



PHILIPPINE SPORTS COMMISSION

CITIZEN'S CHARTER

2019 (1st Edition)



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I. **Mandate:**

REPUBLIC ACT No. 6847 (January 24, 1990)

An act creating and establishing the Philippine Sports Commission, defining its powers, functions and responsibilities, appropriating funds therefor, and for other purposes.

Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:

Section 1. Title of the Act. – This Act shall be known as "*The Philippine Sports Commission Act.*"

Section 2. Declaration of Policy. – It is the policy of the State to promote physical education, encourage and sustain the development of sports in the country to foster physical fitness, self-discipline, teamwork and excellence for the development of a healthy and alert citizenry through a unified national sports promotion and development program, and that the establishment and creation of a single, unified and integrated national sports policy-making body shall further this objective.

Section 3. Creation of the Philippine Sports Commission. – To carry out the above policy, a body corporate known as the Philippine Sports Commission, hereinafter referred to as the Commission, is hereby created and established.

Section 4. Status of the Commission. – The Commission shall have the same status as that of a governmental regulatory national agency attached to the Office of the President with the Chairman thereof being of the same level as a department undersecretary and the Commissioners that of department assistant secretaries.

Section 5. Nature of the Commission. – The Commission shall exercise corporate powers. It shall have a seal, may sue and be sued, and shall be the sole policy-making and coordinating body of all amateur sports development programs and institutions in the Philippines: Provided, That in the case of the school sports development program, the same shall be formulated and implemented by the Department of Education, Culture and Sports (DECS) with the assistance of the Commission within the framework of the national sports development program.



II. Vision:

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.

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

III. Mission:

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.

IV. Service Pledge:

(a) To provide the leadership, formulate the policies and set the priorities and direction of all national amateur sports promotion and development, particularly giving emphasis on grass-roots participation;

(b) To encourage wide participation of all sectors, government and private, in amateur sports promotion and development; and

(c) To supplement government appropriations for sports promotion and development.



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Receiving of approved Purchase Request (PR) with Requisition Issue Slip (RIS) and posting of Purchase Request Number.

Canvass items requested for purchase

Prepares Approve Budget for Contract (ABC)

Endorse the PR, RIS and ABC and RFQ to the Bids and Awards Committee (BAC)

Posting of the signed RFQ in Philippine Government Electronic Procurement System (PhilGEPS)

Prepares the Abstract of Canvass and forwards the same to the BAC Members for signing

Prepares the Notice of Award, Purchase Order and Notice to Proceed

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Notifies and forward to the winning bidder the NOA, PO and NTP for signature and/or conforme

Forwards the PO to the Property Office to notify the delivery

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Office of the Chairman



1. Resolution on Various Request For Assistance / Sponsorships

The submitted request for assistance, support and sponsorships are decided upon by proper endorsement and recommendation from the office-in-charge

Office or Division:	Office of the Chairman			
Classification:	Complex			
Type of Transaction:	G2B / G2G			
Who may avail:	All Government Agencies, Local Government Units, Accredited/Recognized National Sports Associations (NSA), International Counterparts and other sports stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation and provision of barcode/ tracking number		Records Office (Receiving Area)		
Endorsement/recommendation from NSA Affairs Office (for NSA related requests)		NSA Affairs Office		
Endorsement/recommendation from the Senior Executive Assistant (for requests from government agencies, local government units and other institutions)		Office of the Senior Executive Assistant		
Endorsement/recommendation from the Executive Director (for interoffice concerns and other major requests)		Executive Director's Office		
Resolution on the submitted request		Office of the Chairman		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of formal letter of communication to Records Office	1.1 Evaluation of Records officer on the submitted letter and placing of tracking number/ Bar code 1.2 The same will be forwarded to the following :	None	5 minutes	<i>Records Officer</i>



	<p>NSA Affairs Office for NSA related concerns</p> <p>1.3 Office of the Senior Executive Assistant for inter-government agencies, local government units and other institutions matters</p> <p>1.4 Executive Director's Office for inter-office concerns or other major concerns about the Agency</p>			
	<p>2.1 Assessment and proper endorsement with appropriate comments from the Executive Director or Senior Executive Assistant or NSA Affairs Office Coordinator/Head</p>	None	2 days	<p><i>Executive Director</i> <i>Senior Executive Assistant</i> <i>NSA Affairs Office Coordinator</i> <i>NSA Affairs Office Head</i></p>
	<p>3.1 Resolution on the submitted communication</p>	None	2 days	<p><i>Chairman</i></p>



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Clients may submit their feedback to the suggestion box located at the PSC lobby or to our official e-mail address at pscchairman@yahoo.com or william.ramirez@psc.gov.ph</p>
<p>How feedbacks are processed</p>	<p>Upon receiving the feedbacks, it will be forwarded to the office of the Senior Executive Assistant or concerned office for evaluation and appropriate action within 3 days</p> <p>The reply of the Office of the Chairman will be in a formal communication to be submitted to the concerned party</p> <p>For further inquiries, clients may contact 8525-0808 local 148/158/888</p>
<p>How to file a complaint</p>	<p>Clients may submit their complaints to the suggestion box located at the PSC lobby or to our official e-mail address at pscchairman@yahoo.com or william.ramirez@psc.gov.ph</p> <p>Also, clients may file a complaint through the Citizen's Complaint Hotline number 8888</p>
<p>How complaints are processed</p>	<p>Complaints will be assessed accordingly with proper investigation and will be forwarded to the concerned office for letter of explanation.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p style="text-align: center;"> ARTA : complaints@arta.gov.ph 1-ARTA(2782) </p> <p style="text-align: center;">PCC : 8888</p> <p style="text-align: center;">CCB : 0908-881-6565 (SMS)</p>



Office of the Commissioners



1. Requests and Invitations

Office or Division:	Office of the Commissioners			
Classification:	Simple			
Type of Transaction:	G2G – government to government, G2C – government to citizen, G2B – government to business entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Have the document received by the Records Office	1.1 Records Office shall receive the document and attach a barcode for tracking. They shall then forward the document to the Office of the Commissioner Maxey.	None	Within the day of receipt	<i>Records Office</i>
	1.2 Receive the document and log it in the incoming-outgoing record	None	3 minutes	<i>Administrative Staff</i>
	1.3 Endorse the document to the Commissioner for appropriate action	None	3 hours	<i>Staff and Executive Assistant</i>
	1.4 Instruct an action based on the request	None	2 days	<i>Commissioner</i>
	1.5 A letter shall be mailed to the client responding to their request or invitation.	None	1 day	



2. National Sports Authority (NSA)-related Documents and Requests

Office or Division:	Office of the Commissioners			
Classification:	Simple			
Type of Transaction:	G2G – government to government, G2C – government to citizen, G2B – government to business entity			
Who may avail:	Regular, Associate, and Recognized Members of the NSA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Have the document received by the Records Office	2.1 Receive the document and attach a barcode for tracking. Forward the document to the Office of the Commissioner Maxey	None	Within the day of receipt	<i>Records Office</i>
	2.2 Receive the document and log it in the incoming-outgoing record	None	3 minutes	<i>Administrative Staff</i>
	2.3 Scrutinize the document, then endorse for appropriate action to the Commissioner	None	3 hours	<i>Staff and Executive Assistant</i>
	2.4 Instruct an action based on the recommendation of the Executive Assistant	None	2 days	<i>Commissioner</i>



	2.5 The document will then be forwarded to the Board Secretary or to the Office of the Chairman.	None	1 day	
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Office of the Executive Director



1. Receipt Of Documents For Approval/Decision

Documents being received by the Office of the Executive Director come from the various PSC offices and from outside clients.

Documents are being forwarded for signature and for appropriate action, recommendation and decision of the Executive Director.

Office or Division:	OFFICE OF THE EXECUTIVE DIRECTOR			
Classification:	SIMPLE, COMPLEX			
Type of Transaction:	G2C, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Action slip from the requesting office/officer stating comments/recommendations signed by the concerned staff/official		Office of origin of a particular document/request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the document/form to the Office of the Executive Director, with the necessary attachments depending on the document and office forms.	1.1 Document / Form is received by the staff of the Office of the Executive Director and is stamped as received for tracking purposes.	None	2 minutes	<i>Office of the Executive Director's staff</i>
	1.2 Initial assessment of the document/form, appropriate recording of the details in a logbook, maintained by the OED will be conducted.	None	4 minutes	<i>Office of the Executive Director's staff</i>



	1.3 Document / form received will then be thoroughly checked as to completeness of attachments, accuracy of details stated as well as grammar and form for correspondence, for approval and signature of the Executive Director.	None	5 minutes	<i>Office of the Executive Director's staff</i>
	1.4 The Executive Director signs, approves and/or grants decision, writes comments on the document.	None	5 minutes	<i>Executive Director</i>
	1.5 Document / form will be forwarded to the concerned offices/units by the OED staff, with the OED logbook for stamp of date receipt and signature of the receiving party.	None	6 minutes	<i>Office of the Executive Director's staff</i>



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.

Office or Division:	Legal Affairs Office			
Classification:	Complex			
Type of Transaction:	G2G,G2C, G2B			
Who may avail:	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, NSA's and Other PSC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly endorse requesting letter/documents with necessary documents		Requesting Party; Office of the Chairman, Office of the Executive Director, Office of the Commissioner's, NSA's, and Other Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the requesting letter/documents subject for legal opinion with all necessary attachment.	1.1 Receives all the Incoming Documents and assures that all of the necessary attachment are available	None	30 minutes	<i>Administrative Aide II</i>
	1.2 Initially review the request. Then, primarily prepares legal opinion or may assign Legal Researcher for further research of materials, if needed.	None	10 days (In case the Head of Legal Affairs Office prepares the legal opinion)	<i>Head, Legal Affairs Office</i>
	1.3 If assigned by the Head, Legal Researcher will conduct further research and/or applicable materials	None	5 days	<i>Legal Researcher</i>



	1.4 The Head will collate the materials searched by the Legal Researcher and finalized the Legal Opinion Requested, then signed it.	None	5 days	Head, Legal Affairs Office
	1.5 After the head signed the Legal Opinion, it will be forwarded to the staff for distribution to appropriate office(s) where the request originated.	None	30 minutes	Administrative Aide II/ Legal Assistant

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.

