



# **CITIZEN'S CHARTER HANDBOOK CY 2022 (3RD EDITION)**

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# **Citizen's Charter Handbook**

**CY 2022**

**(3<sup>rd</sup> Edition)**

## **INTRODUCTION**

### **PSC LEGAL MANDATE**

The Philippine Constitution of 1987 recognizes the importance of sports in helping improve the quality of life of all Filipinos, as stated in Article XIV, Section 19: “The State shall promote physical education and encourage sports programs, league competitions, and amateur sports, including training for international competitions, to foster self-discipline, teamwork, and excellence for the development of a healthy and alert citizenry.”

The Philippine Sports Commission (PSC) was created through Republic Act No. 6847 (“The Philippine Sports Commission Act”) on January 24, 1990 to serve as the “sole policy-making and coordinating body of all amateur sports development programs and institutions in the Philippines”. Its primary function is “to provide the leadership, formulate the policies and set the priorities and directions of all national sports promotion and development, particularly giving emphasis on grassroots participation”.

In accordance with Republic Act No. 6847, the Philippine Sports Commission (PSC) shall strictly observe and implement the following core areas of concern:

- To provide leadership, formulate policies and set priorities and direction of all national amateur sports promotion and development;
- To encourage wide participation of all sectors in amateur sports promotion and development; and
- To confer, extend and grant support or assistance to National Sports Associations.

### **PSC MISSION/VISION**

*In consonance with its mandate, the PSC Vision is expressed as:*

“A Commission with a unified sports program which will enhance the quality of life of the Filipinos, instill national pride and attain international prestige through excellence in sports.”

*Likewise, the PSC Mission is:*

To serve as the prime catalyst and advocate for the propagation and development of Philippine sports by helping shape policies and setting priorities through the following:

- Coordinating and implementing a national sports program;
- Creating equitable opportunities for participation in sports by all sectors;
- Providing assistance to stakeholders and partners;
- Supporting the specially talented athletes for high-level competitions; and
- Promoting the development of those physical qualities and moral values which is the basis of sports.

## **PSC OBJECTIVES**

In view of the foregoing guiding principles, vision and mission statement, the PSC will pursue two basic objectives:

- Increased participation in sports by Filipinos; and
- Excellence in sports performance by Filipinos.

## **PSC POLICY DIRECTIONS**

The PSC continues to define the priority sports agenda that is inclusive, high-impact, and aligned with the Philippine government's priority agenda. As such, a Five-Year Sports Development Plan 2023-2028 was created to promote more engagements and participations from all levels of government and the private sector, to support National Athletes and NSAs as they represent the country, and to continuously improve grassroots sports initiatives.

This Five-Year Sports Development Plan is anchored on the following Six (6) Policy Directions:

### **1. Sports Governance**

To enhance the capability and accountability of PSC to lead, manage, implement, and assess sports programs in the country.

### **2. Sports Promotion and Awareness**

To enhance sports awareness of Filipinos on the role of sports as a vehicle for personal and community development.

### **3. Sports Accessibility**

To make sports accessible to the greatest number of Filipinos through a sports for all program and grassroots sports program that generate a healthy lifestyle and globally competitive athletes.

### **4. High-Performance Sports**

Focus on sports training and support to international competitions of athletes to develop international champions.

### **5. Sports Infrastructure and Support**

To improve the present sports facilities and to establish new sports facilities at par with global standards.

### **6. Sports Linkages**

To strengthen local and international linkages in sports.

## **SERVICE PLEDGE**

We, the Officials and Employees of the Philippine Sports Commission commit to continually demonstrate and uphold the public service norms through the following:

**PROVIDE** the highest degree of client satisfaction experience.

**SERVE** the people with utmost integrity and dedication.

**CARRY OUT** the Agency's mission and vision.

## **THE CITIZEN'S CHARTER**

As Mandated by the Anti-Red Tape Authority

### **BACKGROUND AND LEGAL BASIS**

The Constitution recognizes the indispensable role of the private sector, encourages private enterprise, and provides incentives for needed investments. Section 2 of RA 9485, as amended by RA 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" specifically mandates the State to maintain a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government.

The Anti-Red Tape Authority (ARTA) is mandated to implement various ease of doing business and anti-red tape reform initiatives aimed at improving the regulatory environment to be more conducive to business operations. Pursuant to RA No. 9485, the ARTA shall coordinate with all government offices in the review of existing laws and executive issuances, and recommend the repeal of the same if deemed outdated, redundant and adds undue regulatory burden to the transacting public.

In line with this, Section 3c, Rule IV of the Implementing Rules and Regulations of RA No 11032 requires all government agencies to review their respective Citizen's Charters, especially on the procedures, steps, processing time, documentary requirements and fees, with the end view of identifying and eliminating costly, redundant, unnecessary, ineffective and outdated regulations.

Accordingly, government agencies are required to provide the ARTA, copy furnished the Office of the President, with a Compliance Report on how their respective Citizen's Charters conform with the requirement of RA 9485. In particular, the Compliance Report shall contain the following:

- A. List of regulations issued by the covered agency that govern each type of service offered to the public;
- B. Particular steps or procedures, requirements and processing times necessary to be accomplished per service, as indicated in the agency's revised/updated Citizen's Charter;
- C. The legal basis for each regulation, as well as the legal or policy justification for each step or procedure and requirement; and
- D. Relevant provisions of its Citizen's Charter which comply with RA No. 9485, as amended, especially on Section 5 (Reengineering of Systems and Procedures), Section 7 (Zero-Contact Policy), and Section 9 (Accessing Government Services) including the prescribed processing times and limitation on the number of signatories.

## TABLE OF CONTENTS

<b>EXTERNAL SERVICES</b>	<b>8</b>
<b>Cashier's Office</b>	<b>9</b>
1. Releasing of Bank Checks	
2. Collections (Receiving of Payments)	
<b>Records Section</b>	<b>14</b>
3. Processing Of Freedom of Information (FOI)	
4. Various Communications and Requests (From Client)	
<b>Assistance and Coordination Division</b>	<b>18</b>
5. Application for Retirement Benefits of Athletes and Coaches	
6. Processing of Training Allowances of Athletes and Coaches	
<b>Medical and Scientific Athletes Services Healthcare Unit</b>	<b>26</b>
7. Pre-Participatory Physical Examination (PPPE), Medical and Orthopedic Consultation	
8. Provision of Emergency Health Treatment	
9. Medical Consultation	
<b>National Sports Association Affairs Office</b>	<b>31</b>
10. Request for Financial Assistance in Relation to Sports Development	
11. Request for Purchase of Sports Equipment/Supplies	
12. Request for Financial Assistance of Medical Related Expenses	
13. Requests for Reimbursement of Expenses Without Prior Board Approval	
14. Request for Hiring of Foreign Coaches	
15. Request for Replacement and Dropping of National/Philspada Athletes and Coaches in the National Training Pool	
16. Request for Inclusion, Reclassification, and Retroactive Allowances of National/Philspada Athletes and Coaches	
17. Request for Issuance of Various Certifications	
18. Request for PSC Endorsement Letter for Issuance of Non-Immigrant Visa or Visa Upon Arrival	
19. Request for PSC Endorsement Letter to DSWD for Issuance of Travel Clearance for Minor Athletes	
20. Request for Issuance of PSC Letter for Detailed Service and Travel Authority/Permit of Enlisted (AFP/PNP) Athletes and Coaches	
21. Request for Transportation Vehicle, Billeting, Venue Use, Issuance of Supplies/Equipment, and Pull-Out of Equipment	
22. Request for Travel Tax and Airport Tax Exemption	
<b>Sports Facilities Division</b>	<b>58</b>
23. Request For Use of Venue (Non-NSAs) Major Events	
24. Request For Use of Venue (Non-NSAs) Minor Events	
25. Request For Use of Venue (Non-NSAs) Walk-In Clients	
<b>Management Services Division</b>	<b>65</b>
26. Filing a Complaint	
27. Issuance of ID	
28. 8888 Citizen's Complaint	
29. Service Feedback	

<b>INTERNAL SERVICES</b>	<b>72</b>
<b>Bids and Awards Committee</b>	<b>73</b>
30. Competitive Public Bidding	
<b>Information Systems Unit</b>	<b>80</b>
31. Hardware and Network Resources Services	
32. Software and Applications Support	
<b>Legal Affairs Office</b>	<b>84</b>
33. Request for Legal Opinion	
34. Request for Preparation of Affidavit of Undertaking (AU) for Financial Assistance to NSAs and Other Sports Organizations	
35. Request for Preparation of Various Contracts and Memorandum of Agreement (MOA)	
36. Review of Venue Rental Agreement (VRA) for the Use of PSC Venues	
<b>Program, Research and Development Division</b>	<b>91</b>
37. Assessment and Endorsement of PPAs	
<b>Procurement Section</b>	<b>95</b>
38. Procurement of Goods and Services	
<b>Property Section</b>	<b>101</b>
39. Issuance of Supplies and Equipment for Donation	



