Days, 10 Minutes	

22. Request for Review of Policy and Procedures Manual

This service refers to the technical assistance rendered by PPD to review 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:	Complex			
Type of Transaction:	G2G – Government to Government;			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved DCMD Form - One (1) original 2. Draft policy and procedure manual (PPM) in Google Docs format - One (1) copy		Library Records Division Policy proponent/Process owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of the LRD-approved DCMD Form	1.1 Receive and acknowledge 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	1 day	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 Endorse the reviewed policy to the proponent	None	5 minutes	PPD Technical Staff
Total:		None	6 Days and 25 minutes	

23. Payment of salaries, wages and other benefits

Payment of employees' salaries, wages and other benefits.

Office or Division:	Finance and Administration Department (FAD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll - One (1) original 2. Request for payments - One (1) original 3. Daily Time Records - One (1) photocopy		Human Resource and Development Division Office		

4. Disbursement Voucher (DV) and Obligation Request and Status (ORS) - One (1) original				
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	Division Chief Budget Division
	1.2 Conduct pre-audit of the transaction, create LDDAP-ADA via e-MDS if the payment is through LDDAP-ADA and certify availability of funds.	None	2 hours	Chief Accountant Accounting Division
	1.3 Create ACIC, prepare Checks, approve ACIC and LDDAP-ADA via e-MDS	None	4 hours	Disbursement Officer Cash Unit
	1.4 Forward to FAD Director/C-I-C/Chairperson for signature and approval in the e-MDS.	None	6 hours	Director/ Commissioner-In-Charge/ Chairperson
	1.5 Process and approve payroll crediting in the weAccess facility	None	1 day	Disbursement Officer Cash Unit



	1.6 Transmit the ACIC/SLIIE, Checks/LDDAP-ADA to Land Bank of the Philippines	None	1 hour	Disbursement Officer Cash Unit
2. Receive the requested payment from Cash Office, 21st Floor, The JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City or through bank account transfer.	2. Release the requested payment to the employees and sign Disbursement Voucher to acknowledge receipt of payment through ADA or check	None	10 minutes	Disbursement Officer Cash Unit
Total:		None	1 Day, 12 Hours and 40 Minutes	

24. 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. Signed Mission Order - One (1) photocopy 2. Approved itinerary - One (1) original		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Division Office, 21 st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City for certification of availability of allotment. 1. Box A of both forms must be signed by the immediate superior of the requesting party and with complete supporting documents attached.	1.1 Receive and review the Cash advance documents and Certifies availability of allotment	None	30 minutes	<i>Division Chief Budget Division</i>
	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 Create ACIC, prepare Checks, approve ACIC and LDDAP-ADA via e-MDS	None	4 hours	<i>Disbursement Officer Cash Unit</i>
	1.4 Forward to FAD Director/C-I-C/Chairperson for signature and approval in the e-MDS.	None	6 hours	<i>Director/ Commissioner-In-Charge/ Chairperson</i>
	1.5 Process and approve payroll crediting in the weAccess facility	None	1 day	<i>Disbursement Officer Cash Unit</i>
2. Claim payment from Cash Office, 21 st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City.	2. Sign Disbursement Voucher to acknowledge receipt of Cash Advance through ADA or check	None	10 minutes	<i>Disbursement Officer Cash Unit</i>
Total:		None	1 Day, 12 Hours and 40 Minutes	



25. 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,	None	2 hours	<i>Chief Accountant</i> Accounting Division



	prepares LDDAP-ADA, certify availability of funds and sign the LDDAP-ADA			
	1.3 Create ACIC, prepare Checks, approve ACIC and LDDAP-ADA via e-MDS	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 Process and approve payroll crediting in the weAccess facility.	None	1 day	<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	1 Days, 12 Hours and 40 Minutes	

26. Issuance of Certificate No Existing Cash Advance (For Travel Abroad)

Issuance of Certificate of No Existing Cash Advance to requesting PCGG employees who will travel abroad. The said certificate is part of a requirement in requesting for Travel Authority from the Department of Justice.