Office or Division:	Legal Affairs Office		
Classification:	Simple		
Type of Transaction:	G2G, G2C, G2B		
Who may avail:	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, NSA's and Other PSC Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly endorse requesting letter/documents for financial assistance with necessary documents		Requesting Party; Office of the Chairman, Office of the Executive Director, Office of the Commissioner's, NSA's, and Other Offices	
Board Resolution approving the said financial assistance		Board Secretary	



Latest Summary of Unliquidated Financial Assistance of NSA's		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Endorse the requesting letter/documents of Financial Assistance subject for preparation of Affidavit of Undertaking	2.1 Receives all the Incoming Documents and assures that all of the necessary attachment are available	None	10 minutes	<i>Administrative Aide II</i>
	2.2 Initially review the request and draft the affidavit of undertaking subject for Review by the Head	None	40 minutes	<i>Legal Researcher</i>
	2.3 The Head will review the draft, suggest revisions if necessary and forwards the draft back to legal researcher for editing after requesting for the Statement of Unliquidated Financial Assistance of the NSA or other sports organization concerned from the Accounting Office.	None	1 hour	<i>Head, Legal Affairs Office</i>
	2.4 After such, the head will provide its initials and forward the AU to staff	None	5 minutes	<i>Head, Legal Affairs Office</i>



	2.5 For the final step, 3 copies of AU will be forwarded to the requesting party, advice to have it notarized and distribute one (1) copy to Cashier (COA) and one (1) copy to Legal for filling and one (1) copy to the requesting party	Notarial Fee (P100.00) To be paid at chosen Notarial Public	30 minutes	<i>Administrative Aide II/ Legal Assistant</i>
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3. Request for Preparation of Various Letter/Correspondences.

The PSC Legal Office prepares various correspondences, upon the request, on legal matters affecting the effective function of the PSC.

Office or Division:	Legal Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, NSA's and Other PSC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly endorse requesting letter/documents with necessary documents		Requesting Party; Office of the Chairman, Office of the Executive Director, Office of the Commissioner's, NSA's, and Other Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the requesting letter/documents subject for preparation of various letters with all necessary attachment.	3.1 Receives all the Incoming Request/Documents and assures that all of the necessary attachment are available	None	30 minutes	<i>Administrative Aide II</i>



	<p>If the attachment is incomplete, the request is immediately returned to the requesting party</p> <p>If the attachment is complete the LO Admin Aide will forward it to the LO-Head for review</p>			
	<p>3.2 Initially review the request. Then, primarily prepares correspondence or may assign Legal Researcher for further research of materials, if needed.</p>	None	3 days	<p><i>Head, Legal Affairs Office/ Legal Researcher</i></p>
	<p>3.3 The draft correspondences are forwarded to the signing authority authorized to represent the PSC based on the nature of the correspondence</p>	None	10 minutes	<p><i>Administrative Aide II</i></p>



	3.4 The Legal Office sends out the signed correspondence through the Records Office upon the instruction of the requesting party/office concerned	None	30 minutes	<i>Administrative Aide II/ Legal Researcher</i>
	3.5 The signed correspondences will be photocopied and distribute the copy to the parties concerned then files the filling copy for records purposes	None	30 minutes	<i>Administrative Aide II/ Legal Assistant</i>

4. 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.

Office or Division:	Legal Affairs Office
Classification:	Simple
Type of Transaction:	G2G,G2C, G2B
Who may avail:	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, PSC BAC's Office, Procurement Office and Head Offices of PSC
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Duly endorse requesting letter/documents with necessary documents	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, PSC BAC's



		Office, Procurement Office and Head Offices of PSC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the requesting letter/documents subject for preparation of Various Contracts and Memorandum of Agreement (MOA) with all necessary attachment.	<p>4.1 Receives all the Incoming Request/Documents and assures that all of the necessary attachment are available</p> <p>If the attachment is incomplete, the request is immediately returned to the requesting party</p> <p>If the attachment is complete the LO Admin Aide will forward it to the LO-Head for review</p>	None	10 minutes	<i>Administrative Aide II</i>
	4.2 Upon initial review, the LO-Head prepares the contracts (BAC related) or delegates to the Admin. Assistant II/Legal Researchers for contract preparation.	None	Simple/Ordinary Contract: 1 day BAC Related: 3 days	<i>Head, Legal Affairs Office/ Legal Researcher</i>
	4.3 The prepared contract is forwarded to the requesting party for signature first of the contracted	None	1 day	<i>Administrative Aide II</i>



	party and witnesses before the signing of the Chairman.			
	4.4 The contract, containing the signature of the contract party and witnesses, is forwarded to the Office of the Acting Executive Director for his initial and endorsement to the Chairman for signing.	None	1 day	<i>Administrative Aide II/ Legal Researcher</i>
	4.5 The signed contract is forwarded to the Legal Office for notarization. If all the pages are signed, the LO-Admin. Aide II submits the signed Contracts/MOAs to the Notary Public for notarization. The LO-Admin Aide II photocopies the notarized Contracts/MOAs and distributes copies to the following:	Notarial Fee (P100.00) To be paid at chosen Notarial Public	2 hours	<i>Administrative Aide II/ Legal Assistant</i>



	<ul style="list-style-type: none"> • 1 original copy for the contracted party • 1 photocopy for the PSC concerned offices (PSC BAC, Procurement, NSAO, Personnel or Accounting) • 1 original copy for the LO-Admin. Assistant II/Legal Researcher II (as copy of the Legal Office) • 1 photocopy for the LO-Admin. Assistant II (to be attached as supporting documents on the liquidation of the cash advance received for notarization purposes) 			
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5. Request for Preparation of Affidavit of Loss (AL)

The PSC Legal Office prepares affidavit of loss, upon request on legal matters affecting the effective function of the PSC.

Office or Division:	Legal Affairs Office
Classification:	Simple
Type of Transaction:	G2G, G2C, G2B
Who may avail:	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, NSA's and Other PSC Offices



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly endorse requesting letter/documents with necessary attachments		Requesting Party; Office of the Chairman, Office of the Executive Director, Office of the Commissioner's, NSA's, and Other Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the requesting letter/documents subject for preparation of affidavit of loss with all necessary attachment.	5.1 Receives and review the request for preparation of Affidavit of Loss and determine if the requesting party is an athlete, coach or an employee of the Commission.	None	10 minutes	<i>Administrative Aide II</i>
	5.2 The assigned Legal staff prepares the Affidavit with the details of the loss as provided by the Requesting Party.	None	2 hours	<i>Head, Legal Affairs Office/ Legal Researcher</i>
	5.3 The Affidavit is given to the Requesting Party for notarization by a Notary Public and submission to the proper authority.	Notarial Fee (P100.00) To be paid at chosen Notarial Public	5 minutes	<i>Administrative Aide II</i>



6. 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.

Office or Division:	Legal Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G,G2C, G2B			
Who may avail:	NSA's, Educational Institutions and other entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prepared Venue Rental Agreement contained the billing computations in three (3) original copies The Contract Billing Computations reflects the total Fees (venue rental, manpower fees and notarial fee) to be paid by the Client before the actual use the venues		Venue Managers/Person-in-Charge for the use of the PSC Venues.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the requesting letter/documents subject for review of Venue Rental Agreement for the use of PSC venues and all necessary attachment.	6.1 Receives and review receives all the documents that require Legal clearance prior to the signing of the PSC Acting Executive Director. Also, checks if all the attachments were included such as: a.) Approval of the Executive Director; b.) Letter Request of the Client for the use of the venue; c.) Matrix of fees to	None	10 minutes	<i>Administrative Aide II</i>



	<p>be paid by the Client; and d.) 3 originally signed CBC (containing signatures of the Client, Venue Managers/Person In Charge and Operations Head).</p> <p>If the attachments were incomplete, the request is immediately returned to the Requesting Party.</p> <p>If the attachments were complete, the LO-Admin. Aide II forwards the CBC to the Admin. Assistant II for further review.</p>			
	<p>6.2 Upon careful review and re-computation of the fees, the LO-Admin. Assistant II forwards the CBC to the LO-Head for signing and certifying that the CBC passed through the Legal Office for review. The LO-Admin Assistant II endorses the VRA to the Office of the Acting Executive Director for</p>	<p>None</p>	<p>1 day</p>	<p><i>Admin Assistant II</i></p>



	approval and signing.			
	3. After the signing of the VRA, the Office of the Acting Executive Director forwards the duly signed CBC to Legal Office for notarization.	Notarial Fee (P100.00) To be paid at chosen Notarial Public	2 hours	<i>Administrative Aide II</i>
	4. After the notarization of the signed VRA through the Notary Public. The LO-Admin Aide II photocopies the notarized VRA and distributes copies to the following: <ul style="list-style-type: none"> •2 original copies for Operations (1 copy for the Operations office of RMSC/Venue Mangers of Philsports Complex and 1 copy for the Client) •1 photocopy for the Commission on Audit •1 original copy for the LO-Admin. Assistant II (as copy of the Legal Office) 	None	15 minutes	<i>Administrative Aide II</i>



	<ul style="list-style-type: none"> •1 photocopy for the LO-Admin. Assistant II (to be attached as supporting documents on the liquidation of the cash advance received for notarization purposes 			
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7. Preparation/Processing of Tax Exemption Request, Affidavit of Undertaking, and Other Related Documents for the Department of Finance (DOF) and Bureau of Customs (BOC) for the Release of Imported Sports Related Equipment/Materials

The Legal Affairs Office prepares the Tax Exemption Request, Affidavit of Undertaking and other related documents for the submission and approval of the DOF for the duty tax exemption of imported sports equipment/materials. All attachments are included such as a) Request from the NSA or sports organizations, LGU for duty tax exemption; b) PSC Board Approval; c) Airway Bill/ Bill of Lading; d) Commercial Invoice; and e) Packing List.