# **External Services**

(Frontline Services)

## **Cashier's Office**

## 1. RELEASING OF BANK CHECKS

Issuance of checks for payment

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	PSC Employees/Officials, Athletes, Coaches, National Sports Associations, Sports Organizations, NGOs, and Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts (1 copy each)		Requesting Client		
Valid IDs (1 copy each)		Requesting Client		
Authorization Letter (If applicable, 1 copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashier's Office and present valid IDs and authorization letter, if for representation.	1. Verify if all the requirements are complete.	None	2 minutes	Releasing Staff
2. Prepare the Official Receipts corresponding to the checks.	2. Receive Official Receipts and attach to the voucher.	None	3 minutes	Releasing Staff
3. Sign in the Warrant Register and Disbursement voucher as proof that the check was received.	3. Release bank check.	None	2 minutes	Releasing Staff

<b>Total:</b>	None	7 minutes	
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## 2. RECEIVING OF PAYMENTS

Payments for Venue Rentals, Letter of Credit (L/C), Affiliation Fee, Bid Documents, Refund of F/A (Financial Assistance/ CA-Cash Advance)

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment (1 copy) OR Statement of Account (1 copy)  AND Valid IDs (1 copy)		PSC - Accounting Office PSC - Bids and Awards Committee Office PSC – Sports Facilities Division  Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Accounting Division/BAC Office/Sports Facilities Division and secure Order of Payment or Statement of Account	1. Issue corresponding Order of Payment	None	5 minutes	Administrative Personnel  <b>BA Committee</b>  <b>Sports Facilities Division</b>
2. Proceed to Cashier's Office and present Order of Payment or Statement of Account	2. Receive Order of payment /Statement of Account then prepares an official receipt.	None	5 minutes	Collecting Officer

3. Requesting party pays the Collecting Officer whether in cash or checks	3. Collecting Officer receives payment of cash/checks	Based on transaction	4 minutes	Collecting Officer
4. Receives Official Receipt from Collecting Officer	4. Collecting Officer issues Official Receipts	None	1 minute	Collecting Officer
	<b>TOTAL:</b>	Based on transaction	15 minutes	

## CASHIER'S OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Cashier's Office.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Records Section**

## 1. PROCESSING OF FREEDOM OF INFORMATION (FOI)

Receiving and processing of standard (paper based) FOI request

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public, Athletes, Coaches, National Sports Associations, Sports Organizations, NGAs, NGOs, and Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Standard (paper-based) FOI request – 1 Original, 1 photocopy		PSC - Staff Office PSC – Engineering Office PSC – Medical, Scientific Athletes Service Unit PSC – Assistance and Coordination Division PSC – Philippine Sports Institute		
2. Government-issued ID – 1 photocopy		REQUESTING PARTY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the request letter to Records Section.	1. Receive, evaluate, and assign a barcode to the request.	None	5 minutes	Head and Staff
	2. Scan the documents and forward the request letter to the concerned office.	None	5 minutes	Head and Staff
	3. Act on the request and forward the documents to Records Section.	None	1 day	Head and Staff
	4. Scan informative documents and email to the Client.	None	5 minutes	Staff
<b>TOTAL:</b>		None	1 day and 15 minutes	



## 2. VARIOUS COMMUNICATIONS AND REQUESTS (FROM CLIENTS)

Receiving of incoming documents, letters and mails from non-PSC offices or individuals.

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	General Public, Athletes, Coaches, National Sports Associations, Sports Organizations, NGAs, NGOs, and Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INCOMING Communication and documents (1 original and 1 photocopy) INCOMING Mails (1 original)		PSC – NSA Affairs Office Other PSC concerned offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents (letters and mails) to Records Section.	1.Receive, evaluate, and assign a barcode to the request.	None	5 minutes	Head and Staff
	2. Scan the documents and forward the request letter to Office of the Executive Director or Office of the Commissioner or Office of the Chairman  Note: Completion of process (TAT) is with any of the three offices mentioned.	None	5 minutes	Head and Staff
<b>TOTAL:</b>		None	10 minutes	

## RECORDS SECTION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Records Section.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Assistance and Coordination Division**

## 1. APPLICATION FOR RETIREMENT BENEFITS OF ATHLETES AND COACHES

The Assistance and Coordination Division processes requests for Retirement Benefits from Athletes and Coaches

<b>Office or Division:</b>	Assistance and Coordination Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Athletes & Coaches (including PHILSPADA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly notarized and accomplished application form (1 original copy).		PSC - ACD		
Official endorsement from the National Sports Association of their respective sport (1 original copy).		Specific National Sports Association's Office		
Duly notarized certification from the individual athlete or team captain for team event shall be in writing, duly attested by their respective coaches who rendered services at least six (6) months prior to the international competition (1 copy)		PSC-NSAAO		
Tournament details showing the following: a. Official result b. List of participating countries c. Frequency of the event		Organizer / Official website		
Certificates/Diploma of the award/s received (1 copy each)		Organizer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill out and submit the application form	1. Receives and assesses completeness of attached documentary requirement and forwards to Record Section for barcoding and scanning	None	10 minutes	ACD Staff
	2. Receives documents and attaches barcode and scans; returns documents to ACD	None	30 minutes	<b>Records Section Staff</b>
	3. Receives documents and forwards to Accounting for verification of Incentives received by national athlete/coach ( <i>check no., amount of incentives and date received</i> )	None	5 minutes	ACD Staff
	4. Receives documents and checks Accounting records for incentives received by national athlete/coach. Forward to ACD the verified documents	None	2 days	<b>Accounting Office Staff</b>
	5. Receives verified documents and prepares endorsement based	None	1 hour	ACD Head and Staff

	on additional research done on incentives; prepares action Slip for DED-BCSSS			
	6. Reviews and endorses to Board Secretariat	None	30 minutes	<b>DED-BCSSS</b> DED and Staff
	7. Receives, includes in the Agenda of the PSC Board Meeting	None	5 days	<b>Board Secretariat</b> Head and Staff
	8. Prepares and forwards the Board Resolution to ACD.	None	1 day	<b>Board Secretariat</b> Head and Staff
	9. Receives Board Resolution; prepares Letter and other certifications to PAGCOR and forwards to Office of the DED-BCSSS	None	1 hour	ACD Head and Staff
	10. Countersigns the Letter to PAGCOR and forwards to Office of the Chairman	None	30 minutes	<b>DED-BCSSS</b> DED and Staff
	11. Signs Letter to PAGCOR and forwards documents to ACD	None	30 minutes	<b>Office of the Chairman</b> Chairman and Staff
	12. Delivers Letter, Certification and Board Resolution to PAGCOR for funding purposes	None	1 hour	ACD Staff

	<b>TOTAL</b>	None	7 days, 5 hours and 15 minutes	
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## 2. PROCESSING OF TRAINING ALLOWANCES OF ATHLETES AND COACHES

The Assistance and Coordination Division provides a report of attendance to athletes and coaches as proof in the processing of their allowance.

<b>Office or Division:</b>	Assistance and Coordination Division			
<b>Classification:</b>	Simple to Complex depending on the number of NSAs			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National/PHILSPADA Athletes and Coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (DTR) NSA Comprehensive Activity Report (CAR)		Specific National Sports Association Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NSA to submit the DTR and CAR  <i>(Note: Steps 1 to 5 apply to request from an individual NSA. Steps 6 to 14 may apply to bulk processing or involving requests from several NSAs)</i>	1. Receives, checks, and assesses the information in the DTR and CAR.	None	10 minutes	<b>MAR</b> Staff
	2. Prepares the Monthly Attendance Report (MAR) and forwards to ACD for payroll preparation.	None	2 Hours	<b>MAR</b> Staff  <b>NSAAO</b> Head