Office or Division:	Accounting Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PCGG Employees
CHECKLIST OF REQUIREMENTS	
1. Filled-out request form - One (1) original	WHERE TO SECURE Accounting Division 21 st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out request form to the receiving clerk of the Accounting Division.	1.1 Receive, review the request and forward to concerned accounting personnel	None	5 minutes	<i>Receiving Clerk, Accounting Division</i>
	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	<i>Accounting Staff Accounting Division</i>
	1.3 Review and sign the certificate.	None	10 minutes	<i>Chief Accountant Accounting Division</i>
2. Receive the requested document/s and sign the official receiving copy.	2.1 Release the requested certificate to the client through delivery	None	10 minutes	<i>Receiving Clerk Accounting Division</i>
Total:		None	4 hours and 25 Minutes	

27. 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. Duly accomplished Purchase Request (PR), approved by the immediate superior of end-user or requesting party - One (1) original		End-user or requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submission of approved PR with complete specifications and basis of Approved Budget for the Contract</p>	<p>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</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Billing Clerk</i></p>
	<p>1.2 Forwarding of the same to Budget Division for cost validation to determine the Approved Budget for the Contract (ABC)</p>	<p>None</p>	<p>1 day</p>	<p><i>Budget Officer</i></p>

	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	<i>Chief Admin. Officer</i>
	1.4 If ABC is equal to or below P500,000 threshold, preparation of corresponding Requests for Quotations (RFQs)	None	15 minutes	<i>Procurement Officer</i>
	1.5 Posting in PhilGEPS for procurements amounting to P50,000 and above	None	7 days	<i>Procurement Officer</i>
	1.6 For procurements below P50,000, seeking quotations from at least three (3) suppliers	None	5 days	<i>Procurement Officer</i>
	1.7 Based on three (3) quotations, emergence of a winning bidder (lowest quotation or offer and have met the PR specifications); thereafter, preparation of Abstract of Canvass and Purchase Order (PO) based on the winning quotation or offer	None	2 hours	<i>Procurement Officer</i>



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	<i>Procurement Officer and Supplier or his authorized representative</i>
	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	<i>Receiving Clerk</i>
3. Issuance of Property Accountability Receipt (PAR) to end-user/ requesting unit	3.1 Issuance of corresponding PAR to end-user/request ing unit	None	1 hour	<i>Property Officer</i>
TOTAL		None	9 days, 4 hours and 30 minutes if ABC is more than P500,000; if equal to or lower, 7 days, 4 hours and 40 minutes	

28. 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:		PCGG Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Findings/Recommendation Form - One (1) Original		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	<i>Requesting Division or In-house Mechanic/Drive</i>
	1.2 Conduct repair/s	None	2 hours	<i>In-house Mechanic/Driver</i>
	1.3 Test drive the vehicle	None	25 minutes	<i>In-house Mechanic/Driver</i>
	1.4 Submission of comment or remark on the Findings/ Recommendation Form	None	5 minutes	<i>In-house Mechanic/Driver</i>
TOTAL:		None	2 Hours and 45 Minutes	

29. Processing of Motor Vehicle Repair Request (Highly Technical) 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			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Findings/Recommendation Form - One (1) Original		Requesting Division or In-house Mechanic/Driver		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Findings/	1.1 Make a diagnosis of	None	15 minutes	<i>Requesting Division or</i>

Recommendation Form	and validate the complaint/s			<i>In-house Mechanic/Driver</i>
	1.2 Endorse the Findings/ Recommendations of Motor Vehicle	None	30 minutes	<i>In-house Mechanic/Driver</i>
	1.3 Receive Findings/ Recommendations of Motor Vehicle	None	10 minutes	<i>Head, Transportation Unit</i>
	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	<i>Head, Transportation Unit</i>
	1.5 Submit RPI and MVRR for pre-inspection	None	5 minutes	<i>Head, Transportation Unit</i>
	1.6 Conduct of pre-inspection	None	1 hour	<i>Technical Property Inspector</i>
	1.7 Submission of PR for canvassing of parts/repairs to be conducted	None	10 minutes	<i>Technical Property Inspector</i>
	1.8 Procure the required parts/services	None	7 days	<i>Canvasser</i>
	1.9 Conduct repair/s	None	7 days	<i>In-house Mechanic/Driver</i>