Office or Division:	Legal Affairs Office			
Classification:	Complex			
Type of Transaction:	G2G,G2C, G2B			
Who may avail:	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, NSA's and Other PSC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly endorse requesting letter/documents with necessary attachments		Requesting Party; Office of the Chairman, Office of the Executive Director, Office of the Commissioner's, NSA's, and Other Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the requesting letter/documents	7.1 Receives and review the request and assures all	None	5 minutes	<i>Administrative Aide II</i>



<p>subject for preparation with all necessary attachment.</p>	<p>the necessary attachment are complete;</p> <p>If the attachments are incomplete, the request is immediately returned to the requesting party.</p> <p>If the attachments are complete, the same are forwarded to the Legal Researcher for further review.</p>			
	<p>7.2 Upon careful review of the attachments, the Legal Researcher prepares the Tax Exemption Request, Affidavit of Undertaking and all other related documents including and endorses the draft to the Legal Office- Head for her initial, certifying that said documents passed through the Legal Office for review.</p>	<p>None</p>	<p>3 hours</p>	<p><i>Legal Researcher</i></p>
	<p>7.3 The Legal Researcher endorses the initialed Tax Exemption Request, Affidavit</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Legal Researcher</i></p>



	of Undertaking, and all other related documents to the Executive Director for the initial and request for endorsement to the Office of the Chairman for his signature.			
	<p>7.4. After the signing of the Tax Exemption Request, Affidavit of Undertaking and all other documents, the staff from the Office of the Chairman forwards the same to the Legal Office for notarization.</p> <p>The signed Affidavit of Undertaking and other documents necessary are notarized by a Notary Public.</p>	<p>Notarial Fee (P100.00)</p> <p>To be paid at chosen Notarial Public</p>	1 hour	<i>Administrative Aide II</i>
	7.5 The Notarized Affidavit of Undertaking and other documents for distribution to the following: 3 original copies for the Broker 1 photocopy for the Cashier's Office	None	1 hour	<i>Administrative Aide II</i>



	<p>1 photocopy for the Accounting Office</p> <p>1 photocopy for the LO-Admin. Assistant II (as copy of the Legal Office)</p> <p>1 photocopy for the LO-Admin. Assistant II (to be attached as supporting documents on the liquidation of the cash advance received for notarization purposes)</p>			
	<p>7.6 Endorse all the signed and notarized documents to the assigned Broker for the submission and processing of Certificate of Non-Local Availability</p>	None	<p>10 days</p> <p>(Processing Time of DTI)</p>	<p><i>Legal Researcher/Admin Assistant II</i></p>
	<p>7.7 Monitor and coordinate with Broker the release of Tax Exemption Certificate (TEC) from DOF and submit the same to the BOC including all other import documents for the lodging of the shipment/ cargo.</p>	None	<p>15 days</p> <p>(Processing Time of DOF/BOC)</p>	<p><i>Legal Researcher/Admin Assistant II</i></p>



	7.8 BOC will send the Single Assessment Document (SAD) to the Broker for payment of final duties before release of shipment/cargo.	It depends on the size of the shipment/ container and other related fees	10 days (Processing time of BOC)	<i>Legal Researcher/Admin Assistant II</i>
	7.9 Preparation of Authority to Debit attaching all the related documents and endorse the same to the Legal Officer-Head and Executive Director for counter-signature.	It depends on the size of the shipment/ container and other related fees	1 day	<i>Legal Researcher/Admin Assistant II</i>
	7.10 Authority to Debit will be endorsed to the Cashier's Office, Office of the Commissioner, and Office of the Chairman for their signature.	None	1 day	<i>Legal Researcher/Admin Assistant II</i>
	7.11 Submission of the signed Authority to Debit to PNB/ Land Bank to debit the payment for final duties of the cargo/ shipment. Once the payment is credited to the account of BOC, the BOC will release the cargo/shipment.	It depends on the size of the shipment/ container and other related fees	1 day	Legal Researcher/ Admin Assistant II



	<p>7.12 Coordinate with the Broker and will deliver the shipment/cargo on the exact address as instructed by the PSC. Such shipment/cargo will be subject for inspection by the Property Officer, in-charge thereof for proper documentation.</p>	<p>None</p>	<p>3 days</p>	<p>Legal Researcher/ Admin Assistant II</p>
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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	By Filling up the PSC- Feedback Form and drop it at the box located at PSC Admin Building Lobby and
How feedbacks are processed	The Management Services Division Office will collate the said forms every Friday
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



#1 Processing of financial requests

Processing of financial requests for the approval of the OIC-ED

Office or Division:	BUREAU ON ADMINISTRATIVE, FINANCIAL, and MANAGEMENT SERVICES			
Classification:	SIMPLE			
Type of Transaction:	INTER-OFFICE			
Who may avail:	ACCOUNTING DIVISION, ASSISTANCE AND COORDINATION DIVISION, NSA AFFAIRS OFFICE, PROCUREMENT OFFICE, and OTHER PSC OFFICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>ACTION SLIP with recommendation from Division Chief/Section Head</p> <p>BOARD RESOLUTION granting approval of financial assistance</p> <p>PAYMENT TO SUPPLIER PAYROLL PROCESSING</p>		Office where the request originated from		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office requesting approval submits the financial request to the BAFMS Office	<p>STEP 1: BAFMS staff reviews the document; verifies the correctness and completeness of its attachments</p> <p>STEP 2: BAFMS staff receives and logs the particulars of the document</p> <p>STEP 3: DED-AFMS affixes their signature on the document</p> <p>STEP 4: Document for receipt of the next Office for processing/ implementation</p>	NONE	1-2 DAYS	<p>STEPS 1 & 2: BAFMS STAFF</p> <p>STEP 3: DED-AFMS</p> <p>STEP 4: BAFMS STAFF, BUDGET DIVISION, ACCOUNTING DIVISION, PROCUREMENT OFFICE, OTHER PSC OFFICES</p>



#2 Processing of documents

Processing of documents for endorsement to the OIC-ED

Office or Division:	BUREAU ON ADMINISTRATIVE, FINANCIAL, and MANAGEMENT SERVICES			
Classification:	SIMPLE			
Type of Transaction:	INTER-OFFICE			
Who may avail:	ACCOUNTING DIVISION, ASSISTANCE AND COORDINATION DIVISION, NSA AFFAIRS OFFICE, PROCUREMENT OFFICE, and OTHER PSC OFFICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>ACTION SLIP with recommendation from Division Chief/Section Head</p> <p>BUDGET UTILIZATION REQUEST certified by the Head of the Budget Office</p> <p>DISBURSEMENT VOUCHER and JOURNAL ENTRY VOUCHER certified by the Chief Accountant</p>		Office where the request originated from		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office requesting endorsement submits the voucher/document to the BAFMS Office	<p>STEP 1: BAFMS staff reviews the document; verifies the correctness and completeness of its attachments</p> <p>STEP 2: BAFMS staff receives and logs the particulars of the document</p> <p>STEP 3: DED-AFMS affixes their signature on the document</p> <p>STEP 4: Document for receipt of the next Office for processing/implementation</p>	NONE	1-2 DAYS	<p>STEPS 1 & 2: BAFMS STAFF</p> <p>STEP 3: DED-AFMS</p> <p>STEP 4: BAFMS STAFF, OFFICE OF THE EXECUTIVE DIRECTOR</p>



Issuance of Budget Utilization Request and Status (BURS)/Obligation Request and Status (ORS)

Service Information

Office or Division:	Budget Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business Entity, G2P- Government to Public			
Who may avail:	Employees, Athletes, Coaches, National Sports Association and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Letter/Billing Statement (Utilities/Communications/Internet/General Services)		Concerned Office		
Board Resolution (Financial Assistance/Sponsorship)		Board Secretariat		
Purchase Order & BAC Resolution (Purchase of Supplies/Equipment)		Procurement Office / BAC Office		
Itinerary of Travel/Travel Order (Travel Allowance)		Sea and Air Travel Unit		
Board Resolution/Accounting computation of Reimbursement (Reimbursement)		Board Secretariat/Accounting Division		
Endorsement/Action Slip from BAFMS/Executive Director's Office/Chairman's Office (All approved request for allotment of funds)		Bureau of Administrative, Finance, Management Services Office / Executive Director's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Endorse approved request through Action Slip (c/o BAFMS Office/Executive Director's Office)	1) Received the documents and check the completeness	N/A	5-10 minutes	Admin. Assistant III
	2) Log the received documents	N/A	3-8 minutes	
	3) Start Processing the request 3.1) Prepare	N/A	5-10 minutes	Admin. Officer II

	<p>Budget Utilization Request and Status/Obligation Request and Status</p> <p>3.2) Sign the BURS/ORS</p> <p>3.3) Log the signed BURS/ORS</p>	N/A	<p>3-5 minutes</p> <p>5-10 minutes</p>	<p>Chief, Budget Division</p> <p>Admin. Assistant III</p>
	<p>4) Forward documents to Accounting Division</p>	N/A	<p>3 minutes</p>	<p>Admin. Assistant III</p>



Office or Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



1. Processing of Liquidation of Financial Assistance to NSAs, NGOs and other Government Offices.

Service Information

Office or Division:	Accounting Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen, G2G- Government to Government			
Who may avail:	Athletes, Coaches, National Sports Associations and other Government Offices.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Board Resolution		Office of the Board Secretary		
Travel Order, Itinerary of Travel and Travel Completed		Sea and Air Travel Unit		
Purchase Request and Requisition and Issue Slip		Bureau on Administrative, Finance and Management Services		
Inspection and Acceptance Report and Issuance of Supplies and Materials		Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary documents for the liquidation and reimbursement. Completion of the documents needed.	1. Make initial assessment and check the completion of the documents required for the transaction.	N/A	2-8 hours, depending on the intricacy and number of the components of the financial assistance	Accounting Staff
	2. Preparation of the Journal Entry Voucher	N/A	30 mins- 1 hour	Accounting Staff
	3. Certification from the Chief Accountant as to the correctness of the liquidation.	N/A	30 mins- 1 hour	Chief Accountant
	4. Recording of the Journal Entry in the books	N/A	30 mins- 1 hour	Accounting Staff



2. Processing of Reimbursement of Expenses to NSAs, NGOs and other Government Offices.

Service Information

Office or Division:	Accounting Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen, G2G- Government to Government			
Who may avail:	Athletes, Coaches, National Sports Associations and other Government Offices.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Board Resolution		Office of the Board Secretary		
Travel Order, Itinerary of Travel and Travel Completed		Sea and Air Travel Unit		
Purchase Request and Requisition and Issue Slip		Bureau on Administrative, Finance and Management Services		
Inspection and Acceptance Report and Issuance of Supplies and Materials		Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the necessary documents for the liquidation and reimbursement.	1. Make initial assessment and check the completion of the documents required for the transaction.	N/A	2-8 hours, depending on the intricacy and number of the components of the financial assistance	Accounting Staff
	2. If not yet approved, endorsement of the reimbursement to the NSA Affairs Office for board approval.	N/A	30 mins- 1 hour	Accounting Staff
	3. If already approved, process the disbursement	N/A	30 mins- 1 hour	Accounting Staff

	voucher of the reimbursement.			
	4. Certification from the Chief Accountant as to the correctness of the reimbursement.	N/A	30 mins- 1 hour	Chief Accountant
	4. Forward the voucher to the Bureau on Administrative, Finance and Management Services for endorsement to the Executive Director.	N/A	30 mins- 1 hour	Accounting Staff



Office or Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



#1 Disciplinary Action

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

Office or Division:		MANAGEMENT SERVICES DIVISION		
Classification:		COMPLEX		
Type of Transaction:		G2G- GOVERNMENT TO GOVERNMENT		
Who may avail:		PSC EMPLOYEES, COACHES, ATHLETES & OTHER STAKEHOLDER		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SUBMISSION OF UNDER OATH COMPLAINT		MANAGEMENT SERVICE DIVISION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>STEP 1:</u> SUBMISSION OF A SIGNED WRITTEN REPORT, UNDER OATH, DETAILING THE COMPLAINT.</p> <p><u>STEP 2:</u> SUBMIT THE COMPLAINT TO RECORDS SECTION FOR PROPER RECORDING.</p> <p><u>STEP 3:</u> RECORDS OFFICE TO FORWARD THE COMPLAINT TO THE MSD.</p>	<p><u>STEP 1:</u> EVALUATION OF THE COMPLAINT.</p> <p><u>STEP 2:</u> ISSUANCE OF MEMORANDUM FOR WRITTEN EXPLANATION OF THE PERSON INVOLVED.</p> <p><u>STEP 3:</u> ADMIN OFFICER WILL ASSES THE TRUTH OR MERIT TO THE ALLEGATIONS.</p> <p><u>STEP 4:</u> ISSUANCE OF REQUEST FOR ACTION.</p> <p><u>STEP 5:</u> CORRECTIVE ACTION.</p>	NONE	7 DAYS	EPIFANIO CORDERO JR.



