



Philippine Sports Commission

**Citizen's Charter Handbook
2021 (2nd Edition)**



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Introduction

PSC Legal Mandate

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

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

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

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

PSC Mission/Vision

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

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

Likewise, the PSC Mission is:

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

- Coordinating and implementing a national sports program;
- Creating equitable opportunities for participation in sports by all sectors;



- Providing assistance to stakeholders and partners;
- Supporting the specially talented athletes for high level competitions; and
- Promoting the development of those physical qualities and moral values which is the basis of sports.

Objectives

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

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

Vision for 2017-2022

The current Board of Commissioners took over the management of PSC in July 2016. The Board is headed by Chairman William I. Ramirez and assisted by Commissioners Arnold G. Agustin, Celia H. Kiram, Ramon S. Fernandez, and Charles Raymond A. Maxey. The foundation of programs under the administration's Five-Year Sports Development Plan 2017-2022 is being laid out to push for increased participation and involvement among the different levels of government and the private sector.

The new administration continues to exert effort in redefining the priority sport agenda that is not only comprehensive, integrated and high-impact, but is also synchronized with other Philippine sectors' priority agenda. The plan is anchored on six policy directions, as follows:

1. Sports Governance

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

2. Sports Awareness

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

3. Sports Accessibility



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

4. Sports Facilities Development

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

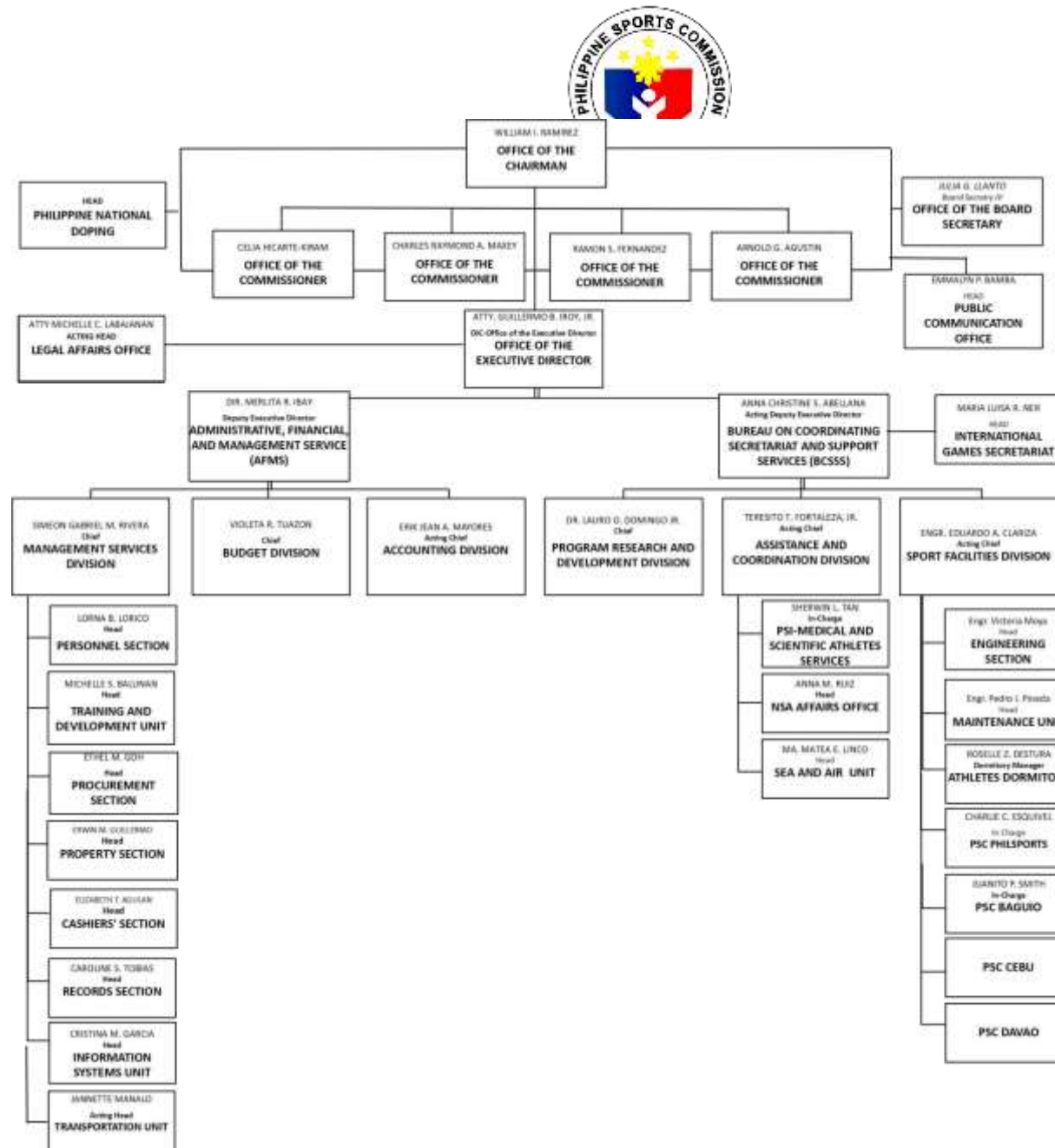
5. Sports Linkages

To strengthen local and international linkages in sports

6. Institutionalization of the Philippine Sports Institute (PSI)

Philippine Sports Institute (PSI) is the country's premier training, educational and research center that shall principally direct the development of grassroots sports, high-performance sports, and professional development of sports practitioners

PSC Organizational Structure





Service Pledge

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

PROVIDE the highest degree of client satisfaction experience.

SERVE the people with utmost integrity and dedication.

CARRY OUT the Agency's mission, vision and six policy directions for the development of sports.



Anti-Red Tape Authority

Background and Legal Basis

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

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

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

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

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



Critical Services and Transactions for External Clients (Frontline Services)



Management Services Division