	1.10 Test drive the vehicle	None	30 minutes	<i>In-house Mechanic/Driver</i>
	1.11 Prepare Waste Materials Report	None	30 minutes	<i>Canvasser</i>
	1.12 Conduct inspection of replaced parts	None	1 hour	<i>COA and Technical Property Inspector</i>
TOTAL		None	14 days, 5 hours, and 40 minutes	

30. Processing of Motor Vehicle Repair Request (Highly Technical) 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		
Type of Transaction:		Government to Government		
Who may avail:		PCGG Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Findings/Recommendation Form - One (1) original		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	<i>Requesting Division or In-house Mechanic/Driver</i>
	1.2 Endorse the Findings/Recommendations of Motor Vehicle	None	30 minutes	<i>In-house Mechanic/Driver</i>
	1.3 Receive Findings/Recommendations of Motor Vehicle	None	10 minutes	<i>Head, Transportation Unit</i>
	1.4 Prepare Request for Property Inspection (RPI),	None	1 hour	<i>Head, Transportation Unit</i>

	Motor Vehicle Repair Request (MVRR), and Purchase Request for parts/services needed to be replaced/ conducted			
	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	

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

Process for the procurement of goods not available in the Procurement Service.

Office or Division:	Administrative Services Division		
Classification:	Complex		
Type of Transaction:	Government to Government		
Who may avail:	Employees of PCGG		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

1. Approved Purchase Request - One (1) Original, One (1) Photocopy)		End-User		
2. Approved Technical Specifications - One (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 5 Minutes	

32. Processing of Office Repair Request

Provision of requested Office Repairs

Office or Division:	Administrative Services Division
Classification:	Highly Technical



Type of Transaction:		Government to Government		
Who may avail:		PCGG officials and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Office Repair Purchase Request - One (1) original		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	<i>Utility Staff and Billing Clerk</i>
	1.2 Prepares Requests for Quotations or Canvass Sheet	None	10 minutes	<i>Utility Staff and Procurement Clerk</i>
	1.3 Refer to the Budget Division for ABC/Cost validation. Refer the ABC/cost for validation to Budget	None	15 minutes	<i>Records Clerk</i>
	1.4 Validation of ABC/ Cost	None	1 day	<i>Budget Officer</i>
	If ABC is above the threshold of ASD of P500,000.00, immediately refer to BAC.	None	5 minutes	<i>Chief Admin. Officer</i>
	1.5 If ABC is equal or below 500,000.00, prepare the corresponding Requests for Quotations.	None	15 minutes	<i>Administrative Officer</i>
	1.6 Posting in PhilGEPS for P50,000.00 and above	None	7 days	<i>Canvass Personnel</i>
	1.7 If below P50,000.00, secure a quotations from at least three (3) suppliers	None	7 days	<i>Canvass Personnel</i>
	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	<i>Canvass Personnel</i>



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	<i>Canvass Personnel and Supplier Authorized Signatory</i>
	2.2 Prepares Inspection and Delivery Acceptance. Refer to Inspection Committee and COA	None	1 hour	<i>Receiving Clerk</i>
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	<i>Property Officer and Assigned Utility Staff</i>
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	

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

Process for requesting for the repair of office equipment

Office or Division:	Administrative Services Division			
Classification:	Highly Technical			
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 and Peripherals with complete details	1.1 Verifies the work to be done and attaches a summary of repairs expenses. If verified, recording and numbering of PR.	None	15 minutes	<i>Utility Staff and Billing Clerk</i>

	1.2 Prepares Requests for Quotations or Canvass Sheet	None	10 minutes	<i>Utility Staff and Procurement Clerk</i>
	1.3 Refer to Budget Division for ABC/ Cost validation Refer the ABC/Cost for validation to Budget	None	15 minutes	<i>Records Clerk</i>
	1.4 Validation of ABC/Cost	None	1 day	<i>Budget Officer</i>
	1.5 If ABC is above the threshold of ASD of P500,000.00, immediately refer to BAC.	None	5 minutes	<i>Chief Admin. Officer</i>
	1.6 If ABC is equal or below 500,000.00, prepare the corresponding Requests for Quotations.	None	15 minutes	<i>Administrative Officer</i>
	1.7 Posting in PhilGEPS ₱50,000.00 and above	None	7 days	<i>Canvass Personnel</i>
	1.8 If below ₱50,000.00, secure a quotations from at least three (3) suppliers	None	5 days	<i>Canvass Personnel</i>
	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	<i>Canvass Personnel</i>
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	<i>Canvass Personnel and Supplier Authorized Signatory Transportation Unit</i>

	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	

34. Provision of Service Vehicles for Official Trips

Process of providing official PCGG vehicles for trips in the performance of its mandate..