#2 Issuance of ID

Issuance of PSC Employees, Coaches and Athletes

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	COMPLEX			
Type of Transaction:	SINGLE G2P- GOVERNMENT TO PRIVATE			
Who may avail:	PSC EMPLOYEES, COACHES AND ATHLETES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>(NEW ID)- PSC ID SLIP AS ENDORSED BY THE NSAAO TO BE FILLED UP BY THE ATHLETE & COACHES</p> <p>(RENEWAL OF ID)-SURRENDER THE EXPIRED I.D</p>		MANAGEMENT SERVICE DIVISION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>STEP 1:</u></p> <p>ATHLETES AND COACHES SHOULD SECURE A PSC ID SLIP AT THE NSA OFFICE WHILE THE EMPLOYEES SHOULD SECURE THEIR SLIP AT THE PERSONNEL OFFICE.</p> <p><u>STEP 2:</u></p> <p>ATHLETES/ COACHES AND PSC EMPLOYEES SHOULD FILL UP INFORMATION DATA FORM.</p>	<p><u>STEP 1:</u></p> <p>PICTURE TAKING AND ID PRINTING.</p> <p><u>STEP 2:</u></p> <p>LOG IN TO RECEIVE ID LOG BOOK.</p>	NONE	ONE HOUR	ROLAND TOBIAS MYRIS LEE



#3 8888 CITIZENS' COMPLAINT

To allow the public to report negative government front-line service delivery and practices in all government agencies

Office or Division:		MANAGEMENT SERVICES DIVISION		
Classification:		COMPLEX		
Type of Transaction:		G2P & G2G GOVERNMENT TO PUBLIC AND GOVERNMENT TO GOVERNMENT		
Who may avail:		CITIZENS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
COMPLAINT LETTER		8888 WEBSITE/ MALACAÑANG 8888 #		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>STEP 1:</u></p> <p>CITIZENS WITH COMPLAINTS CAN RELAY THEIR CONCERN TO THE 8888 HOTLINE OF MALACAÑANG.</p> <p><u>STEP 2:</u></p> <p>MSD WILL COORDINATE WITH THE CONCERNED OFFICES REGARDING THE COMPLAINT THROUGH THE 8888 ACCOUNTS.</p>	<p><u>STEP 1:</u></p> <p>REVIEW THE COMPLAINT RECEIVED FROM MALACAÑANG/</p> <p><u>STEP 2:</u></p> <p>FORWARD THE LETTER TO THE CONCERNED OFFICE.</p> <p><u>STEP 3:</u></p> <p>ADVISE THE CONCERNED OFFICE TO DIRECTLY RESPOND TO THE COMPLAINANT AND TO SUBMIT A COPY OF THE RESPONSE TO THE ADMIN OFFICE.</p> <p><u>STEP 4:</u></p> <p>ADMIN OFFICE WILL SUBMIT A NOTICE OF REPORT TO THE MALACAÑANG.</p>	NONE	WITHIN 78 HOURS	EPIFANIO CORDERO JR



#4 SERVICE FEEDBACK FORM

To hear the opinion and comment of clients about their experience in transacting business with PSC.

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2P & G26 GOVERNMENT TO PUBLIC AND GOVERNMENT TO GOVERNMENT			
Who may avail:	CLIENTS AND STAKEHOLDER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FEEDBACK FORM		DROP BOX		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>STEP 1:</u></p> <p>CLIENTS HAVE TO ACCOMPLISH THE FEEDBACK FORM AVAILABLE AT THE PSC PUBLIC ASSISTANCE DESK, LOCATED AT THE PSC LOBBY, AND VARIOUS FRONTLINE OFFICES AT THE PSC ADMIN BLDG.</p> <p><u>STEP 2:</u></p> <p>DROP THE FEEDBACK FORM IN A DROP BOX OR EMAIL IT AT ADMIN @ psc.com.gov.ph</p>	<p><u>STEP 1:</u></p> <p>FEEDBACK FORMS WILL BE COLLECTED EVERY FRIDAY AT 4:30PM AND WILL BE REVIEWED BY THE ADMIN ON THE FOLLOWING WORKING DAY.</p> <p><u>STEP 2:</u></p> <p>CONCERNED EMPLOYEE/OFFICE WILL BE PROPERLY INFORMED ABOUT THE MERIT FOR POSITIVE FEEDBACK AND THE COMPLAINT IF THERE ARE NEGATIVE FEEDBACK.</p>	NONE	1 DAY	EPIFANIO CORDERO JR

PROCUREMENT OFFICE



1. Receiving of approved Purchase Request (PR) with Requisition Issue Slip (RIS) and posting of Purchase Request Number.

Office or Division:		PROCUREMENT OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		Different Offices of the PSC as End-User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Signed Purchase Request Signed Requisition Issue Slip Board Resolution 		<ol style="list-style-type: none"> Office of the End-User and the Office of the Deputy Executive Director for AFMS Office of the End-User, Head of the Property Office and the Office of The Deputy Executive Director for AFMS Office of the Board Secretary 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PR and RIS with approved Board Resolution	2. Accept the PR, RIS and approved Board Resolution	None	15 minutes	Procurement Staff; End-Users; and Board Secretary Office
Total:		None	15 minutes	

2. Canvass items requested for purchase.

Office or Division:		PROCUREMENT OFFICE		
Classification:		Complex		
Type of Transaction:		Government to Business Entity (G2B)		
Who may avail:		End-Users (Offices of the Philippine Sports Commission), Business Entity (Private and/or Public Corporations)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Canvass Forms Requests for Quotations 		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Fill up canvass form Reply through 	<ol style="list-style-type: none"> Accept and receive the canvass form; Accept and receive the 	None	7 - 10 days	Procurement Staff Private/public company or

sending of quotation.	quotation either through courier or through electronic mail.			corporation sending and filing up of the canvass form and request for quotation.
Total:		None	7 – 10 Days	

3. Prepares Approve Budget for Contract (ABC)

Office or Division:	PROCUREMENT OFFICE			
Classification:	Highly Complex			
Type of Transaction:	Government to Business Entity (G2B) Government to Government (G2G)			
Who may avail:	End-Users, Office of the Executive Director, Office of the Chairman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Signed Purchase Request 2. Signed Requisition Issue Slip 3. Board Resolution 4. Market Research/Median 5. Canvass Form 		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submits the quotation to the Procurement Office. 2. Endorse signed ABC to the Procurement Office 	<ol style="list-style-type: none"> 1. Accepts the quotation from supplier and conduct market research. 2. Investigate on market price. 3. Prepares the ABC. 4. Forwards the same to the Office of the Executive Director and Office of the Chairman for Signature 	None	10 – 15 days	Procurement Staff
Total:		None	10 – 15 days	

4. Endorse the PR, RIS and ABC and RFQ to the Bids and Awards Committee (BAC)

Office or Division:		PROCUREMENT OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		End-User, BAC Secretariat		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Signed Purchase Request 2. Signed Requisition Issue Slip 3. Board Resolution 4. Request for Quotation 5. ABC 6. Market Research/Median Canvass Form 		<ol style="list-style-type: none"> 1. Procurement Office 2. Bids and Awards Committee Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accepts the PR, RIS, ABC and RFQ to endorse to the BAC Chairman for signature in the RFQ.	1. Submits the PR, RIS, ABC and RFQ to the Bids and Awards Committee	None	1 day	Procurement Staff BAC Office
Total:		None	1 day	

5. Posting of the signed RFQ in Philippine Government Electronic Procurement System (PhilGEPS)

Office or Division:		PROCUREMENT OFFICE		
Classification:		Complex		
Type of Transaction:		Government to Business Entity (G2B)		
Who may avail:		Business Entities that is private or public corporation interested to submit and offer bids, Government Instrumentalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Signed Purchase Request 2. Signed Requisition Issue Slip 3. Board Resolution 4. Request for Quotation 5. ABC 6. Market Research/Median 7. Canvass Forms 		Procurement Office PhilGEPs Website		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested business entities submits sealed quotations as per RFQ posted in PhilGEPS.	1. Accepts the sealed quotation.	None	3 – 7 days	Procurement Staff
Total:		None	3 – 7 days	

6. Prepares the Abstract of Canvass and forwards the same to the BAC Members for signing.

Office or Division:	PROCUREMENT OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	End-User, BAC Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Purchase Request 2. Signed Requisition Issue Slip 3. Board Resolution 4. Request for Quotation 5. ABC 6. Market Research/Median Canvass Forms 7. Sealed envelopes containing the quotations from bidders.		1. Procurement Office 2. Bids and Awards Committee Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Opens the sealed quotation to determine complying bidders	Forwards the sealed quotation to the BAC Office	None	2 – 3 days	Procurement Staff BAC Office
Total:		None	2 – 3 days	

7. Prepares the Notice of Award, Purchase Order and Notice to Proceed.

Office or Division:	PROCUREMENT OFFICE
Classification:	Simple
Type of Transaction:	Government to Government (G2G)