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, ATHLETES, COACHES AND OTHER STAKEHOLDERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Administrative Complaint from the complainant (1 original copy; 1 photocopy)		RECORDS SECTION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of the administrative complaint to the Records Section for barcoding and dissemination to concerned Office and wait to be contacted by the Admin Officer of the Management Services Division for the resolution Note: Photocopy serves as the complainant's receiving copy (for documentation purposes)	1. Receipt and barcoding of complain	None	2 minutes	Admin Assistant Records Section
	2. Forward complaint to MSD	None	3 minutes	Admin Assistant Records Section
	3. Evaluate complaint	None	7 hours 45 minutes	Admin Chief Management Services Division
	4. Assess merits to the allegation/s	None	3 hours 30 minutes	Admin Chief Management Services Division



	5. Issue a notice to the complainee, requiring their explanation within 48 hours upon receipt of notice	None	2 days	Admin Chief Management Services Division
	6. Endorse the complaint to the Grievance Committee (for unresolved complaints)	None	5 minutes	Admin Chief Management Services Division
	Total:	None	2 days, 11 hours and 20 minutes	

2. Issuance of ID

Issuance of ID cards for PSC Employees, Athletes and Coaches

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PSC EMPLOYEES, ALTHLETES AND COACHES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>NEW ID APPLICATION: For Athletes and Coaches – PSC ID slip endorsed by the NSA Affairs Office (1 original copy) For Employees – PSC ID slip endorsed by the Management Services Division (1 original copy)</p> <p>RENEWAL OF ID APPLICATION: Expired ID card</p>		<p>PSC-NSA AFFAIRS OFFICE</p> <p>PSC-PERSONNEL OFFICE</p> <p>PSC-MANAGEMENT SERVICES DIVISION</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure ID slip from the NSA Affairs		None	5 minutes	Admin Assistant Management Services Division



Office/Personnel Office; whichever is relevant to your position	1.1 Receive the duly accomplished ID slip			
1.2 Fill up the ID slip	1.2 Instruct the applicant on the picture-taking and e-signature procedures	None	5 minutes	Admin Assistant Management Services Division
1.3 Submit the duly accomplished ID Slip at the Management Services Division	1.3 Verify the correctness of the information provided then print the ID card	None	3 minutes	Admin Assistant Management Services Division
1.4 Sign the ID releasing logbook prior to receiving the ID card	1.4 Log the ID card details prior to releasing	None	2 minutes	Admin Assistant Management Services Division
	Total:	None	15 minutes	



3. 8888 CITIZENS' COMPLAINT

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

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
EMAILED COMPLAINT via the 8888 Hotline		MANAGEMENT SERVICES DIVISION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the 8888 Hotline of Malacañang to file a formal complaint and wait to be contacted by the concerned PSC office or personnel regarding the complaint	1. Log-in to the Malacañang 8888 website to obtain a copy of the complaint	None	5 minutes	Admin. Officer Management Services Division
	2. Evaluate the merits of the allegation/s	None	45 minutes	Admin. Chief Management Services Division
	3. Endorse the complaint to the concerned office/employee	None	5 minutes	Admin. Chief Management Services Division
	4. Respond to the complaint and provide a copy of the response to Management Services Division	None	2 days	Concerned Office/Employee Relevant PSC Office