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	PCGG officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Motor Vehicle Pass (MVP) approved by the head of the department requesting the trip, and co-approved by the head of the ASD Transportation Unit - One (1) original 2. Driver's Ticket duly accomplished and signed by the designated driver and co-signed by the passengers of the particular trip - One (1) original 3. Mission order/Office order for trips to neighboring provinces of Metro Manila that are reachable by land trip - One (1) photocopy		Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Prior to every trip, the designated driver or personnel requesting for service vehicle must secure a numbered MVP with attached Driver's Ticket from ASD.	1. Release by ASD of serially numbered MVP with attached Driver's Ticket to personnel requesting for the trip. Driver/requesting personnel logs in the Record of MVP Usage his name, date when the MVP is received, and control number found in the upper left corner of both MVP and Driver's Ticket.	None	5 minutes	<i>MVP Releasing & Monitoring Officer</i> ASD
2. After securing MVP, driver/requesting personnel shall proceed to ASD's official dispatcher who will schedule the trip per MVP.	2. Dispatcher schedules the trip based on the MVP depending on the availability of vehicle and driver.	None	5 minutes	<i>Dispatcher</i> ASD
3. All MVP and Driver's Ticket accumulated for one month shall be submitted to ASD for verification as to the validity of data per MVP in comparison with the official receipts gathered monthly from the fuel supplier.		None	The following business day after end of each month	<i>MVP Verifying Officer</i> ASD
4. In case of mission/ office order, a copy of the Order must be attached to the MVP before proceeding to dispatcher.		None		<i>Dispatcher</i> ASD
TOTAL			1 Day and 10 Minutes	



35. Repairs and Maintenance of Office Building, Furniture and Fixtures

As mandated by the PCGG's Policies and Procedures Manual (PPM), ASD shall provide minor repairs and maintenance of the PCGG offices, furniture and fixtures within The JMT Corporate Condominium. However, for major repairs and maintenance/ building improvements requiring substantial amounts, the same shall be borne by the JMT management.

Office or Division:		Administrative Services Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		PCGG Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maintenance Request Form - One (1) Original		Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For every minor repair/ maintenance, requesting personnel should first secure and accomplish a Maintenance Request Form from any of the members of ASD Maintenance Unit.	1. Release by ASD Maintenance Unit of serially numbered MRF.	None	5 minutes	Head of ASD Maintenance Unit
2. Coordinate the intended repair/ maintenance with ASD Maintenance Unit	2. Visit the area where the intended repair/ maintenance is supposed to be done, make a cost estimate of the materials needed, and confer with the requesting personnel as to the repair schedule and the estimated duration thereof.	None	20 minutes	Head of ASD Maintenance Unit
3. Once repair is done, requesting personnel must sign the MRF and return to ASD Maintenance Unit.	3. Maintenance Unit co-signs the MRF then forward the	None	5 minutes	ASD Maintenance Unit

	same to immediate supervisor			
TOTAL		None	30 Minutes	

36. Issuance of Common Office Supplies

Process of issuing common office supplies to the different offices in the agency.

Office or Division:	Administrative Services Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip - One (1) Original		Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PCGG personnel may request for common office supplies as long as it is for official use. He/She must secure an RIS and itemize the needed supplies, sign the said form and have it approved by his/her immediate superior.	1. Release by ASD Supply Officer of serially numbered RIS.	None	1 hour	Supply Officer ASD
2. Withdraw the common office supplies itemized in the RIS	2. Supply Officer will assist the requesting personnel in withdrawing the supplies corresponding to what was itemized in the RIS.	None	1 hour	Supply Officer ASD
TOTAL		None	2 Hours	



37. Processing Of Leave Application for Vacation Leave/Sick Leave

Processing of applications for vacation and sick leaves.