	3. Receives, prepares the Payroll of Athletes and Coaches Allowances (PACA)	None	2 hours	ACD Staff
	4. Reviews, signs PACA and forwards to the Office of the DED-BCSSS.	None	30 minutes	ACD Head and Staff
	5. Reviews, signs PACA and forwards to Budget Division	None	30 minutes	<b>DED-BCSSS</b> DED and Staff
	6. Receives, prepares Budget Utilization Request (BUR) and forwards BUR to Accounting Division	None	2 hours	<b>Budget Division</b> Head and Staff
	7. Receives, checks documents, prepares Disbursement Voucher (DV) and forwards DV to Office of the DED-AFMS	None	2 hours	<b>Accounting Division</b> Head and Staff
	8. Reviews, signs the BUR/DV, and forwards to Office of the Executive Director	None	30 minutes	<b>DED-AFMS</b> DED and Staff
	9. Reviews, signs the BUR/DV and forwards to Office of the Chairman	None	30 minutes	<b>Office of the Executive Director</b> ED and Staff
	10. Reviews, signs the BUR/DV and forwards to Office of Cashier's	None	30 minutes	<b>Office of the Chairman</b>



	Office for Check preparation			Chairman and Staff
	11. Receives, prepares Check and forwards to Officer of the Commissioner for signature of Check	None	30 minutes	<b>Cashier's Office</b> Head and Staff
	12. Receives, signs the check and forwards to the Office of the Chairman	None	30 minutes	<b>Office of the Commissioner</b> Commissioner and Staff
	13. Receives, signs the Check and forwards to Cashier's Office	None	30 minutes	<b>Office of the Chairman</b> Chairman and Staff
	14. Receives and deposits and Check to Landbank of the Philippines	None	30 minutes	<b>Cashier's Office</b> Head and Staff
<b>TOTAL:</b>		None	1 day, 4 hours, and 40 minutes	

## ASSISTANCE AND COORDINATION DIVISION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Assistance and Coordination Division.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Medical and Scientific Athletes Services Healthcare Unit**

# 1. PRE-PARTICIPATORY PHYSICAL EXAMINATION (PPPE), MEDICAL AND ORTHOPEDIC CONSULTATION

The MSAS unit provides pre-participatory physical examination, and medical and orthopedic consultation to athletes. It also gathers baseline information, history of illness and current/past medical condition.

<b>Office or Division:</b>	MSAS – Health Care Unit			
<b>Classification:</b>	Simple (External Services)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Athletes, Coaches, PSC Employees, and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
National Sports Athletes Affairs Office endorsement (1 copy) or Valid ID (1 copy)		PSC- NSA Affairs		
PPPE Form (1 copy)		PSC-MSAS Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPPE forms	1. Provide the athletes and coaches with medical forms and initial services.	None	10 minutes	Nurse
2. Proceed to the Doctor for consultation (Family Medicine/ Orthopedic)	2. Examine and evaluate the athlete and coach and subsequently prescribe medicines or provide referrals.	None	20 minutes	Doctor

3. Receive prescribed medicines	3. Provide prescribed medicine/s, and give instructions on specific services based on referral.	None	5 minutes	Nurse
<b>TOTAL:</b>		None	35 minutes	

## 2. PROVISION OF EMERGENCY HEALTH TREATMENT

The MSAS Medical unit provides emergency treatments, Medical conditions, wound care, minor surgery, orthopedic procedures, assistance ambulance transport to the hospital.

<b>Office or Division:</b>	MSAS – Health Care Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Athletes, coaches, and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Express intent for emergency medical treatment	1. Initially assess and evaluate the patient's condition.	None	3 minutes	Nurse/Doctor
	2. Provide appropriate medical emergency treatment.	None	10 minutes	Doctor
	3. Document the patient's personal information, diagnosis, and treatment applied	None	3 minutes	Nurse

	4. Request the Transportation Unit for an ambulance to transfer the patient to the nearest hospital.	None	3 minutes	MSAS-Healthcare Unit Nurse  Transportation Unit Head
<b>TOTAL:</b>		None	19 minutes	

### 3. MEDICAL CONSULTATION

Provide Medical and Orthopedic face-to-face consultation services.

<b>Office or Division:</b>	MSAS-MEDICAL UNIT			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	NATIONAL ATHLETES AND COACHES, PSC EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PATIENT DATA FORM/HEALTH DECLARATION FORM		PSC-MSAS UNIT		
ATHLETE NATIONAL ID/VERIFICATION OF STATUS		PSC-NSSAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Patient Data Form	1. Receive and check the Patient Data Form.	None	10 minutes	Nurse
2. Proceed to the Doctor for consultation.	2. Examine and provide physical checkups or provide referrals.	NONE	20 minutes	Doctor
	3. End of consultation and provide instructions	NONE	5 minutes	Nurse
<b>TOTAL</b>		<b>NONE</b>	<b>35 minutes</b>	

## MEDICAL SCIENTIFIC ATHLETE SERVICES – HEALTHCARE UNIT

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Medical Scientific Athlete Services – Healthcare Unit.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **National Sports Association Affairs Office**



# 1. REQUEST FOR FINANCIAL ASSISTANCE IN RELATION TO SPORTS DEVELOPMENT

The NSAAO evaluates requests for financial assistance in relation to the participation of the National Training Pool members in local and international trainings, competitions, staging of local sports clinics and seminars, and hosting international competitions for the reference of the members of the Board in decision-making.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	G2C – Government to Citizen			
<b>Type of Transaction:</b>	Highly Technical (External Process)			
<b>Who may avail:</b>	National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA with NSA Board Resolution (original) 2. Delegation list with designation (original) 3. Budgetary requirement (original) 4. Invitation Letter (original) 5. Competition details (original) 6. Other documents, as necessary <b>If request includes airfare:</b> 7. Duly accomplished Purchase Request for airfare (original) <b>If request includes supplies:</b> 8. Duly accomplished Requisition and Issuance Slip (original)		NSA  NSA NSA Event Organizing Committee Event Organizing Committee NSA  NSA  NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff

2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the documents, attach the barcode and scan.  Forward the documents to NSAAO.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS.	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	Coordinator and Head
	5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board.	None	30 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting.	None	7 days	<b>Board Secretariat</b> Head and Staff
	7. Prepare and endorse the Board Resolution to NSAAO.	None	2 hours	<b>Board Secretariat</b> Head and Staff
	8. Receive, scan, and email Board Resolution to Requesting Party.	None	20 minutes	Staff
	9. Forward documents for implementation of concerned PSC offices	None	10 minutes	Coordinator and Staff
<b>TOTAL:</b>		None	7 days, 6 hours, and 40 minutes	

		(additional 10 minutes if initial documents are received through email)	
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## 2. REQUEST FOR PURCHASE OF SPORTS EQUIPMENT/SUPPLIES

The NSAAO evaluates requests for the purchase of sports equipment/supplies necessary for the local and international trainings and competitions of the National Training Pool members for the reference of the members of the Board in decision-making.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Highly Technical (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA with NSA Board Resolution (original)		NSA		
2. Duly accomplished Purchase Request stating the quantity and complete specifications of sports equipment/supplies with the corresponding amount (original)		NSA		
3. Duly accomplished Requisition and Issuance Slip (original)		NSA		
<b>If imported:</b>				
4. Request for duty tax exemption (original)		NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff

2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the documents, attach barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive, evaluate, prepare recommendation, and forward to DED-BCSSS.	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	Coordinator and Head
	5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board.	None	30 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting.	None	7 days	<b>Board Secretariat</b> Head and Staff
	7. Prepare and endorse the Board Resolution to NSAAO.	None	2 hours	<b>Board Secretariat</b> Head and Staff
	8. Receive, scan, and email Board Resolution to Requesting Party.	None	20 minutes	Staff
	9. Forward documents for the implementation of concerned PSC offices	None	10 minutes	Coordinator and Staff
<b>TOTAL:</b>		None	7 days, 6 hours, and 40 minutes (additional 10 minutes if initial documents)	

		received through email)	
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### 3. REQUEST FOR FINANCIAL ASSISTANCE OF MEDICAL RELATED EXPENSES

The NSAAO evaluates requests for financial assistance of medical-related expenses of athletes/coaches who sustained injuries during training and competitions for the reference of the members of the Board in decision-making.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	G2C – Government to Citizen			
<b>Type of Transaction:</b>	Highly Technical (External Process)			
<b>Who may avail:</b>	National/PHILSPADA Athletes and Coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA with NSA Board Resolution (original) 2. Incident Report from Coach (original) 3. Medical Certificate, Abstract/Findings/Laboratory Results (original) 4. Other documents, as necessary		NSA  Coach / NSA Hospital/Clinic/Attending Physician  NSA, PSC- MSAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff

	3. Receive the documents, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS.	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	Coordinator and Head
	5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board.	None	30 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting.	None	7 days	<b>Board Secretariat</b> Head and Staff
	7. Prepare and endorse the Board Resolution to NSAAO.	None	2 hours	<b>Board Secretariat</b> Head and Staff
	8. Receive, scan, and email Board Resolution to Requesting Party.	None	20 minutes	Staff
	9. Forward documents for implementation of concerned PSC offices	None	10 minutes	Coordinator and Staff
<b>TOTAL:</b>		None	7 days, 6 hours, and 40 minutes (additional 10 minutes if initial documents)	

		received through email)	
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#### 4. REQUESTS FOR REIMBURSEMENT OF EXPENSES WITHOUT PRIOR BOARD APPROVAL

The NSAAO evaluates requests for reimbursement of expenses already incurred but without prior Board Approval in relation to the participation of the National/PHILSPADA athletes and coaches in local and international trainings, competitions, staging of local sports clinics and seminars, and hosting International competitions.