	5. Submit a written report in reply to the 8888 Malacañang website for closing of the ticket	None	10 minutes	Admin Officer Management Services Division
	Total:	None	2 days, 1 hour and 5 minutes	

4. SERVICE FEEDBACK

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

Office or Division:	MANAGEMENT SERVICES DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		MANAGEMENT SERVICES DIVISION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer the Service Feedback Form and put it in the drop box by the transaction window of the frontline office he/she transacted with. Or 1. Answer the Service Feedback Form through online evaluation survey.	1. The MSD Admin Assistant collects the Service Feedback Forms from the frontline service offices everyday at 4pm. If online, the results or outputs are consolidated by the MSD Admin Assistant.	NONE	5 minutes	Administrative Assistant Management Services Division



	2. Feedbacks are forwarded to the frontline service offices for information		10 minutes	Admin Chief Management Services Division
	Total:	None	15 minutes	

MANAGEMENT SERVICES DIVISION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Service Feedback Form and put it in the drop box by the transaction window of the frontline office you transacted with.</p> <p>We currently have 9 frontline offices: Bureau on COSECSS, Operations/Sports Facilities Division, NSA Affairs Office, Travel Unit, Accounting Division, Cashier Section, Records Section, Ticketing Office, and MSAS/Athletes Services</p>
How feedbacks are processed	<p>The MSD Secretary collects the Service Feedback Forms from the frontline offices every Friday at 4pm.</p> <p>Feedbacks in need of replies are forwarded to relevant office/s or personnel, which are required to respond within three (3) working days upon receipt of the feedback.</p> <p>Contact info for follow-ups and inquiries: admin@psc.gov.ph or 525-0808</p>
How to file a complaint	<p>File a written administrative complaint addressed to the MSD Chief coursed through the Records Section, for barcoding and documentation.</p> <p>For complaints filed via phone, kindly provide the following information:</p> <ul style="list-style-type: none"> - Name of complainant - Contact Info of complainant - Name of complaine - Incident - Evidence <p>Contact info for follow-ups and inquiries: admin@psc.gov.ph or 525-0808</p>
How complaints are processed	The MSD Admin Officer documents the complaint.



	<p>The MSD Chief opens an investigation and forwards a notice to the relevant office requiring their explanation within two (2) working days upon receipt, which is then forwarded to the Grievance Committee for evaluation.</p> <p>The Admin Officer writes a report regarding the development of the complaint and informs the complainant of the resolution. For complaints filed through the 8888 Hotline, complainants are directly contacted by the concerned office to relay their response and arrive at an amicable resolution. Refer to #3 Citizens' Complaint for more info.</p> <p>Contact info for follow-ups and inquiries: admin@psc.gov.ph or 525-0808</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph or 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (sms)</p>



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:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
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		
Request Letter (1 copy, original)		Requesting NSA, Government Agencies, LGUs, and other sports stakeholders		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request to PSC Records Office.	1. Evaluate the submitted letter and subsequently assign a tracking number / bar code to it.	None	5 minutes	Clerk II Clerk III Messenger Records Office
	2. Endorse the letter of request to either of these PSC offices, depending on the nature of request: <ul style="list-style-type: none"> NSA Affairs Office (NSA-related concerns) 	None	10 minutes	Clerk II Clerk III Messenger Records Office



	<ul style="list-style-type: none"> Office of the Senior Executive Assistant (for inter-government agencies, LGUs, and other inter-institution concerns) Office of the Executive Director (for PSC inter-office concerns) 			
	3. Assess the letter of request and transmit proper endorsement with appropriate comments or actions to Office of the Chairman	None	1 day	NSA Affairs Office Head NSA Affairs Office or Senior Executive Assistant Office of the Senior Executive Assistant or Executive Director Office of the Executive Director
	4. Receive the letter of request with endorsement of comments or	None	5 minutes	Office of the Chairman Personnel Office of the Chairman



	actions and subsequently transmit to the Chairman			
	5. Evaluate the endorsement of actions or comments and subsequently give decision on the request	None	1 day	Chairman Office of the Chairman
	6. Communicate the decision on the request to the client	None	1 hr 30 mins	Office of the Chairman Personnel Office of the Chairman
	TOTAL:	None	2 Days, 1 Hours, & 50 Minutes	



OFFICE OF THE CHAIRMAN

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<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>
How feedbacks are processed	<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>
How to file a complaint	<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>
How complaints are processed	<p>Complaints will be assessed accordingly with proper investigation and will be forwarded to the concerned office for letter of explanation.</p>
Contact Information of CCB, PCC, ARTA	<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>