Office or Division:	Human Resources Development Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Division Chief and Head of Department - One (1) original 2. Leave application - One (1) original 3. Medical certificate/ medical abstract for sick leave - One (1) original		Human Resource Development Division		
CLIENT STEPS	AGENCY ACTIONS	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. Records and releases approved leave application	None	10 minutes	Staff HRDD
TOTAL		None	38 Minutes	



38. Hiring / Promotion Of Plantilla Personnel

Requests for the recruitment for vacant plantilla positions and/or promotion of existing agency employees.

Office or Division:	Human Resources Development Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government Government to Citizens			
Who may avail:	PCGG Employees, Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicants and/or recommendees: a. Duly filled-up Personnel Data Sheet (PDS) - One (1) original b. Diploma and Transcript of Records - for first and second level positions - One (1) photocopy c. Form 138 or Certification from school for positions requiring completion of elementary and high school course - One (1) photocopy d. Eligibility - for positions requiring license or eligibility - One (1) photocopy e. Training Certificates - for positions requiring training - One (1) photocopy f. Work experience sheet - One (1) original g. At least Very Satisfactory (VS) Performance in the last rating period (for promotion) - One (1) original 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/ department requests to publish/ fill up vacancies		None		<i>Requesting Office/ Department</i>

	1.1 Prepares & submits request letter and publication file to CSC	None	1 day	<i>HR staff</i>
	1.2 Publication timeline	None	20 calendar days	<i>HR staff</i>
2. Interested individuals submit their applications together with the required documents via email	2.1 Prints/collates applications/ required documents sent from email	None	1 day (per position)	<i>HR staff</i>
	2.2 Calls/verifies/ validates with applicant's employment information which is not clear in documents submitted	None		<i>HR staff</i>
	2.3 Evaluates applications & required documents which matches with Qualification Standards (QS) and prepares Matrix and presentation of shortlisted applicants for endorsement to the HRMPSB	None	30 days	<i>HR Officer</i>
	2.4 Prepares individual folder of shortlisted candidates for study and	None	14 days	<i>HRDD Head</i>

	reference of the HRMPSB members			
	2.5 Notifies/ convenes the HRMPSB members	None	10 days	<i>HRDD Head</i>
	3. HRMPSB conducts selection process through interviews and deliberates on the perceived ranking of candidates to determine the best fit candidate HR Staff Acts as secretariat during the HRMPSB En Banc.	None	1 day	<i>HRDD Head</i>
	4. HR Secretariat collects from the HRMPSB members the rating sheets; prepares the following reports for signature of the HRMPSB members: a. Table of Rating Scores on interviewed candidates b. Meeting minutes c. Recommendation Report to the	None	25 days	<i>HRMPSB Secretariat</i>



	Appointing Authority			
	5. Notifies in writing the appointee & advise on employment document requirements	None	1 day	HR Officer
6. Once appointment has been signed, appointee receives notification in writing on the appointment	6. Prepares Appointment papers and submits to Chairperson for signature	None	1 day	HR Officer
	7. Transmits Appointment & supporting docs to CSC for attestation	None	1 day	HR Officer/ HRMD Head
	8. Once CSC approves appointment, picks up from CSC office the documents; Issues to employee the appointment papers	None	1 day	HR Officer/ HRMD Head
TOTAL		None	120 days	

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

Process for preparing contracts for Consultants (Contracts of Service) and Job Orders.

Office or Division:	Human Resource Development Division
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	PCGG Job Order Employees/Consultants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recommendation Letter from the Department/ Office / Task Force Units Heads for the hiring & Renewal of their	Human Resource Development Division

respective COS and Consultants - One (1) original 2. Duly filled-up Personnel Data Sheet (PDS) - One (1) original 3. Contractual Appraisal Form - One (1) original 4. Actual Duties of each personnel - One (1) original				
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	HR Receiving Clerk
	1.2 Prepare all the contracts and attach all the requirements of client	None	10 minutes	HRDD staff
	1.3 Forwards the documents to the Commissioner-in-charge/ Chairperson for signature	None	1 day	Commissioner-In-charge or Chairperson
2. Receives the documents	2. Informs and Releases Approved contracts to the concerned dept./office	None	5 minutes	HRDD staff
TOTAL		None	1 Day and 25 Minutes	

40. Request for Clearance for separated and retirement Application For Retirement and computation of final pay, terminal leave if applicable

Requests for clearance of those separated or are separating from the service including the computation of final pay and terminal leave commutation, if applicable.