<b>Office or Division:</b>	NSAAO			
<b>Classification:</b>	Highly Technical (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from NSA with NSA Board Resolution (original) 2. Delegation list with designation (original) 3. Invitation Letter 4. Competition details (original) 5. Other documents, depending on the nature of the expenses		NSA  NSA Event Organizing Committee Event Organizing Committee NSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
2. Forward to Records Section for barcoding and scanning.				

	3. Receive the documents, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Evaluate and forward the action slip and documents to Accounting Division.	None	30 minutes	Head and Staff
	5. Receive, evaluate, prepare a recommendation, and forward to DED-AFMS.	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Accounting Division</b> Head and Staff
	6. Receive, review, and endorse (with or without additional recommendations) to Office of the Board Secretary.	None	30 minutes	<b>BAFMS</b> Deputy Executive Director and Staff
	7. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting.	None	7 days	<b>Board Secretariat</b> Head and Staff
	8. Prepare and endorse the Board Resolution to NSAAO.	None	2 hours	<b>Board Secretariat</b> Head and Staff
	9. Receive, scan, and email Board Resolution to Requesting Party.	None	20 minutes	Staff
	10. Forward documents for implementation of concerned PSC offices	None	10 minutes	Coordinator and Staff



<b>TOTAL:</b>	None	7 days, 7 hours, and 10 minutes (additional 10 minutes if initial documents received through email)	
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## 5. REQUEST FOR HIRING OF FOREIGN COACHES

The NSAAO evaluates requests for the hiring of foreign coaches for the reference of the members of the Board in decision-making.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Highly Technical (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA with NSA Board Resolution (original)		NSA		
2. Justification, Budgetary Requirement and Contract Duration (original)		NSA		
3. Resume / Personal Data Sheet / Profile (original)		NSA		
4. Certificate of Achievement (photocopy)		NSA		
5. Coaching Courses Certificates (photocopy)		NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff

2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the documents, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS.	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	Coordinator and Head
	5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board	None	30 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting.	None	7 days	<b>Board Secretariat</b> Head and Staff
	7. Prepare and endorse the Board Resolution to NSAAO.	None	2 hours	<b>Board Secretariat</b> Head and Staff
	8. Receive, scan, and email Board Resolution to Requesting Party	None	20 minutes	Staff
	9. Forward documents for the implementation of concerned PSC offices	None	10 minutes	Coordinator and Staff
<b>TOTAL</b>		None	7 days, 6 hours, and 40 minutes (additional 10 minutes if initial documents are	

		received through email)	
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## 6. REQUEST FOR REPLACEMENT AND DROPPING OF NATIONAL/PHILSPADA ATHLETES AND COACHES IN THE NATIONAL TRAINING POOL

The NSAAO evaluates requests for the replacement and dropping of National/PHILSPADA athletes and coaches.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National/PHILSPADA Athletes and Coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter/Request from NSA with NSA Board Resolution (original)		NSA		
2. Justification (original)		NSA		
3. Official Results / Certificate of Achievement from Organizer (photocopy; requires presentation of original)		Organizing Committee/Event Official Website		
4. For Coaching Courses – Certificates (photocopy; requires presentation of original)		Event Organizer		
<b>If for dropping, Items 1 and 2 only</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email:	None	10 minutes	Staff

	Review and print documents. Forward to Records Section			
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the documents, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS.	None	3 hours	NTP-in-charge and Head
	5. Receive, review, and make decision/approve.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, scan, update the NTP database, and inform concerned NSA on the decision of DED to Requesting Party.	None	20 minutes	NTP-in-charge
<b>TOTAL</b>		None	4 hours and 30 minutes (additional 10 minutes if initial documents are received through email)	

## 7. REQUEST FOR INCLUSION, RECLASSIFICATION, AND RETROACTIVE ALLOWANCES OF NATIONAL/PHILSPADA ATHLETES AND COACHES

The NSAAO evaluates requests for inclusion, reclassification, and retroactive allowances of National/PHILSPADA athletes and coaches.

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Highly Technical (External Process)

<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National/PHILSPADA Athletes and Coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter/Request from NSA with NSA Board Resolution (original)		NSA		
2. Justification (original)		NSA		
3. Official Results / Certificate of Achievement from Organizer (photocopy; requires presentation of original)		Organizing Committee/Event Official Website		
4. For Coaching Courses – Certificates (photocopy; requires presentation of original)		Event Organizer		
<b>If for dropping, Items 1 and 2 only</b>				
<b>If for inclusion (additional):</b> Duly Accomplished Athlete/Coach Profile Form (original)		PSC- NSAAO		
<b>If for reclassification (additional):</b> Updated Athlete/Coach Profile Form (original)		PSC- NSAAO		
<b>If for retroactive allowance (additional):</b> Attendance Report		NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff

	3. Receive the documents, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS.	None	3 hours	NTP-in-charge and Head
	5. Receive, review, and endorse (with or without additional recommendations) to Office of the Board Secretary.	None	30 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting.	None	7 days	<b>Board Secretariat</b> Head and Staff
	7. Prepare and endorse the Board Resolution to NSAAO.	None	2 hours	<b>Board Secretariat</b> Head and Staff
	8. Receive, scan, update the NTP database, and email Board Resolution to Requesting Party.	None	20 minutes	NTP-in-charge
<b>TOTAL</b>		None	7 days, 6 hours, and 30 minutes (additional 10 minutes if initial documents are received through email)	

## 8. FOR ISSUANCE OF VARIOUS CERTIFICATIONS

The NSA Affairs Office prepares and issues Certification to National/PHILSPADA athletes/coaches.

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Simple (External Process)

<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Sports Associations (NSAs), National/PHILSPADA Athletes and Coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (original), specifying the purpose of Certification <b>For Certificate of Achievement (additional):</b> 2. Certificate of Achievement issued by the Event Organizing Committee (photocopy; requires presentation of original) 3. Official Results (photocopy; requires presentation of original)		NSA  Event Organizing Committee  Event Organizing Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the document, attach the barcode and scan. Forward documents to NSA Affairs Office	None	30 minutes	<b>Records Section</b> Staff

If minor documents

	4. Receive, prepare, and sign Certification.	None	1 hour	Head
	5. Receive, scan, and email signed Certification. Advise requesting party to pick up the original document.	None	20 minutes	Staff

<b>TOTAL</b>	None	2 hours (additional 10 minutes if initial documents received through email)	
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If major documents

	4. Receive and prepare Certification, and forward to DED-BCSSS.	None	1 hour	Staff and Head
	5. Check and sign the prepared Certification and forward documents to NSAAO.	None	15 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, scan, and email the signed Certification. Advise requesting party to pick up the original document.	None	20 minutes	Staff
	<b>TOTAL</b>	None	2 hours and 15 minutes (additional 10 minutes if initial documents are received through email)	

#### 9. REQUEST FOR PSC ENDORSEMENT LETTER FOR ISSUANCE OF NON-IMMIGRANT VISA OR VISA UPON ARRIVAL

The NSA Affairs Office prepares correspondence/endorsement letter to the concerned embassy for processing and issuance of Non-immigrant Visa or Visa upon Arrival to the members National/PHILSPADA athletes and coaches in relation to their participation in international trainings and competitions.