Accounting Division



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

Processing of Client's Liquidation of their Financial Assistance

Office or Division:	Accounting Division			
Classification:	Simple			
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 (1 original)		PSC - Office of the Board Secretary		
Travel Order, Itinerary of Travel and Travel Completed (1 original copy of each)		PSC - Sea and Air Travel Unit		
Purchase Request and Requisition and Issue Slip (1 original copy of each)		PSC - Bureau on Administrative, Finance and Management Services		
Inspection and Acceptance Report and Issuance of Supplies and Materials (1 original copy of each)		PSC - 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.	None	1 hr 30 mins	Accounting Clerk Accounting Division
	2. Prepare the Journal Entry Voucher	None	30 mins	Accounting Clerk Accounting Division
	3. Check and Certify as to the correctness of the liquidation.	None	45 mins	Chief Accountant Accounting Division



	4. Record the Journal Entry in the books	None	30 mins	Accounting Clerk Accounting Division
	TOTAL:	None	3 hrs 15 mins	

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

Processing of Client's Reimbursement of Expenses

Office or Division:	Accounting Division			
Classification:	Simple			
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 (1 original)		PSC - Office of the Board Secretary		
Travel Order, Itinerary of Travel and Travel Completed (1 original copy of each)		PSC - Sea and Air Travel Unit		
Purchase Request and Requisition and Issue Slip (1 original copy of each)		PSC - Bureau on Administrative, Finance and Management Services		
Inspection and Acceptance Report and Issuance of Supplies and Materials (1 original copy of each)		PSC - 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.	None	1 hour 30 mins	Accounting Clerk Accounting Division



	2.1 If not yet approved, endorse the reimbursement to the NSA Affairs Office for board approval.	None	10 mins	Accounting Clerk Accounting Division
	2.2 If already approved, process the disbursement voucher of the reimbursement.	None	30 mins	Accounting Clerk Accounting Division
	3. Check and Certify as to the correctness of the reimbursement.	None	45 mins	Chief Accountant Accounting Division
	4. Forward the voucher to the Bureau on Administrative, Finance and Management Services.	None	10 mins	Accounting Clerk Accounting Division
	TOTAL	None	3 hours, 5 mins	



ACCOUNTING DIVISION

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	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782</p> <p>PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Office of the Executive Director



1. Evaluation and Control of Documents

The Office of the Executive Director evaluates documents from the various PSC offices and external clients and controls the receiving, rendering of appropriate actions/decisions and releasing of internal and external documents.

Office or Division:	OFFICE OF THE EXECUTIVE DIRECTOR			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSC action slip with comments /recommendations, duly signed by the concerned staff/official (1 original copy)		PSC office of origin of a particular document		
Documents that need actions by the Executive Director		PSC office of origin of a particular document		
Bar code/tracking number on document from external clients		Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document to the Office of the Executive Director, with attached PSC action slip, necessary attachments, and if applicable, with stamped barcode/tracking number	1.1 Receive the document with PSC action slip and necessary attachments	None	3 minutes	Administrative Aide II Office of the Executive Director



	1.2 Record the transaction/ document details in the logbook maintained by the Office of the Executive Director	None	5 minutes	Administrative Assistant V Office of the Executive Director
	1.3 Review the completeness and correctness of the document and the attachments	None	10 minutes	Sr. Sports and Games Regulation Officer Office of the Executive Director
	1.4 Render evaluation and appropriate action on the submitted document	None	15 minutes	Officer-in-Charge Office of the Executive Director
2. Receive the document from the Office of the Executive Director and acknowledge receipt by placing signature and name on the receiving copy or office logbook, with details of date and time of receipt as well	2.1 Release the document to the concerned PSC office or client. Secure the receiving copy and log of the transaction	None	6 minutes	Administrative Aide II Or Administrative Assistant V Office of the Executive Director
	Total:	None	39 minutes	



OFFICE OF THE EXECUTIVE DIRECTOR

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-up the client feedback form and drop it at the designated suggestion box located at the PSC lobby.
How feedbacks are processed	<p>Every week, the Management Services Division (MSD) facilitates the opening of the suggestion box, compiles and takes actions on feedbacks submitted.</p> <p>Feedbacks requiring responses are forwarded to the concerned offices, for submission of comments/remarks within three (3) days upon the receipt of the feedback.</p> <p>The response of the office is then relayed to the concerned party, through the contact details stated in the feedback form.</p>
How to file a complaint	Complaints may be submitted through the suggestion box located at the PSC lobby, to the PSC Records Office or to OED official email address: dedfas@psc.gov.ph
How complaints are processed	<p>Complaints will be evaluated and will be processed accordingly.</p> <p>The concerned official, staff or office being the subject of the complaint, will be required to submit a letter of explanation.</p> <p>The MSD will conduct appropriate procedure until resolution of the complaint.</p>
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph : 1-ARTA 92782)



Transportation Office



1. TRANSPORT VEHICLE

The transportation unit provides shuttle services to PSC employees and stakeholders for all sports-related functions.