	Government to Business Entity (G2B)			
Who may avail:	Supplier/Contracted adjudged as the lowest calculated responsive bid, Bids and Awards Committee Office (BAC) end-user, Property Office of the PSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. BAC Resolution - LCRB 2. Notice of Award 3. Purchase Order 4. Notice to Proceed 		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier signs the Notice of Award, Purchase Order and the Notice to Proceed.	<ol style="list-style-type: none"> 1. Prepares the Notice of Award, Purchase Order and Notice to Proceed and have them signed by the Supplier, after release of BAC Resolution - LCRB 2. Forwards the checklist of requirements to the Property Office. 	None	1 – 5 days	Procurement Staff Supplier adjudged with the LCRB Property Office
		None	1 – 5 days	

8. Endorsement of the Budget Utilization Request to the Budget Office.

Office or Division:	PROCUREMENT OFFICE
Classification:	Simple
Type of Transaction:	Government to Government (G2g)
Who may avail:	Office of the Deputy Executive Director for AFMS and the Budget Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Notice of Award 2. POs 3. Notice to Proceed 4. ABC 5. Request for Quotation 	<ol style="list-style-type: none"> 1. Procurement Office 2. Office of the DED – AFMS 3. Budget Office

6. Abstract of Canvass BAC Resolution				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Procurement Office submits the above checklist of requirements to the Office of the DED-AFMS	Office of the DED –AFMS submits and endorse the same to the Budget Office	None	1 day	Procurement Staff Office of the DED-AFMS Budget Office
Total:		None	1 day	

9. Notifies and forward to the winning bidder the NOA, PO and NTP for signature and/or conforme.

Office or Division:	PROCUREMENT OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	End-User, private corporation/company of the winning bidder, public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Award 2. POs 3. Notice to Proceed		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client signs the Notice of Award, POs and Notice to Proceed	Notifies the winning bidder on signing the Notice of Award, POs and Notice to Proceed	None	1 – 7 days	Procurement Staff Winning Bidder
Total:		None	1 – 7 days	

10. Forwards the PO to the Property Office to notify the delivery.

Office or Division:	PROCUREMENT OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Property Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Award 2. POs 3. Notice to Proceed 4. ABC		Procurement Office		

5. Request for Quotation 6. Abstract of Canvass				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Property Office receives above checklist of requirements to notify them of the delivery from winning bidder	Procurement Office submits the above checklist of requirements from the Property Office	None	1 – 2 days upon receipt and signing of Supplier in the conforme portion (PO)	Procurement Staff
Total:		None	1 – 2 days	

11. Furnish the Commission on Audit of the POs and its attachments.

Office or Division:	PROCUREMENT OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Comission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Award 2. POs 3. Notice to Proceed 4. ABC 5. Request for Quotation 6. Abstract of Canvass		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office of Commission on Audit accepts the above checklist of requirements.	Submits the above checklist of requirements to the Commission on Audit	None	2 – 3 days upon receipt and signing of the Supplier in the conforme portion (PO)	Procurement Staff
Total:		None	2 – 3 days	



Issuance of Supplies and Equipment for Donation to External Customers

Service Information

Office or Division:	Property and Supply Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Private			
Who may avail:	External Customers (LGU's, Congress, Senate, NGO's, Schools, etc)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmits approved letter of request to Property Office	Preparation of Certificate of Donation and Gate Pass to be transmitted to Office of the Executive Director for approval	none	30 minutes	Property Custodian/Head
2. Transmits approved Certificate of Donation and Gate Pass to Property Office	Preparation of the approved items for release to requesting party	none	30 minutes	Property Custodian/Head
3. Pick-up the approved items for donation from Property Office	Releases the approved items to requesting party	none	15 minutes	Property Custodian/Head



Office or Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



INTER-OFFICE COMMUNICATION

Service Information

Office or Division:	RECORDS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G GOVERNMENT to GOVERNMENT			
Who may avail:	ALL Internal Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inter-Office Communication		Personnel/ Other Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Endorse Letter for dissemination.	Received the document log, Scan, Photocopy and disseminate.	NONE	4 HOURS	RECORDS OFFICE STAFF



Office or Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



FOI

Service Information

Office or Division:	RECORDS OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2P GOVERNMENT to PUBLIC			
Who may avail:	STUDENT, PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LETTER REQUEST		PERSONNEL OFFICE		
PHOTOCOPY OF ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Hand carry letter request.	Received the document log, Scan, Barcode.	NONE	15 days	RECORDS OFFICE STAFF



Office or Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



VARIOUS REQUEST

Service Information

Office or Division:	RECORDS OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2P GOVERNMENT to PUBLIC/ G2G GOVERNMENT to GOVERNMENT			
Who may avail:	NSA, ATHLETES, COACHES, LGU, PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
INCOMING Communication		NSAAO OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Hand carry letter request for F/A, Reimbursement, Travel Tax and Airport tax exemption, Sports Equipment and use of venues.	Received the document log, Scan, Barcode, Endorse to respective office.	NONE	1 HOURS	RECORDS OFFICE STAFF



Office or Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



Competitive Public Bidding

This process defines the actions and responsibilities of the Bids and Awards Committee and the BAC Secretariat upon receipt of necessary documents from the Procurement Office in processing all requests for purchase. This covers activities from receiving the Approved Budget for Contract of procurement projects with the amount of 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 Revised Implementing Rules and Regulations.

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transaction:	G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request and Requisition and Issue Slip (1 copy)		End-User Unit		
Technical Specifications/Terms of Reference (1 copy)		End-User Unit		
Approved Budget for the Contract (ABC) (1 copy)		Procurement Office		
Invitation to Bid (1 copy)		BAC Secretariat		
Bidding Documents (1 copy)		BAC Secretariat		
Abstract of Bids (1 copy)		BAC Secretariat		
BAC Resolution (1 copy)		BAC Secretariat		
Notice of Award (2 copies)		BAC Secretariat		
Contract (3 copies)		Legal Affairs Office		
Notice to Proceed (2 copies)		BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission by the Procurement Office of the purchase request and other supporting documents relative to the bid.	Schedule the Bidding Process/Activities	None	1 working day	BAC Secretariat

2. Monitoring by the End-User of the evaluation of the documents relative to the bid.	Evaluate the purchase request and supporting documents relative to the bid.	None	3 working days	BAC Secretariat
3. Monitoring by the End-User of the schedule of pre-procurement conference.	Schedule the pre-procurement conference.	None	1 calendar day	BAC Secretariat
4. Attendance by the End-User to the pre-procurement conference.	Conduct the Pre-procurement conference for projects with 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 calendar day	BAC BAC Secretariat Technical Working Group (TWG) Consultant End-User
5. Monitoring by the End-User and prospective bidders of the posting of the Invitation to Bid (ITB)	Posting of the Invitation to Bid (ITB) in the PhilGEPS, PSC website, newspaper of general circulation and conspicuous place within the PSC.	None	7 calendar days for Small Value Procurement 26 calendar days (minimum) for public bidding	BAC Secretariat
6. Attendance by the end-user and prospective bidder of the pre-bid conference.	Conduct the Pre-Bid Conference.	None	1 calendar day	BAC BAC Secretariat TWG Consultant Observers End-User
7. Purchase of the bidding documents by the	Upon payment of fees by the prospective	Standard Rates pursuant	30 minutes	BAC Secretariat

prospective bidder.	bidder, release the bidding documents.	to the Revised IRR of R.A. No. 9184.		
8. Submission of bid by the bidder.	Receive the Bid of the Bidder.	None	1 minute	BAC Secretariat
9. Attendance by the bidder and end-user of the Opening of Bids	Conduct the Opening of Bids.	None	1 calendar day	BAC BAC Secretariat TWG Consultant Observers End-User
10. Monitoring by the bidder of the result of the Bid Evaluation	Conduct the Bid Evaluation. Convene on the result of the Opening of the Bid.	None	7 calendar days pursuant to R.A. No. 9184 and its Revised IRR	BAC
11. Submission by the bidder of the Post-Qualification requirements.	Conduct the Post-Qualification.	None	5 calendar days	BAC through its TWG
12. Monitoring by the bidder with the Lowest Calculated Responsive Bid (LCRB) or Single Calculated Responsive Bid (SCRB) of the recommendation of the BAC.	Prepare BAC Resolution.	None	1 calendar day	BAC Secretariat
13. Monitoring by the bidder with the LCRB or SCRБ of the recommendation of the BAC and the decision of the HoPE.	Approve and sign the BAC Resolution.	None	1 calendar day	BAC Head of Procuring Entity (HoPE)
14. Monitoring by the bidder with the LCRB or SCRБ of the decision of the HoPE.	Prepare the Notice of Award.	None	1 calendar day	BAC Secretariat

15. Monitoring by the bidder with the LCRB or SCRB of the decision of the HoPE.	Sign of the Notice of Award.	None	1 calendar day	Head of Procuring Entity (HoPE)
16. Receipt of the Notice of Award by the winning bidder.	Issue the Notice of Award.	None	1 calendar day	BAC Secretariat
17. Posting of the Performance Bond by the winning bidder.	Receive the Performance Bond.	None	1 calendar day	BAC Secretariat
18. Monitoring by the winning bidder of the issuance of the Contract of Service.	Submit pertinent documents to the Legal Affairs Office for preparation of contract.	None	1 calendar day	BAC Secretariat
19. Monitoring by the winning bidder of the issuance of the Contract of Service.	Prepare the Contract of Service.	None	1 calendar day	Legal Affairs Office
20. Signing of the Contract by the winning bidder.	Issue the Contract for the signature of the winning bidder.	None	1 calendar day	BAC Secretariat
21. Monitoring by the winning bidder of the signing of the Contract of Service by the HoPE.	Submit the contract for approval and signing of the HoPE.	None	1 calendar day	BAC Secretariat, Office of the Executive Director
22. Receipt of the signed Contract by the winning bidder	Issue the signed and notarized copy of the Contract to the winning bidder	None	1 calendar day	BAC Secretariat
23. Monitoring by the winning bidder of the issuance of the Notice to Proceed.	Prepare the Notice to Proceed	None	1 calendar day	BAC Secretariat
24. Monitoring by the winning bidder of	Sign the Notice to Proceed	None	1 calendar day	Head of Procuring Entity (HoPE)

the issuance of the Notice to Proceed.				
25. Receipt of the Notice to Proceed by the winning bidder.	Issue the Notice to Proceed.	None	1 calendar day	BAC Secretariat
26. Monitoring by the bidder/s and end-user of the posting of the project at the PhilGEPS and PSC website. Monitoring by the COA, Budget and Accounting Division of the copies of the documents relative to the awarded projects.	Post the awarded projects at the PhilGEPS, PSC website; Furnish copy to the Resident COA for post audit; Furnish copies to the Budget and Accounting Division for preparation of voucher.	None	1 calendar day	BAC Secretariat