Office or Division:	Human Resources & Development Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG permanent employees who are separating/separated from government service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement - One (1) original 2. Application for survivorship for deceased employee - One (1) original 3. Transmittal from Office/Dept., & Clearances - One (1) original		Human Resources & Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and documentary requirements	1.1 Receives the application	None	2 minutes	HRDD Receiving Clerk
	1.2 Checks/ Assess the attachments, prepares service record	None	1 hour	HRDD staff
	1.3 Signs the application for retirement, service record	None	5 minutes	HRDD Head
TOTAL		None	1 Hour and 7 minutes	

41. Request for Training

Requests coming from the different PCGG offices for training for their personnel.

Office or Division:	Human Resources & Development Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG permanent and COS employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Registration Form & Registration		Human Resources & Development Division		
CLIENT STEPS	AGENCY ACTIONS	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	HRDD staff
2. Fill up application online	2.1 Finalize the list of participants	None	3 minutes	HRDD staff
	2.2 Process documents needed for training payment (LDDAP) provided that the requirements are complete	None	1 hour	HRDD staff
3. Receives post training report	3.1 Confirms attendance of employee participants	None	2 minutes	HRDD staff
TOTAL		None	1 Hour and 10 Minutes	

42. 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:	Government to Government			
Who may avail:	Current PCGG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out request form - One (1) original		Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the filled out request to the receiving clerk of the Accounting Division, 21 st Floor, 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 Accountant for signature.	None	4 hours	Clerk
	1.3 Review and sign the certificate.	None	10 minutes	Chief Accountant
2. Receive the requested document/s and sign the official receiving copy.	2.1 Release the requested certificate to the client	None	5 minutes	Clerk Accounting Division
TOTAL		None	4 Hours and 20 Minutes	

43. 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:	Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out application for leave form - One (1) original		Human Resource Development Division		
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, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City.	1.1 Receive and review the form then update Leave Card	None	30 minutes	HRDD staff
	1.2 Fill-out the certification of leave credits portion of the form	None	1 hour	HRDD staff
	1.3 Route the form to the authorized official for signature and approval/ disapproval of leave	None	1 hour	HRDD Staff Authorized Official PCGG Offices
	1.4 Return the signed document to HRDD for filing and updating	None	10 minutes	HRDD staff
2. Claim the copy of leave credits from the HRDD office.	2. Provide a hardcopy of leave form to the requesting employee	None	10 minutes	HRDD staff
TOTAL		None	2 Hours and 50 Minutes	

44. Issuance and Certification of Remittance and Account Balance - Simple

Issuance of Certification for Remittances and Certification of Escrow Account Balance

Office or Division:	International Accounts and Collection Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	PCGG (Commission)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Request Form - One (1) original	International Accounts and Collection Division 21st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Request Form to Collection Division Office.	1.1 Receives and verifies completeness of the Request Form	None	5 minutes	<i>Receiving Clerk</i> Collection Division
	1.2 Record Request in the Log Sheet.	None		
	1.3 Indicate Internal Tracking Number to the Request Form.	None		
	1.4 Retrieve files and verify records	None	2 days	<i>Receiving Clerk</i> <i>Division Chief,</i> Collection Division
	1.5 Prepares and signs Certification	None	30 minutes	<i>Division Chief,</i> Collection Division
	1.6 Secure approval/ signature from Office of the Director Finance and Admin Department before the release of Certification	None	1 hour	<i>Director,</i> Finance & Administration Department
2. Receive the certification	2.1 Release of Certification	None	10 minutes	<i>Receiving Clerk</i>
	2.2 Scan the documents and upload to shared drive for future reference.	None		
	2.3 File the receiving copy	None		
TOTAL		None	2 Days, 1 Hour and 45 Minutes	



45. Issuance and Certification of Remittance and Account Balance - Complex

Issuance of Certification for Remittances and Certification of Escrow Account Balance