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Simple (External Process)
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	Non-immigrant visa for National Sports Associations (NSAs) Officials, National Athletes and Coaches; Visa upon Arrival (VUA) for authorized members of foreign delegation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (original) 2. Delegation list with designation (original) 3. Invitation Letter (original) 4. Biodata page of Passport (photocopy)		NSA NSA Event Organizing Committee To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the form and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the document, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive and prepare Endorsement Letter, and forward to DED-BCSSS.	None	1 hour	Head and Staff
	5. Check the prepared Endorsement Letter and forward to the Office of the Chairman for signature.	None	15 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Review and sign the Endorsement Letter and forward to NSAAO.	None	30 minutes	<b>Office of the Chairman</b> Chairman and

				Senior Executive Assistant
	7. Receive, scan, and email the signed Endorsement Letter. Advise requesting party to pick up the original document.	None	20 minutes	Staff
	<b>TOTAL</b>	None	2 hours and 45 minutes (additional 10 minutes if initial documents received through email)	

#### 10. REQUEST FOR PSC ENDORSEMENT LETTER TO DSWD FOR ISSUANCE OF TRAVEL CLEARANCE FOR MINOR ATHLETES

The NSA Affairs Office prepares correspondence/endorsement letter to the Department of Social and Welfare Development for processing and issuance of Travel Clearance to National/PHILSPADA athletes under 18 years of age for their participation in international trainings and competitions.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Sports Associations (NSAs), National/PHILSPADA athletes under 18 years of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (original) 2. Delegation list with designation (original) 3. Invitation Letter (original) 4. Biodata page of passport (photocopy) <b>If no passport:</b> PSA issued Birth Certificate (photocopy)		NSA NSA Event Organizing Committee To be provided by the requesting party  PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit a request with complete documentary requirements	1. Receive and evaluate request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the document, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	3. Receive and prepare Endorsement Letter, and forward to DED-BCSSS.	None	1 hour	Coordinator and Head
	4. Check the prepared Endorsement Letter, sign, and forward to NSAAO.	None	15 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, scan, and email the signed Endorsement Letter. Advise requesting party to pick up the original document.	None	20 minutes	Coordinator and Head
	<b>TOTAL</b>	None	2 hours and 15 minutes (additional 10 minutes if initial documents received through email)	

## 11. REQUEST FOR ISSUANCE OF PSC LETTER FOR DETAILED SERVICE AND TRAVEL

### AUTHORITY/PERMIT OF ENLISTED (AFP/PNP) ATHLETES AND COACHES

The NSA Affairs Office prepares correspondence/endorsement to the Armed Forces of the Philippines for processing and issuance of (1) Detailed Service in the PSC and (2) Travel Permit of enlisted athletes and coaches for the purpose of training and participation in international competitions.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Athletes and Coaches enlisted under the Armed Forces of the Philippines/Philippine National Police			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>DETAILED SERVICE</b> 1. Letter Request from NSA (original) 2. Summary of Information (photocopy) 3. Latest Achievements/Accomplishments (photocopy) 4. NSA Training Program (photocopy) 5. Latest Training Schedule and Calendar of Activities (photocopy) 6. Biodata page of passport (photocopy with signature)		NSA AFP/PNP NSA  NSA NSA  To be provided by the requesting party		
<b>TRAVEL AUTHORITY/PERMIT</b> 1. Letter Request from NSA (original) 2. Summary of Information (photocopy) 3. Travel Insurance (original) 4. Invitation from Organizing Committee (photocopy) 5. Biodata page of passport (photocopy with signature) 6. Drug Test Result		NSA AFP/PNP To be provided by the requesting party Event Organizing Committee  To be provided by the requesting party  NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff

	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff
	3. Receive the document, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive and prepare letter, and forward to DED-BCSSS.	None	1 hour	Head and Staff
	5. Check prepared letter and forward to the Office of the Chairman for signature.	None	15 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Review and sign the letter and forward to NSAAO.	None	30 minutes	<b>Office of the Chairman</b> Chairman and Senior Executive Assistant
	7. Receive, scan, and email AFP the signed letter. Advise and message LO to pick up the original document.	None	20 minutes	Head and Staff
<b>TOTAL</b>		None	2 hours and 45 minutes (additional 10 minutes if initial documents are received through email)	

## 12. REQUEST FOR TRANSPORTATION VEHICLE, BILLETING, VENUE USE, ISSUANCE OF SUPPLIES/EQUIPMENT, AND PULL-OUT OF EQUIPMENT

The NSA Affairs Office handles request for transportation vehicle, billeting, venue use, issuance of supplies/equipment, and pull-out of equipment.

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from NSA (original) <b>For transportation requests</b> , letter must include complete details of itinerary <b>For billeting requests</b> , letter must include duration of billeting utilization <b>For venue requests</b> , letter must include duration of usage <b>For supplies request</b> , the letter must include a list and quantity of items <b>For the pull-out of equipment</b> , the letter must include a schedule of the pull-out and details of items 2. Delegation List / List of who will avail (1 original)		<div>NSA</div> <div>NSA</div>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request with documents	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff

	3. Receive the document, attach the barcode and scan.  Forward documents to NSA Affairs Office.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS.	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	Coordinator and Head
	5. Review, approve/disapprove the request, and forward to NSAAO.	None	30 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, scan, and inform the requesting party of the decision of the Deputy Executive Director.	None	20 minutes	Staff
<b>TOTAL</b>		None	4 hours and 30 minutes (additional 10 minutes if initial documents received through email)	

### 13. REQUEST FOR TRAVEL TAX AND AIRPORT TAX EXEMPTION

NSAAO handles request for travel tax and airport tax exemption of the National/PHILSPADA athletes and coaches, and other authorized NSA officials participating in international trainings and competitions.

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Simple (External Process)
<b>Type of Transaction:</b>	G2C – Government to Citizen

Who may avail:	<ul style="list-style-type: none"><li>- National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.</li><li>- Non-POC, SEC Registered sports associations</li></ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. Letter Request from NSA (1 original)</div> <div>2. Delegation list with designation (1 original)</div> <div>3. Invitation from Organizer (1 original)</div> <div>4. Biodata page of passport (1 photocopy)</div> <div>For minor athletes (additional):</div> <div>5. DWSD Clearance or Parental consent permitting the minor to travel alone to a foreign country</div> <div>6. Identification cards of parents with signature (photocopy)</div> <div>*If traveling with parents, e-ticket (1 photocopy)</div> <div>For Non-POC, SEC Registered Sports Associations (additional):</div> <div>7. SEC Registration (1 certified true copy)</div> <div>8. Articles of Incorporation and By-Laws (1 certified true copy)</div> <div>9. Latest General Information Sheet – GIS (1 certified true copy)</div>		<div>NSA</div> <div>NSA</div> <div>Event Organizing Committee</div> <div>To be provided by the requesting party</div> <div>DSWD</div> <div>To be provided by the requesting party</div> <div>Airlines</div> <div>SEC</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements	1. Receive and evaluate the request and attached documents.	None	5 minutes	Staff
	2A. If received through email: Review and print documents. Forward to Records Section	None	10 minutes	Staff
2. Forward to Records Section for barcoding and scanning.	2B. If received with hardcopy: Refer Client Step #2.	None	5 minutes	Staff



	3. Receive the document, attach the barcode and scan.  Forward documents to NSAAO.	None	30 minutes	<b>Records Section</b> Staff
	4. Receive and review the delegation list if members are NTP or non-NTP) list and forward to DED-BCSSS.	None	1 hour	Staff
	5. Check the prepared letter and forward to Travel Unit.	None	15 minutes	<b>BCSSS</b> Deputy Executive Director and Staff
	6. Receive, review, and sign the letter and forward to Travel Unit.	None	30 minutes	<b>Office of the Executive Director</b> Executive Director and Staff
	7. Receive, scan, and email signed letter. Advise requesting party to pick up the original document.	None	20 minutes	<b>Coordinator and Head</b> Travel Unit
	<b>TOTAL</b>	None	2 hours and 45 minutes (additional 10 minutes if initial documents received through email)	

## NATIONAL SPORTS ASSOCIATION AFFAIRS OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the National Sports Association Affairs Office.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Sports Facilities Division**

## 1. REQUEST FOR USE OF VENUE (NON-NSAs)

### MAJOR EVENTS

Our venues and facilities are open to the public, private institutions, government agencies and other organizations depending on the availability of venues to conduct their events like sports fests and sports tournaments.

Office or Division:	Sports Facilities Division			
Classification:	Highly Technical (External Process)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Government Agencies, Local Government Units, National Sports Associations (NSA), Sports Organizations, Schools, and other sports stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent (1 original, 1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Proceeds to Records Section to submit Letter of Intent (LOI) for use of PSC venues.</div> <div>Note:</div> <div>Major Events<ul style="list-style-type: none"><li>Whole day use of venue</li></ul></div>	1. Receive and forward the Letter of Intent (LOI) to Sports Facilities Division	None	10 minutes	Records Section Clerk II Clerk III Messenger
	2. Receive, recommend, and forward Approval/Disapproval of (LOI) to the Deputy Executive Director – BCSSS	None	1 day	Chief and Staff

<ul style="list-style-type: none"> <li>International and Local Sports Competition</li> </ul> <p><b>Filling period:</b> 3 months advance</p>	3. Recommend Approval/Disapproval of (LOI) to the Office of the Executive Director (OED).	None	1 day	<b>BCSSS</b> Deputy Executive Director
	4. Receive, review, and endorse LOI to the Office of the Board Secretary for inclusion in the Agenda of the next Board Meeting.	None	15 minutes	<b>OED</b> Executive Director and Staff
	5. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting.	None	6 days	<b>Board Secretariat</b> Head and Staff
	6. Prepare and endorse the Board Resolution to SFD	None	2 hours	<b>Board Secretariat</b> Head and Staff
	7. Receive, scan, and email Board Resolution to Requesting Party.	None	10 minutes	Head and Staff
<b>TOTAL:</b>		None	8 days, 2 hours, and 35 minutes	

#### MINOR EVENTS

Our venues and facilities are open to the public, private institutions, government agencies and other organizations depending on availability of venues to conduct their events like sportsfests and sports tournaments.