Prepared by: Sgd. ATTY. MICHELLE C. LABAJANAN BAC Secretary	Approved by: Sgd. ATTY. GUILLERMO B. IROY, JR. BAC Chairman
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1. COLLECTIONS

Providing Collection of Venue Rentals, Letter of Credits (L/C) Affiliation Fee, Bid Documents, Refund of F/A (Financial Assistance/ CA-Cash Advance), Remittance from Pagcor.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government, G2C- Government to Citizen, G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment, Statement of Account, Valid Ids		Accounting Office / BAC Office / Operation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to Accounting / Bid / Sports Facilities Division for issuance of Order of Payment	1. Person in-charge issues corresponding Order of Payment	N/A	5 minutes	Administrative Staff
2. End-user (requesting party) proceed to Cashier's Office and present Order of Payment / Statement of Account	2. Collecting Officer receives Order of payment / Statement of Account then prepares an official receipt.	N/A	4 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 transactions	4 minutes	Collecting Officer
4 Receives Official Receipt from Collecting Officer	4 Collecting Officer issues Official Receipts	N/A	1 Minute	Collecting Officer



2. CHECKS RELEASING

Issuance of checks for payment

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2C- Government to Citizen, G2B -Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts, Valid IDs, Authorization,		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to Cashier's Office and present valid IDs	1. Get the check and verify if all requirements are complete	N/A	1 minute	Releasing Staff
2 If documents / requirement are complete, Clients will prepare the Official Receipts corresponding to the checks	2 Receives Official Receipts corresponding to the checks and attached to the vouchers	N/A	5 minutes	Releasing Staff
3 Clients signs in the Warrant Register and Disbursement voucher as proof that the check was received	3 Releasing Staff makes sure that the warrant and vouchers was already signed by the clients.	N/A	2 minutes	Releasing Staff
4 Clients receives the checks with supporting documents (withholding tax form)	4 Releasing Staff gives the checks to the Clients	N/A	1 Minute	Releasing Staff



1. HARDWARE AND NETWORK RESOURCES SERVICES

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

Office or Division:	Information Systems Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ISU Service Request Form		ISU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 End-user (requesting party) must 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.	1.1 ISU help desk will receive and check the submitted service request form and schedule the service to be rendered	N/A	5 minutes	ISU Staff
1.2 Request that is beyond the PSC-ISU operations manual and policies must be approved and endorsed by the higher authority (head of the requesting party), to ensure accountability on whatever damage or loss it may cause on the ICT resources and services.	1.2 ISU technical support staff will troubleshoot the hardware or network and fix problems	N/A	15 minutes to 4 hours	ISU Staff
	1.3 Inform the end-user on completion of service. Provide remarks / recommendation in the service request form if needed.	N/A	3 minutes	ISU Staff



2. SOFTWARE AND APPLICATIONS SUPPORT

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

Office or Division:	Information Systems Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ISU Service Request Form		ISU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 End-user (requesting party) must accomplish and submit ISU Service Request Form to the ISU office before the service to be rendered on the areas of software and applications.	1.1 ISU help desk will receive and check the submitted service request form and schedule the service to be rendered	N/A	5 minutes	ISU Staff
1.2 Request that is beyond the PSC-ISU operations manual and policies must be approved and endorsed by the higher authority (head of the requesting party), to ensure accountability on whatever damage or loss it may cause on the ICT resources and services.	1.2 ISU technical support staff will analyze needed assistance on the software and applications and provide assistance or service required.	N/A	15 minutes to 2 hours	ISU Staff
	1.3 Inform the end-user on completion of service. Provide remarks / recommendation in the service request form if needed.	N/A	3 minutes	ISU Staff



3. PREVENTIVE MAINTENANCE AND MONITORING

Keeping ICT resources in satisfactory operating condition by providing systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects.

Office or Division:	Information Systems Unit			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	PSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preventive Maintenance Schedule		ISU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 The ISU has provided a yearly calendar of maintenance and monitoring for implementation per scheduled bureau / offices, inform each office prior conduct of the activity	N/A	5 minutes	ISU Staff
	1.2 Maintenance, including tests, adjustments, and upgrades or parts replacement, performed specifically to prevent faults from occurring.	N/A	30 minutes to 4 hours	ISU Staff
	1.3 Monitoring by performing	N/A	1 hour	ISU Staff

	<p>inventories and updates on the records of equipment and software.</p> <p>1.4 Inform the users on the status of their equipment and provide recommendations if needed.</p>	N/A	10 minutes	ISU Staff
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Receiving of Requests and Preparation of Agenda for Regular or Special Board Meetings of the Commission

Service Information

Office or Division:	Commission Proper / Board Secretary Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Internal Offices of the PSC: NSA Affairs Office, Office of the Chairman, Office of the Executive Director, Bureau of Coordinating Secretariat and Support Services
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement (from the Chairman and/or endorsement with the signature of the Executive Assistant of the Chairman, Executive Director, Deputy Executive Director)	PSC - Office of the Chairman, Office of the Executive Director, Bureau of Coordinating Secretariat and Support Services
Memorandum/ Request Letter	PSC - Appropriate Offices (for NSAs: should be from the Authorized Signatory of the NSA)
* For NSAs: NSA affairs Checklist Breakdown of Expenses	PSC - NSA Affairs Office

*For Procurement: Scope of Work Approved Budget of Contract (ABC) Project Proposal Feasibility Study / Financial Study Quotation Technical Descriptions of the Project Purchase Request (PR) Requisition and Issue Slip (RIS)		PSC - Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward Request to the Board Secretary Office	Step 1: Receive all requests for agenda	None	3 days before the scheduled Board meeting	Information Officer, Board Secretary II
	Step 2: Evaluation of Requests	None	3 days before the scheduled Board meeting	Board Secretary, Information Officer
	Step 3: Preparation of Agenda	None	From the day after the last Board Meeting up until 2 days before the scheduled Board meeting	Board Secretary, Writer-Researcher
	Step 4: Release of Notice of meeting and Agenda	None	2 days before the scheduled Board meeting	Board Secretary, Information Officer, Secretary



Attesting and releasing of all Resolutions or Certifications as evidence of specific action of the Board

Service Information

Office or Division:	Commission Proper / Board Secretary Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Offices of the PSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Agenda		PSC - Board Secretary Office		
Written or recorded documentation of the Board meeting		PSC - Board Secretary Office		
Minutes of the meeting		PSC - Board Secretary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Board Meeting	Preparation of the Minutes of the meeting	None	3 Days after Board Meeting or 5 Days in case extraordinary volume	Board Secretary, Writer-Researcher
	Preparation of Board Resolutions for approved and denied requests.	None	3 Days after Board Meeting or 5 Days in case extraordinary volume	Board Secretary, Writer-Researcher



Board Resolution through Referendum

Service Information

Office or Division:	Commission Proper / Board Secretary Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PSC - Chairman, Executive Director, Deputy Executive Director			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement to process referendum		PSC - Office of the Chairman, Office of the Executive Director, Bureau of Coordinating Secretariat and Support Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward Request to the Board Secretary Office	Step 1: Preparation of urgent matters through referendum	None	2 Days upon the receipt of the request	Information Officer, Board Secretary II
	Step 2: Preparation of the Referendum (With the Signature of at least three members of the PSC Board)	None	Upon the signing of the Board members	Members of the PSC Board



Keeping and maintaining the records of the Board

Service Information

Office or Division:	Commission Proper / Board Secretary Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PSC - Board Secretary Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Agenda and its corresponding attachments		PSC - Board Secretary Office		
Deferred items in the agenda		PSC - Board Secretary Office		
Minutes of the meeting		PSC - Board Secretary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Board Meeting	Step 1: Preparation of photocopies of the minutes, agenda, attachments labeled per Board meeting	None	End of the Year	Secretary, Information Officer, Messenger
	Step 2: Preparation of photocopies of Board Resolutions, Certification and Referendum and its attachments.	None	End of the Year	Secretary, Information Officer, Messenger

	Step 3: Compilation of the Board Resolutions, Certifications and Referendum with attachments for bookbinding.	None	End of the Year	Secretary, Information Officer, Messenger
* For Deferred Items	Archiving	None	3 days after the Board meeting	Information Officer, Board Secretary



Board Secretary Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box inside the Board Secretary Office.
How feedbacks are processed	<p>Every Friday, the Management Services Division opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box inside the Board Secretary Office.
How complaints are processed	<p>The Staff from our Management Services Division opens the complaints drop box regularly and evaluates each complaint</p> <p>Upon evaluation, their staff shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>Their staff will create a report after the investigation and shall submit it to the Head of the Office for appropriate action.</p> <p>Their staff will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)

Philippine Sports Commission
Bureau on Coordinating Secretariat and Support
Services

1. Approval of Documents

Approval of documents endorsed by the Head of Divisions under the Bureau.

Office or Division:	Bureau on Coordinating Secretariat and Support Services			
Classification:	Complex			
Type of Transaction:	G2G (Inter-Office)			
Who may avail:	Heads under the Bureau only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Action Slip with recommendation of Division / Section Head		Office of Division / Section Head		
Letter request with PSC Records Office barcode		Records Office		
Document attachments to support recommendation of Division/Section Head		Endorsing BCSSS Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for initial assessment and verification	1. Receive the required documents and check for completeness	None	3 Minutes	BCSSS Staff
2. Give logbook to receiver of document for document turnover proof	2. Sign the client log book if documents are complete	None	1 Minute	BCSSS Staff
	3. Log document received in computer log	None	3 Minutes	BCSSS Staff
	4. Review document and endorse to the DED for action	None	5 Minutes	BCSSS Staff
	5. Final assessment of document and approval of the DED	None	3 Minutes	Deputy Executive Director
	6. Logging of document of DED's approval / action	None	3 Minutes	BCSSS Staff
	7. Routing and endorsement of document to office of origin for processing / implementation	None	5 Minutes	BCSSS Staff

2. Endorsement of documents to the Executive Director

Documents to endorse to the Office of the Executive Director's decision/action.