Office or Division:	International Accounts and Collection Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	PCGG (Commission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form - One (1) original		International Accounts and Collection Division 21st Floor, JMT Corporate Condominium, 27 ADB Ave. Ortigas Center, Pasig City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Request Form to Collection Division Office.	1.1 Receives and verifies completeness of the Request Form	None	5 minutes	Receiving Clerk Collection Division
	1.2 Record Request in the Log Sheet.	None		
	1.3 Indicate Internal Tracking Number to the Request Form.	None		
	1.4 Retrieve files and verify records	None	10 days	Receiving Clerk Division Chief, Collection Division
	1.5 Prepares and signs Certification	None	30 minutes	Division Chief, Collection Division
	1.6 Secure approval/ signature from Office of the Director Finance and Admin Department before the	None	1 hour	Director, Finance & Administration Department



	release of Certification			
2. Receive the certification	2.1 Release of Certification	None	10 minutes	<i>Receiving Clerk</i>
	2.2 Scan the documents and upload to shared drive for future reference.	None		
	2.3 File the receiving copy	None		
TOTAL		None	10 Days, 1 Hour and 45 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 the 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 Email Address: pio@pcgg.gov.ph Facebook Account: @PCGGofficial X (Twitter) Account: @TheNewPCGG</p>



Contact Information of ARTA, PCC, and CCB	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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LIST OF OFFICES		
OFFICE	ADDRESS	CONTACT INFORMATION
PCGG	21st and 22nd Floors, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6874 pio@pcgg.gov.ph
Office of the Chairperson	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8727-2928 melchor.quirino.sadang@pcgg.gov.ph
Office of the CIC for Research & Development Department	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8727-6443 lito.vergeldedios@pcgg.gov.ph
Office of the CIC for Assets Management Department	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6869 marco.bautista@pcgg.gov.ph
Office of the CIC for Legal Department	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6915 elihi.ybanez@pcgg.gov.ph
Office of the CIC for Finance & Administrative Department	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6975 raymond.dilag@pcgg.gov.ph
Office of the Commission Secretary	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8726-9887 francis.joves@pcgg.gov.ph
Press Information Office (PIO)	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6874 naomi.ann.rufino@pcgg.gov.ph
Office of the Director of Surrendered Assets Group	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-7134 romulo.siazon@pcgg.gov.ph
Privatization Division	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-7134 luzviminda.racho@pcgg.gov.ph
Asset Management Division	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-7134 manuel.ermana@pcgg.gov.ph



Office of the Director of Sequestered Assets Group	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8721-2849 francis.joves@pcgg.gov.ph
Custodianship Monitoring Division	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8721-2849 steve.alcantara@pcgg.gov.ph
Special Projects and Investigation Division	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8721-2849 gilbert.san.diego@pcgg.gov.ph
Office of the Director of the Legal Department	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6967 clarence.deguzman@pcgg.gov.ph
Legal Department	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6967 pcgg.legal@pcgg.gov.ph
Office of the Director of the Research & Development Department	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6973 alejandro.vivas.ii@pcgg.gov.ph
Financial Studies and Investigation Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6973 jesusa.celoza@pcgg.gov.ph
Policies and Plans Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6973 stephen.tanchuling@pcgg.gov.ph
Library and Records Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6973 raul.fernandez@pcgg.gov.ph
Management Information Services Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-6973 francis.aligaen@pcgg.gov.ph
Office of the Director of Finance and Administration Department	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8632-0487 gary.politico@pcgg.gov.ph
Accounting Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8724-1713 raquel.delacruz@pcgg.gov.ph
Administrative Services Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-7302 kim.rembulat@pcgg.gov.ph
Budget Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8724-1713 raquel.bunag@pcgg.gov.ph
Cash Unit	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8724-1713 diana.marie.garcia@pcgg.gov.ph
Collection Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8724-1713 marianne.rose.danes@pcgg.gov.ph
Human Resource Development Division	21st Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	8725-7302 hrrdd@pcgg.gov.ph



Security Office	22nd Floor, JMT Corporate Condominium, 27 ADB Avenue, Ortigas Center, Pasig City	laurent.armendi@p cgg.gov.ph
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Approved:


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