<b>Office or Division:</b>	Sports Facilities Division
<b>Classification:</b>	Simple (External Process)

Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Government Agencies, Local Government Units, National Sports Associations (NSA), Sports Organizations, Schools, and other sports stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Proceeds to Records Section to submit Letter of Intent (LOI) for use of PSC venues.</div> <div>Note:</div> <div>Minor Events<ul style="list-style-type: none"><li>Maximum of 4 hours use of venue</li><li>Practice games</li><li>Training</li></ul></div> <div>Filling period: 1 month advance</div>	1. Receive and forward the Letter of Intent (LOI) to Sports Facilities Division	None	1 hour	Records Section Clerk II Clerk III Messenger
	2. Receive, recommend, and forward Approval/Disapproval of (LOI) to the Deputy Executive Director – BCSSS	None	1 Hour	SFD Division Chief
	3. Receive, approve / disapprove, and forward the LOI to SFD.	None	1 day	DED-BCSSS Deputy Executive Director
	4. Receive, scan, and email LOI to the requesting party.	None	1 Hour	SFD Staff
TOTAL:		None	1 day and 3 hours	

## COLLECTION OF ENTRANCE FEES FOR USE OF THE VENUE

We accommodate walk-in clients/no reservation clients to use our venues and facilities by buying tickets in advance at Ticketing Office.

<b>Office or Division:</b>	Sports Facilities Division – Ticketing Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All: <ul style="list-style-type: none"> <li>- Public Users</li> <li>- Private Institutions/Companies</li> <li>- Government Agencies</li> <li>- National Sports Association</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Ticketing Office to inquire on the availability of the venue.	1. Checks the availability of the venue.	(Prices of ticket differs based on the Venue to be used.)	3 minutes	<b>Ticketing Office</b> Ticket Seller
2. Pay for the ticket.	2. Sells ticket.		3 minutes	<b>Ticketing Office</b> Ticket Seller
3. Proceed to the playing venue and present the ticket.	3. Log the Ticket Number. Advise the client to proceed to the venue		2 minutes	<b>Ticketing Office</b> Ticket Seller

	4. Check the ticket, conduct orientation on venue use, and allow access.		10 minutes	<b>Ticketing Office</b> Venue Gatekeeper
<b>TOTAL:</b>			18 minutes	



## SPORTS FACILITIES DIVISION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Sports Facilities Division.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Management Services Division**

## 1.FILING A COMPLAINT

A process for dealing with job-related behavior that does not meet expected and communicated performance standards

<b>Office or Division:</b>	Management Services Division			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	General Public and Client/Customer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Administrative Complaint from the complainant (1 original copy; 1 photocopy)		Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Complaint Form to the Management Services Division (MSD).	1. Receive and evaluate the Form.	None	2 minutes	Staff
	2. Forward the Form to the Records Section for barcoding and scanning.	None	3 minutes	Staff
	3. Receive the Form, attach the barcode and scan.  Forward the Form to MSD.	None	30 minutes	Records Section Staff
	4. Receive the Form and evaluate the complaint and merits of allegation/s.	None	10 minutes	Chief and Staff

	5. Endorse the complaint to the Grievance Committee (GC).	None	5 minutes	Staff
	6. Review and set a meeting of the GC members.	None	2 days	<b>GC</b> Secretariat
	7. Provide a copy of the Complaint Form and Notice of Meeting to the complainee.	None	30 minutes	Staff
	8. Deliberate complaint and render a decision.	None	2 hours	<b>GC</b>
	9. Scan the GC resolution and email to the complainant and complainee.	None	10 minutes	Admin Staff
<b>TOTAL:</b>		None	2 days, 3 hours, and 30 minutes	

## 2. ISSUANCE OF ID

Issuance of ID cards for PSC Employees, Athletes and Coaches

<b>Office or Division:</b>	Management Services Division
<b>Classification:</b>	Simple (External Process)
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PSC Employees, Athletes and Coaches
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
NEW ID APPLICATION:	PSC-NSA Affairs Office

For Athletes and Coaches – PSC ID slip endorsed by the NSA Affairs Office (1 original copy) For Employees – PSC ID slip endorsed by the Management Services Division (1 original copy)  RENEWAL OF ID APPLICATION: Expired ID card		PSC-Staff Office   PSC-Management Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up ID Form	1. Receive the ID Form and take a photo and e-signature of the applicant.	None	7 minutes	Staff
	2. Print and issue the ID card.	None	8 minutes	Staff
<b>Total:</b>		None	15 minutes	

### 3. 8888 CITIZENS' COMPLAINT

An avenue for the public to report unsatisfactory government front-line service delivery and practices in all government agencies

<b>Office or Division:</b>	Management Services Division		
<b>Classification:</b>	Simple (External Process)		
<b>Type of Transaction:</b>	G2C – Government To Citizen		
<b>Who may avail:</b>	General Public and Client/Customer		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

Emailed Complaint via the 8888 Hotline		Management Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the 8888 Hotline of Citizens' Complaint Center, Office of the President (8888-CCC) to file a formal complaint and wait to be contacted by the concerned PSC office or Staff regarding the complaint	1. Log in to the 8888-CCC website to obtain a copy of the complaint	None	5 minutes	Admin Staff
	2. Evaluate the merits of the allegation/s.	None	15 minutes	Admin Staff
	3. Issue a notice to the complaine requiring an explanation within 48 hours.  Submit an explanation regarding the complaint.	None	2 days	Chief and Staff
	4. Assess complaint versus explanation.  Note: If the results of the assessment would require disciplinary action, item #1 of the MSD process would apply.	None	30 minutes	Chief
	5. Submit a written report in reply to the 8888-CCC for the closing of the ticket.	None	5 minutes	Admin Staff
<b>Total:</b>		None	2 days and 55 minutes	

#### 4. SERVICE FEEDBACK

An avenue for the public to report unsatisfactory government front-line service delivery and practices in all government agencies

<b>Office or Division:</b>	Management Services Division			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government To Citizen			
<b>Who may avail:</b>	General Public and Client/Customer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		Management Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Citizens/Client Satisfaction Survey Form (CCSS)  Or 1. Fill out CCSS through online evaluation.	1. Collect the forms from all offices at 4:00 pm, every Friday.  Or 1. Consolidate the forms from all offices at 4:00 pm, every Friday.	None	30 minutes	Staff
	2. Tabulate and assess the CCSS results. Furnish all offices with the Assessment Report the next week.		1 day	Staff
<b>Total:</b>		None	1 day and 30 minutes	

## MANAGEMENT SERVICES DIVISION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Management Services Division.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782



# **Internal Services**

(Non-Frontline Services)

## **Bids and Award Committee Office**

## 1. COMPETITIVE PUBLIC BIDDING

This process defines the actions and responsibilities of the Bids and Awards Committee and the BAC Secretariat for procurement projects with an Approved Budget for the Contract amounting to more than One Million Pesos (Php 1,000,000.00). The processing time detailed below reflects the Minimum Calendar Days Recommended for each activity pursuant to Republic Act No. 9184, otherwise known as the Government Procurement Reform Act, and its 2016 Revised Implementing Rules and Regulations.