Office or Division:	Bureau on Coordinating Secretariat and Support Services			
Classification:	Highly Technical			
Type of Transaction:	G2G (Inter-Office)			
Who may avail:	Deputy Executive Director			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Action Slip with recommendation of Deputy Executive Director			Office of the Deputy Executive Director	
Document attachments to support recommendation of the Deputy Executive Director			BCSSS Division which endorsed the document	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for initial assessment and verification	3. Receive the required documents and check for completeness	None	3 Minutes	BCSSS Staff
2. Give logbook to receiver of document for document turnover proof	4. Sign the client log book if documents are complete	None	1 Minute	BCSSS Staff
	5. Log document received in computer log	None	3 Minutes	BCSSS Staff
	6. Review document and endorse to the DED for action	None	5 Minutes	BCSSS Staff
	7. Final assessment of document and endorsement for the decision of the ED	None	3 Minutes	Deputy Executive Director
	8. Logging of document with the DED's endorsement to the ED	None	3 Minutes	BCSSS Staff
	9. Routing and endorsement of document to the office of the ED	None	5 Minutes	BCSSS Staff

3. Project Implementation Supervision

Over-all supervision on National Sports Programs of the Agency

Office or Division:	Bureau on Coordinating Secretariat and Support Services			
Classification:	Highly Technical			
Type of Transaction:	G2G (Inter-Office)			
Who may avail:	National Sports Programs Secretariat Head			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Proposal		National Sports Program Secretariat		
Board Resolution		Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal for initial assessment	1. Presentation of Proposal to the Deputy Executive Director	None	3 Minutes	National Sports Program Secretariat Head
2. Endorsement of Project Proposal to the Executive Director	2. Logging of document with the DED's endorsement to the ED	None	3 Minutes	Deputy Executive Director
	3. Routing and endorsement of document to the office of the ED	None	5 Minutes	BCSSS Staff
	4. Review document and endorse to the Board Secretary for Board Approval	None	2 Weeks	Executive Director
	5. Board Meeting	None	1 Day	Board
	6. Board Resolution Release	None	1 Week	Board Secretary
	7. Implementation of Board Resolution Approval through National Sports Event	None		National Sports Program Secretariat
	8. National Sports Event	None	8 Days	National Sports Program Secretariat
	9. Submission of Post-Event/ Terminal Report	None	3 Days	National Sports Program Secretariat Committee Heads



Service Name: REQUEST FOR TRAVEL TAX AND TERMINAL FEE EXEMPTIONS

Office or Division:	ASSISTANCE AND COORDINATION DIVISION - TRAVEL UNIT			
Classification:	G2G, G2C			
Type of Transaction:	SIMPLE			
Who may avail:	GOVERNMENT AGENCY/GOVERNMENT OFFICIALS & EMPLOYEES/ NATIONAL ATHLETES AND COACHES / PSC CONSULTANTS / NON- GOVERNMENT OFFICE / CLUBS AND OTHER SPORTS ORGANIZATIONS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
Copy of Invitation from the Organizer		Client/Organizer		
Copy of valid passports		Client		
Flight details		Client/Travel Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Records Section and present the request letter for barcoding and scanning	<ul style="list-style-type: none"> Receives screened /barcoded request of clients from various government offices for Travel Tax Exemption and waiver of Airport Terminal Fee from the following: Chairman's Office, Office of the Exec. Director and NSA Affairs Office 	None	2 minutes	Travel Staff

	<ul style="list-style-type: none"> • For Non-Government entities, receives screened /barcoded request of clients with approved Board Resolution for Travel Tax Exemption and waiver of Airport Terminal Fee from the following: Chairman's Office, Office of the Exec. Director and NSA Affairs Office 			
	<ul style="list-style-type: none"> • Encodes name of passengers/delegates for preparation of Travel Order, endorsement letters to Manila International Airport Authority (MIAA) and Tourism Infrastructure and Enterprise Zone Authority (TIEZA) 	None	<p>12 minutes (for less than 15 passengers)</p> <p>30 minutes (for more than 30 passengers)</p>	Travel Staff



Service Name: REQUEST FOR TRAVEL TAX AND TERMINAL FEE EXEMPTIONS

Office or Division:	ASSISTANCE AND COORDINATION DIVISION - TRAVEL UNIT			
Classification:	G2G, G2C			
Type of Transaction:	SIMPLE			
Who may avail:	GOVERNMENT AGENCY/GOVERNMENT OFFICIALS & EMPLOYEES/ NATIONAL ATHLETES AND COACHES / PSC CONSULTANTS / NON- GOVERNMENT OFFICE / CLUBS AND OTHER SPORTS ORGANIZATIONS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
Copy of Invitation from the Organizer		Client/Organizer		
Copy of valid passports		Client		
Flight details		Client/Travel Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Travel Unit Head checks endorsement letters and affixes her initials 	None	2 minutes	Head of Travel Unit
	<ul style="list-style-type: none"> Travel Unit forwards documents/ endorsement letters for signature of the Exec. Director 	None	2 minutes	Travel Staff
	<ul style="list-style-type: none"> Receives signed documents/ endorsement letters from the Exec. Director for dissemination to client, reproduction and filing of records 	None	5 minutes	Travel Staff



Service Name: REQUEST FOR TRAVEL TAX AND TERMINAL FEE EXEMPTIONS

Office or Division:	ASSISTANCE AND COORDINATION DIVISION - TRAVEL UNIT			
Classification:	G2G, G2C			
Type of Transaction:	SIMPLE			
Who may avail:	GOVERNMENT AGENCY/GOVERNMENT OFFICIALS & EMPLOYEES/ NATIONAL ATHLETES AND COACHES / PSC CONSULTANTS / NON- GOVERNMENT OFFICE / CLUBS AND OTHER SPORTS ORGANIZATIONS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
Copy of Invitation from the Organizer		Client/Organizer		
Copy of valid passports		Client		
Flight details		Client/Travel Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Submits documents / endorsement letter to MIAA General Manager's Office for approval of airport exemption 	None	1 hour (inclusive of travel time)	Travel Staff
	<ul style="list-style-type: none"> Releasing of International Passenger Service Charge (IPSC) Certificate 	None	5 working days	MIAA GM Staff
2. Proceeds to Travel Unit to claim documents/ endorsement letters for TIEZA and MIAA	<ul style="list-style-type: none"> Releases original documents/ endorsement letters to clients 	None	1 minute	Travel Staff
END OF PROCESS				



Service Name: Accommodation Arrangement

Service Information: Applicable in all dormitory facilities of PSC in RMSC, PHILSPORTS and BAGUIO TRAINING CAMP.

Office or Division:	Athletes' Quarters Office			
Classification:	Gov't to Gov't to Private (NSA'S , ETC) to PUBLIC (WALK IN CLIENT)			
Type of Transaction:	CLIENT CHECK – IN/ CHECK - OUT			
Who may avail:	National Athletes/Coaches and Transient duly approved by PSC Chairman or Executive Director.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NSA PRESIDENT/ Secretary – General's Request Letter		From Requesting Party		
Names and Number of Persons to be billeted.		Requesting Party		
Accommodation Form		Dormitory Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved letter request and any valid ID at the Dormitory Office.	Check the approved request for billeting thru email from NSA Affairs Office. Verification Identification of guest and request the client to fill – up the Admission Form.	None	5 minutes	Dormitory Office Head Admin Assistant Dorm Attendant
2. Secure a copy, read House Rules and Regulations and sign/conforme	Give client a copy of the PSC Approved House Rules and Regulations.	None	10 minutes	Dormitory Office Head Admin Assistant Dorm Attendant
3. Listen to orientation on the House Rules and Regulations and Guidelines for Admission.	Orient client with the House Rules and Regulations	None	15 minutes	Admin Assistant Dorm Attendant
4. Presentation of personal belongings	Inspection of personal belongings	None	5 minutes	Admin Assistant Dorm Attendant

before admission to dormitory.	To be brought inside the dormitory			
5. Receive Dormitory supplies/beddings and sign issuance slip	Issues supplies	None	5 minutes	Admin Assistant Dorm Attendant
6. Proceed to assigned room.	Accompany client to be assigned room.	None	5 minutes	Admin Assistant Dorm Attendant

Office or Division:	Athletes' Quarters Office			
Classification:	Gov't to Gov't to Private (NSA'S , ETC) to PUBLIC (WALK IN CLIENT)			
Type of Transaction:	CLIENT CHECK – IN/ CHECK - OUT			
Who may avail:	National Athletes/Coaches and Transient duly approved by PSC Chairman or Executive Director.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NSA PRESIDENT/Secretary – General's Request Letter.		From Requesting Party		
Names and Number of Persons to be billeted.		Requesting Party		
Accommodation Form		Dormitory Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Dormitory Office and return the issued key, supplies and beddings	Check issued bedding.	None	5 minutes	Admin Assistant Dorm Attendant



Office or Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedbacks are processed	
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



Service Name: REQUEST FOR TRAVEL TAX AND TERMINAL FEE EXEMPTIONS

Office or Division:	ASSISTANCE AND COORDINATION DIVISION - TRAVEL UNIT			
Classification:	G2G, G2C			
Type of Transaction:	SIMPLE			
Who may avail:	GOVERNMENT AGENCY/GOVERNMENT OFFICIALS & EMPLOYEES/ NATIONAL ATHLETES AND COACHES / PSC CONSULTANTS / NON- GOVERNMENT OFFICE / CLUBS AND OTHER SPORTS ORGANIZATIONS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
Copy of Invitation from the Organizer		Client/Organizer		
Copy of valid passports		Client		
Flight details		Client/Travel Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Records Section and present the request letter for barcoding and scanning	<ul style="list-style-type: none"> Receives screened /barcoded request of clients from various government offices for Travel Tax Exemption and waiver of Airport Terminal Fee from the following: Chairman's Office, Office of the Exec. Director and NSA Affairs Office 	None	2 minutes	Travel Staff

	<ul style="list-style-type: none"> • For Non-Government entities, receives screened /barcoded request of clients with approved Board Resolution for Travel Tax Exemption and waiver of Airport Terminal Fee from the following: Chairman's Office, Office of the Exec. Director and NSA Affairs Office 			
	<ul style="list-style-type: none"> • Encodes name of passengers/delegates for preparation of Travel Order, endorsement letters to Manila International Airport Authority (MIAA) and Tourism Infrastructure and Enterprise Zone Authority (TIEZA) 	None	<p>12 minutes (for less than 15 passengers)</p> <p>30 minutes (for more than 30 passengers)</p>	Travel Staff