<b>Office or Division:</b>	Bids and Awards Committee	
<b>Classification:</b>	Multi-stage Process (Internal Process)	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All PSC Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Originally signed Purchase Request and Requisition and Issue Slip (1 copy)		End-User PSC Office
Originally signed Technical Specifications/Terms of Reference (1 copy)		End-User PSC Office
Originally signed Approved Budget for the Contract (ABC) (1 copy)		PSC - Procurement Office
Originally signed Invitation to Bid (1 copy)		PSC - BAC Office
Original copy of Bidding Documents (1 copy)		PSC - BAC Office
Originally signed Abstract of Bids (1 copy)		PSC - BAC Office
Originally signed BAC Resolution (1 copy)		PSC - BAC Office
Originally signed Notice of Award (2 copies)		PSC - BAC Office
Originally signed and notarized Contract (3 copies)		PSC - Legal Affairs Office
Originally signed Notice to Proceed (2 copies)		PSC - BAC Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase request and other supporting documents relative to the bid.	1. Evaluate the purchase request and supporting documents relative to the bid.	None	5 minutes	Head and Secretariat
	2. Schedule the Bidding Process.	None	5 minutes	Chairman, Committee, Head, and Secretariat
2. Receive the invitation to the Pre-Procurement Conference (for BAC, BAC Secretariat, TWG and End-Users only).	3. Send the invitation to the Pre-procurement conference.	None	5 minutes	Head and Secretariat
3. Attend the pre-procurement conference.	4. Conduct the Pre-procurement conference for projects with an Approved Budget for the Contract (ABC) of more than Php2,000,0000 for goods and services; Php5,000,000.00 for infrastructure projects or Php1,000,000.00 for consultancy services.	None	1 day	Members, Committee, Secretariat Staff, and Secretariat

4. Receive the invitation to the Pre-Bid Conference.	5. Post the Invitation to Bid (ITB) in the PhilGEPS, PSC website, newspaper of general circulation and conspicuous place within the PSC and send the Invitation to the Pre-Bid Conference and Opening of Bids.	None	7 days	Head and Secretariat
5. Attend-the Pre-bid Conference.	6. Conduct the Pre-Bid Conference.	None	12 days  *Note: The Pre-Bid Conference must be conducted not earlier than 7 calendar days from advertisement, and 12 calendar days before the deadline for submission and receipt of bids	Secretariat and Committee
6. Purchase bidding documents	7. Upon payment of fees by the prospective bidder, issue the bidding documents.	Standard Rates pursuant to the Revised IRR of R.A. No. 9184.	10 minutes	Head and Secretariat
7. Submit the bid proposal.	8. Receive the Bid proposal of the Bidder.	None	5 minutes	Head and Secretariat
8. Attend the Opening of Bids	9. Conduct the Opening of the Bid, conduct the	None	1 day	Secretariat and Committee

	Bid Evaluation, and convene the BAC Members on the result of the Opening of the Bid.			Secretariat and Committee
9. Submit Post-Qualification requirements.	12. Conduct the Post-Qualification.	None	2 days	Members, and Committee
	13. Prepare BAC Resolution.	None	5 minutes	Head and Secretariat
	15. Prepare the Notice of Award.	None	5 minutes	Head and Secretariat
11. Post the Performance Bond.	18. Receive the proof of posting of the Performance Bond.	None	10 minutes	Head and Secretariat
	19. Submit pertinent documents to the Legal Affairs Office for preparation of the contract.	None	10 minutes	Head and Secretariat
	20. Prepare the Contract.	None	1 day	<b>Legal Affairs Office Head</b>
	23. Approve and sign the Contract.	None	1 day	Head of Procuring Entity (HoPE)
	25. Prepare the Notice to Proceed.	None	5 minutes	Head and Secretariat
	26. Approve and Sign the Notice to Proceed.	None	1 day	<b>Head of Procuring Entity (HoPE)</b>
14. Receive the Notice to Proceed.	28. Post the awarded projects at the PhilGEPS, PSC Website and in the PSC BAC Bulletin Board; Furnish copy to the Resident COA for post-audit.	None	10 minutes	Head and Secretariat

<b>TOTAL:</b>	Standard Rates pursuant to the Revised IRR of R.A. No. 9184.	26 days, 1 hour, and 15 minutes  Note: Competitive public bidding service is covered under R.A. 9184.	
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## BIDS AND AWARDS COMMITTEE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Bids and Awards Committee.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782



# **Information Systems Unit**

## 1. HARDWARE AND NETWORK RESOURCES SERVICES

Providing diagnosis and troubleshoots of technical and operational problems on hardware and network devices and equipment.

<b>Office or Division:</b>	Information Systems Unit			
<b>Classification:</b>	Simple (Internal Process)			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PSC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ISU Service Request Form (1 copy)		PSC – ISU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit ISU Service Request Form to the ISU office before the service to be rendered on the areas of hardware network, software and applications.	1. Receive and check the submitted service request form and schedule the service to be rendered.	None	5 minutes	Computer Operator I
	2. Troubleshoot the hardware or network and fix problems.	None	4 hours	Computer Operator III
	3. Inform the end-user on completion of service. Provide remarks / recommendation in the service request form if needed.	None	3 minutes	Computer Operator III
<b>TOTAL:</b>		None	4 hours and 8 minutes	

## 2. SOFTWARE AND APPLICATIONS SUPPORT

Identifying issues and bugs in software and applications and provides solutions and knowledge transfer to users.

<b>Office or Division:</b>	Information Systems Unit			
<b>Classification:</b>	Simple (Internal Process)			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PSC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ISU Service Request Form (1 copy)		PSC – ISU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit ISU Service Request Form to the ISU office before the service to be rendered on the areas of software and applications.	1. Receive and check the submitted service request form and schedule the service to be rendered.	None	5 minutes	Computer Operator I
	2. Analyze the needed assistance on the software and applications and provide service/s required.	None	2 hours	Computer Operator I II
	3. Inform the end-user on the completion of service. Provide remarks / recommendation in the service request form if needed.	None	3 minutes	Computer Operator III
<b>TOTAL:</b>		None	2 hours and 8 minutes	

## INFORMATION SYSTEMS UNIT

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Information Systems Unit.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Legal Affairs Office**

## 1. REQUEST FOR LEGAL OPINION

The PSC Legal Office renders Legal Opinions, upon request, on legal matters affecting the effective function of the PSC.

<b>Office or Division:</b>	Legal Affairs Office			
<b>Classification:</b>	Simple (Internal Process)			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PSC Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with the following attachments: <ul style="list-style-type: none"> <li>Document/s evidencing claim, request and the likes,</li> <li>Recommendation/Certification from NSA, PSC Offices, Other Government Offices and Instrumentalities, and Private Entities (if applicable).</li> </ul>		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioner's, PSC –DED-FAS, DED BCSSS.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A PSC Office to endorse a request letter with all necessary attachments.	1. Receive and check the request and attached documents.	None	5 minutes	Administrative Aide II
	2. Review and conduct legal research.	None	1 day and 4 hours	Attorney III/Head
	3. Consolidate all legal documents and write the legal opinion.	None	1 Day	Head
	4. Forward the requested legal opinion and all the legal documents to	None	10 minutes	Legal Assistant

	the requesting party.			
<b>Total:</b>		None	2 days, 4 hours, and 15 minutes	

## 2. REQUEST FOR PREPARATION OF AFFIDAVIT OF UNDERTAKING (AU) FOR FINANCIAL ASSISTANCE TO NSA'S AND OTHER SPORTS ORGANIZATIONS

Draft, Prepares and Provides Affidavit of Undertaking for Financial Assistance in favor to the Members of National Sports Association.

<b>Office or Division:</b>	Legal Affairs Office		
<b>Classification:</b>	Simple (Internal Process)		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail?</b>	BAFMS and NSAAO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly endorse requesting letter/documents for financial assistance with necessary documents (1 copy).		BAFMS and NSAAO	
PSC-Board Resolution approving the said financial assistance (1 copy).		PSC – Board Secretary	
Latest Summary of Unliquidated Financial Assistance of NSA's, if in case the NSA concerned have an unliquidated account and cannot liquidate the same on time, due to circumstances which considered fair and reasonable (E.g. Time is of the essence as the NSA/participants need to leave the country immediately and needs the financial assistance for allowance and payment for participation fees), the Financial Assistance may be issued directly in the name of the Athletes, Coaches and/or Members of the delegation in accordance to the Payroll prepared by the PSC. A copy of the Payroll originates from the PSC-Personnel's Office.		PSC - Accounting Office PSC – Personnel Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A PSC Office to endorse a request letter with all necessary attachments.	1. Receive and check the request and attached documents	None	10 minutes	Administrative Aide II
	2. Review the request, check the list of unliquidated financial assistance, and write the Affidavit of Undertaking	None	2 hours	Legal Researcher II
	3. Forward the requested AU and all the legal documents to the requesting party	None	10 minutes	Legal Assistant
<b>TOTAL</b>		None	2 hours and 20 minutes	

### 3. REQUEST FOR PREPARATION OF VARIOUS CONTRACTS AND MEMORANDUM OF AGREEMENT (MOA)

The PSC Legal Office prepares various contracts on legal matters affecting the effective function of the PSC.

<b>Office or Division:</b>	Legal Affairs Office
<b>Classification:</b>	Simple (Internal Process)
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PSC Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly endorse a letter of request/documents with necessary attachments, such as but not limited to the following: A copy of PSC-Board Resolution, A copy of PSC-BAC Resolution, Notice of Award, Notice to Proceed, Summary Reports, Quotations, Proposal	Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC -Office of the Commissioners, PSC-DED-FAS Office, and DED-BCSSS



Letter/Documents, Post-Qualifications, and other relevant documents.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A PSC Office to endorse a request letter with all necessary attachments.	1. Receive and check the request and attached documents.	None	10 minutes	Administrative Aide II
	2. Review the request and write the contracts (BAC-related) or the Memorandum of Agreement.	None	2 Days	Head/ Legal Researcher I
	3. Forward the requested AU and all the legal documents to the requesting party.	None	10 minutes	Legal Assistant
<b>TOTAL:</b>		None	2 days and 20 minutes	

#### 4. REVIEW OF VENUE RENTAL AGREEMENT (VRA) FOR THE USE OF PSC VENUES

The PSC venues are rented by various clients for sports enhancement related activities.

<b>Office or Division:</b>	Legal Affairs Office
<b>Classification:</b>	Simple (Internal Process)
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	National Sports Associations, Sports Organizations, Educational Institutions, and other entities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The prepared Venue Rental Agreement contained the billing computations in three (3) original copies The Contract Billing Computations (CBC) reflects the total Fees (venue rental, manpower fees, and notarial fee) to be paid by the Client before the actual use of the venues.	PSC- Sports Facilities Division.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A PSC Office to endorse a request letter with all necessary attachments.	1. Receive and check the request and attached documents.	None	10 minutes	Administrative Aide II
	2. Review the request and write the VRA.	None	2 hours	Head/ Legal Researcher I
	3. Forward the requested VRA and all the legal documents to the requesting party.	None	10 minutes	Legal Assistant
<b>TOTAL:</b>		None	2 hours and 20 minutes	

## LEGAL AFFAIRS OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Legal Affairs Office.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Program, Research and Development Division**

## 1. ASSESSMENT AND ENDORSEMENT OF PPAs

The division assesses and endorses the Programs, Projects, and Activities (PPAs) to be implemented by the agency.

<b>Office or Division:</b>	Program, Research and Development Division (PRDD)			
<b>Classification:</b>	Simple (Internal Process)			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	PSC Officers (PPA Proponent/Manager)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRDD-PPA Proposal Form (for new PPAs, 1 copy)		PRDD Office		
PRDD-PPA Revision Form (for PPAs with revision, 1 copy)		PRDD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished PPA Form.	1. Receive and assess the PPA based on the Sports Development Plan (SDP).	None	30 minutes	Chief and Staff

If NOT aligned with the SDP:

	2. Return to the PPA proponent.	None	10 minutes	Staff
	<b>TOTAL</b>	None	40 minutes	

If aligned with the SDP:

	2. Endorse the PPA Form to BCSSS.	None	10 minutes	Chief and Staff
	3. Review and approve.  Forward the PPA Form to the Office of the Executive Director.	None	30 minutes	<b>BCSSS</b> DED and Staff
	4. Review and approve.  Forward the PPA Form to the proponent.	None	30 minutes	<b>Office of the Executive Director</b> ED and Staff
	<b>TOTAL</b>	None	1 hour and 40 minutes	

**PROGRAM, RESEARCH AND DEVELOPMENT DIVISION**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Program, Research and Development Division.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Procurement Section**



## 1. PROCUREMENT OF GOODS AND SERVICES

Ensures that the procurement of goods and services is in accordance with the implementation of government purchasing laws, rules and regulations as provided under R.A. 9184.

<b>Office or Division:</b>	Procurement Office			
<b>Classification:</b>	Highly Technical (Internal Process)			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All PSC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Board Resolution Approval (1 copy) Signed Requisition Issue Slip (1 copy) Signed Purchase Request (1 copy) Canvass Form (1 copy) Market Research/Median (1 copy) Approved Budget for Contract Request for Quotations (1 copy) Quotations from suppliers (1 copy) BAC Resolution – LCRB or Failure (1 copy) Abstract of Canvass (1 copy) Notice of Award (1 copy) Purchase Order / Job Order or Contract of Service (1 copy) Notice to Proceed (1 copy)		1. Board Secretariat Office 2. Property Office 3. Office of the Deputy Executive Director for AFMS 4. Office of the Executive Director 5. Bids and Awards Committee Secretariat 6. Office of the End-User 7. Office of the Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Purchase Request (PR) and Requisition Issue Slip (RIS), with the following attachment:	1. Evaluate, check the attached documents, and accept the PR, RIS. If complete, assign and post the purchase request number on the PR Form.	None	10 minutes	Staff

a. Endorsement Letter b. Board Approval c. PPMP for the year or Supplemental whichever is applicable d. Quotation from Supplier	2. Canvass items requested for purchase either online – by sending out canvass forms or request for quotations or through the conduct of field/market research.	None	5 days	Staff and/or Head
	3. Gathers all canvass items from different suppliers and conducts market research by getting the median of the prices as the basis for the Approved Budget for Contract (ABC).	None	2 Hours	Staff
	4. Draft, prepare, finalize and endorse the ABC to the Executive Director's Office and the Chairman's Office for approval.	None	1 Hour	Head
	5. Preparation of the Request For Quotation and endorse the same to the BAC Secretariat for the signature of the BAC Chairman.	None	2 Hours	Staff or Head
	6. Post signed RFQ on PhilGeps, PSC Website, and FB Page of the PSC.	None	2 Hours + 4 Days (for posting)	Staff or Head
	7. Prepare the summary of bids as received and evaluated by the BAC. Prepare the Abstract of Price Quotation (APQ). Then, forward the APQ to the BAC Secretariat for the signature of the BAC Members and requests for	None	2 Hours	Staff

	preparation of BAC Resolution – LCRB.			
	8. Prepare the Notice of Award (NOA), Purchase Order/Job Order, and Notice to Proceed. If for services, forward the same to the Legal Affairs Office for preparation of Contract.	None	2 Hours	Staff
	9. Checks and forward all documents related to the project, to the Deputy Executive Director of AFMS for Budget Utilization Request (BUR).	None	30 minutes	Staff or Head
	10. Upon receipt of the BUR from the Accounting Office, forward all documents to the Executive Directors Office for signature on the Purchase Order, and counter-signature of the NOA and NTP.	None	1 Hour	Staff or Head
	11. Notify the winning supplier/bidder through email that they were awarded the project and they have to sign the Purchase Order, Notice of Award/Job Order, and Notice to Proceed.	None	30 minutes	Staff
	12. After the winning bidder signs the PO, NOA and NTP, all attachments (ABC, RFQs, AOC, BAC Resolution, NOA, P.O. and NTP) are checked, verified, scanned and photocopied.	None	2 days	Staff or Head

	Forward all documents relative to the project to the Property Office and the Commission on Audit Resident Auditor.			
<b>TOTAL:</b>		None	11 days, 13 hours, and 10 minutes	

## PROCUREMENT SECTION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Procurement Section.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA 92782

## **Property Section**

## 1. ISSUANCE OF SUPPLIES AND EQUIPMENT FOR DONATION

Property Office prepares and issues the necessary documents of the supplies and equipment to be donated to different government agencies and Local Government Units.

<b>Office or Division:</b>		Property and Supply Office		
<b>Classification:</b>		Simple (External Process)		
<b>Type of Transaction:</b>		G2G-Government to Government,		
<b>Who may avail:</b>		NSAs, LGUs, Congress, Senate, NGOs, NGAs, and Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 copy)		Requesting Party's Office		
Certificate of Donation (1 copy)		PSC-Property Section		
Gate Pass (1 copy)		PSC-Property Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved letter of request to the Property Section	1. Review request and subsequently prepare Certificate of Donation and Gate Pass. Endorse the documents to the Office of the Executive Director for approval	None	30 minutes	Staff or Head
	2. Receive, review, and decide on the request and forward to Property Section.	None	2 hours	<b>OED</b> Executive Director and Staff

	3. Retrieve the approved certificate of donation and gate pass from the Office of the Executive Director	None	10 minutes	Staff or Head
2. Secure approved Certificate of Donation and Gate Pass from Property Section	4. Prepare the approved items for release to requesting party	None	30 minutes	Staff or Head
3. Pick up the approved items for donation from the Property Section	5. Release the approved items to requesting party	None	20 minutes	Staff
<b>TOTAL:</b>		None	3 hours and 30 minutes	



## PROPERTY SECTION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Property Section.
How feedbacks from the drop box are processed	<p>Negative feedbacks are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
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