Service Name: REQUEST FOR TRAVEL TAX AND TERMINAL FEE EXEMPTIONS

Office or Division:	ASSISTANCE AND COORDINATION DIVISION - TRAVEL UNIT			
Classification:	G2G, G2C			
Type of Transaction:	SIMPLE			
Who may avail:	GOVERNMENT AGENCY/GOVERNMENT OFFICIALS & EMPLOYEES/ NATIONAL ATHLETES AND COACHES / PSC CONSULTANTS / NON- GOVERNMENT OFFICE / CLUBS AND OTHER SPORTS ORGANIZATIONS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
Copy of Invitation from the Organizer		Client/Organizer		
Copy of valid passports		Client		
Flight details		Client/Travel Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Travel Unit Head checks endorsement letters and affixes her initials 	None	2 minutes	Head of Travel Unit
	<ul style="list-style-type: none"> Travel Unit forwards documents/ endorsement letters for signature of the Exec. Director 	None	2 minutes	Travel Staff
	<ul style="list-style-type: none"> Receives signed documents/ endorsement letters from the Exec. Director for dissemination to client, reproduction and filing of records 	None	5 minutes	Travel Staff



Service Name: REQUEST FOR TRAVEL TAX AND TERMINAL FEE EXEMPTIONS

Office or Division:	ASSISTANCE AND COORDINATION DIVISION - TRAVEL UNIT			
Classification:	G2G, G2C			
Type of Transaction:	SIMPLE			
Who may avail:	GOVERNMENT AGENCY/GOVERNMENT OFFICIALS & EMPLOYEES/ NATIONAL ATHLETES AND COACHES / PSC CONSULTANTS / NON- GOVERNMENT OFFICE / CLUBS AND OTHER SPORTS ORGANIZATIONS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
Copy of Invitation from the Organizer		Client/Organizer		
Copy of valid passports		Client		
Flight details		Client/Travel Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Submits documents / endorsement letter to MIAA General Manager's Office for approval of airport exemption 	None	1 hour (inclusive of travel time)	Travel Staff
	<ul style="list-style-type: none"> Releasing of International Passenger Service Charge (IPSC) Certificate 	None	5 working days	MIAA GM Staff
2. Proceeds to Travel Unit to claim documents/ endorsement letters for TIEZA and MIAA	<ul style="list-style-type: none"> Releases original documents/ endorsement letters to clients 	None	1 minute	Travel Staff
END OF PROCESS				



Service Name REQUEST FOR VEHICLE

Service Information

Office or Division:	TRANSPORTATION UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2G Government to Government, G2P Government to Public			
Who may avail:	PSC OFFICIALS,EMPLOYEES,NSA, ATHLETES AND COACHES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Vehicle utilization Form 2. Prepare Trip Ticket		Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Fill up Vehicle Utilization form *(Within Metro Manila must be submitted atleast 2days prior travel)*	Step 1 Approved by Transportation Head if they have availability of Vehicle	NONE	1 hour	Transportation Head
Step 2 For Outside Metro Manila, request must be submitted atleast 2days prior travel	Step 2 Approved by Executive Director	NONE	2 days before	Transportation Staff
Step 3 Schedule Driver, Vehicle and prepare Driver`s Trip Ticket	Step 3 Scheduled by Dispatcher or Transportation Staff	NONE	15 Mins	Transportation Staff



1. OCULAR INSPECTION OF VENUES AND FACILITIES

The Sports Facilities Division conducts inspection in different venues and facilities for event requirements of the public, private, government agencies and other organizations and institutions.

Office or Division:	Sports Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public G2B – Government to Private Institutions G2G – Government to Government			
Who may avail:	All: - Public Users - Private Institutions/Companies - Government Agencies - National Sports Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Proceeds to Sports Facilities Division to inquire on availability of venue and rental fees.	1. Checks and confirms availability of venue. 2. Conducts ocular inspection of the venue.	NONE	35 MINUTES	Reservations Officer and Venue Manager
2. If interested, client prepares and submits letter of intent/reservation form. Restart transaction using VENUE RESERVATION steps.	NONE	NONE	NONE	NONE
END OF TRANSACTION				



2. RESERVATION FOR USE OF VENUES AND FACILITIES

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.

Office or Division:	Sports Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public G2B – Government to Private Institution G2G – Government to Government			
Who may avail:	All: - Public Users - Private Institutions/Companies - Government Agencies - National Sports Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (1 original , 1 photocopy)		Client		
Approved Request Letter (1 photocopy)		Sports Facilities Division/Reservations Officer		
Contract Billing Computation/Venue Rental Agreement (3 sets original, 1 set photocopy)		Sports Facilities Division/Reservations Officer		
Order of Payment		Sports Facilities Division/Reservations Officer		
Official Receipt (1 photocopy)		Cashier Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry for the availability of venue. If available; 2. Proceeds to Records Office to submit Letter of Intent for use of PSC venues. Note: Filling period: - 3 months advance (for major events) - 1 month advance (for minor events) - 1 week before (for walk – in)	Prepares endorsement letter for information and decision of the Deputy Executive Director – BCSSS	NONE	1 DAY	Sports Facilities Division Chief
	Deputy Executive Director - BCSSS renders decision.		1 DAY (depend on the availability of approving person)	Deputy Executive Director - BCSSS
	If approved, notifies client of decision		60 MINUTES	Reservation Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to SFD – Operations Office to get the Contract Billing Computation/Venue Rental Agreement for major event; for minor event get the order of payment of per hour use of venues.	Prepared by Booking Officer/Venue Manager and signed by the client, reviewed by Legal Office and approved by the Deputy Executive Director - BCSSS	Based on the computation of VRA/CBC	1 Day	Booking Officer/Venue Manager, SFD Chief, Legal Office and DED – BCSSS
4. Proceeds to Cashier Section to pay the reservation fee. Continuation steps are reflected in Cashier Section transaction.	None	None	None	None
END OF TRANSACTION				



3. TICKET SELLING FOR VENUE USE (WALK-IN CLIENTS)

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

Office or Division:	Sports Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public G2B – Government to Private Institutions G2G – Government to Government			
Who may avail:	All: - Public Users - Private Institutions/Companies - Government Agencies			
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 availability of venue and buy tickets.	Checks and confirms availability of venue.	Please refer to the updated Rental Fees	5 minutes	Ticketing Office Staff
	Sells tickets and guides clients on venue location.		5 minutes	Ticketing Office Staff
2. Transfers to playing venue and presents tickets.	Tears the tickets, assigns slot for clients and logs ticket control numbers.		5 minutes	Venue Caretaker/Staff/ Guard
END OF TRANSACTION				



4. SPORTS FACILITIES DIVISION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in Sports Facilities Division.
How feedbacks are processed	<i>c/o Admin Office</i>
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	



1. IMPLEMENTATION OF INFRASTRUCTURE PROJECTS

The Engineering and Maintenance Section provides technical assistance for requesting end users such as Venue Managers, Local Government Units, Private Institutions or National Sports Associations.

Office or Division:	Engineering and Maintenance			
Classification:	Simple			
Type of Transaction:	G2B – Government to Private Institution G2G – Government to Government			
Who may avail:	All: <ul style="list-style-type: none"> - Private Institutions/Companies - Government Agencies - National Sports Associations 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		End User/ Local Government Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submission of letter requesting for technical assistance for their infrastructure projects.	Approval of Request Letter.	NONE	1 DAY (Depending on the availability of approving person)	Chairman
	1. Site Inspection 2. Submission of site inspection report	NONE	3 DAYS (Depending on available schedule and requirements of the project)	Assigned Engineering Personnel
	Preparation of drawing plans, scope of work, detailed cost estimate, approved budget for the contract, breakdown, technical specifications, and terms of reference	NONE	2 MONTHS (Depending on the requirements of the project)	Assigned Engineering Personnel

	Board Approval and BAC Posting	NONE	1 WEEK (Depending on the availability of involved personnel)	Board of Commissioners and BAC
	Bidding Process	NONE	26 DAYS	Bids and Awards Committee
	Implementation of Infrastructure Project	NONE	Depending of the duration of the project	Assigned Engineering Personnel
	Monitoring and implementation of Health and Safety Measures	NONE	Depending of the duration of the project	Assigned Engineering Personnel
Acceptance of the completed infrastructure project	Turnover of completed infrastructure project to end user/LGU.	NONE	1 DAY	Assigned Engineering Personnel
END OF TRANSACTION				

2. PREVENTIVE AND CORRECTIVE MAINTENANCE

The Engineering and Maintenance Section provides preventive and corrective maintenance in all PSC controlled venues, sports facilities and equipment.

Office or Division:	Engineering and Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All: <ul style="list-style-type: none"> - Government Agencies - National Sports Associations 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Engineering Office/ Engineering Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submission of Service Request Form	Inspection and Evaluation of requested venues, facilities and offices	NONE	1 DAY (Depending on the availability of assigned personnel)	Assigned engineering personnel
	Checking for availability of tools and materials	NONE	60 MINUTES	Assigned engineering personnel
	Provision of necessary action (repair/rehabilitation)	NONE	1 DAY (Depending on the requirement of the request)	Assigned maintenance personnel
	Monitoring and assessment of work/ Submission of quarterly report	NONE	1 DAY (Depending on the requirement of the request)	Assigned engineering personnel
	Monitoring and Implementation of Health and Safety Measures	NONE	1 DAY (Depending on the requirement of the request)	Assigned engineering personnel
END OF TRANSACTION				

3. MATERIALS REQUEST FOR PREVENTIVE AND CORRECTIVE MAINTENANCE

The Engineering and Maintenance Section provides preventive and corrective maintenance in all PSC controlled venues, sports facilities and equipment.

Office or Division:	Engineering and Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All: <ul style="list-style-type: none"> - Government Agencies - National Sports Associations 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Engineering Office/ Engineering Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submission of Service Request Form	Inspection and Evaluation of requested venues, facilities and offices	NONE	1 DAY (Depending on the availability of assigned personnel)	Assigned engineering personnel
	Checking for availability of tools and materials	NONE	60 MINUTES	Assigned engineering personnel
	Preparation and approval of Request Letter, Purchase Request and Requisition and Issue Slip	NONE	3 HOURS (Depending on the availability of approving personnel)	Assigned engineering personnel, Executive Director, Acting Chief - MSD
	Endorsement of approved request to procurement office	NONE	30 MINUTES	Assigned engineering personnel
	Procurement of the Requested Materials	NONE	1 MONTH	Procurement personnel
	Provision of necessary action (repair/rehabilitation)	NONE	1 DAY (Depending on the requirement of the request)	Assigned maintenance personnel
	Monitoring and assessment of work/ Submission of quarterly report	NONE	1 DAY (Depending on the requirement of the request)	Assigned engineering personnel

	Monitoring and Implementation of Health and Safety Measures	NONE	1 DAY (Depending on the requirement of the request)	Assigned engineering personnel
END OF TRANSACTION				



4.Engineering and Maintenance Section

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in Sports Facilities Division
How feedbacks are processed	<i>c/o Admin Office</i>
How to file a complaint	
How complaints are processed	
Contact Information of CCB, PCC, ARTA	