Office or Division:	TRANSPORTATION UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	PSC OFFICIALS,EMPLOYEES,NSA, ATHLETES AND COACHES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Vehicle utilization Form (1 copy)		PSC-Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Vehicle Utilization form and submit to PSC-Transportation unit for evaluation. Notes: <ul style="list-style-type: none"> Travel within Metro Manila should be endorsed 2 days prior to travel date; Travel outside Metro Manila should be endorsed 2 days prior to travel date 	1. Receive the Vehicle Utilization form and evaluate request. Subsequently inform the client on availability of vehicles. Endorse the form to Transportation Head for approval	None	20 minutes	Transportation Unit Staff Transportation Unit
	2.1. (Within Metro Manila) Evaluate the request and subsequently approve the	None	20 minutes	Head Transportation Unit



	vehicles to be used for the travel.			
	2.2. (Outside Metro Manila) Evaluate the request and endorse to the Office of Executive Director for final approval	None	20 minutes	Head Transportation Unit
	3. Set schedule for drivers and vehicles to be used for the travel	None	15 minutes	Transportation Unit Staff Transportation Unit
	4. Prepare Trip ticket to be used on the travel	None	10 minutes	Transportation Unit Staff Transportation Unit
	TOTAL:	None	1 hour, 25 minutes	

TRANSPORTATION UNIT

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in PSC-Transportation Unit premises.</p> <p>Contact information: Head, Transportation Unit Ms. Janette S. Manalo (09498636188)</p>
How feedbacks are processed	<p>The Management Services Division collects and records all feedback every Friday.</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	<p>Answer the client complaint form and drop it at the designated drop box in PSC-Transportation Unit premises</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>



<p>How to file a complaint</p>	<p>The Management Services Division opens the drop box (PSC-Transportation Unit premises and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Cashier's Office Frontline Services



1. Collections/Checks Preparation 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 (1 copy each)		Requesting Client		
Valid IDs (1 copy each)		Requesting Client		
Authorization Letter (If applicable, 1 copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashier's Office and present valid IDs and authorization letter, if application	1. Get the check and verify if all requirements are complete	None	3 minutes	Releasing Staff Cashier's Office
2. Prepare the Official Receipts corresponding to the checks	2. Receive Official Receipts corresponding to the checks and attached to the vouchers	None	5 minutes	Releasing Staff Cashier's Office
3. Sign in the Warrant Register and Disbursement voucher as proof that the check was received	3. Make sure that the warrant and vouchers were signed by the clients.	None	2 minutes	Releasing Staff Cashier's Office
4. Receive the checks with supporting				



documents (withholding tax form)	4. Releasing Staff gives the checks to the Clients	None	5 minutes	Releasing Staff Cashier's Office
	Total:	None	15 minutes	



CASHIER'S OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the Cashier's Office premises
How feedbacks are processed	<p>The Management Services Division collects and records all feedback every Friday.</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	<p>Answer the client complaint form and drop it at the designated drop box in Cashier's Office premises</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
How complaints are processed	<p>The Management Services Division opens the drop box (Cashier's Office premises and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Records Office Frontline Services



1. PROCESSING OF FREEDOM OF INFORMATION (FOI)

Receiving and processing of standard (paper based) FOI request

Office or Division:	RECORDS OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C - GOVERNMENT to CITIZEN			
Who may avail:	STUDENT, PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Standard (paper based) FOI request – 1 Original, 1 photocopy		PSC - Personnel Office PSC – Engineering Office PSC – Medical, Scientific Athletes Service Unit PSC – Assistance and Coordination Division PSC – Philippine Sports Institute		
2. Government issued ID – 1 photocopy		REQUESTING PARTY		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit the request letter to Records Office.	1. Evaluate and receive the request letter	None	3 minutes	Clerk II Records Head Records Office
	2. Assign barcode to the request letter and record the document	None	5 minutes	Clerk II Records Head Records Office
	3. Scan the documents	None	2 minutes	Clerk II Records Head Records Office
	4. Forward the request letter to PSC-Personnel Office and to office or person concern	None	5 minutes	Clerk II Records Head Records Office
	TOTAL:	NONE	15 minutes	



RECORDS OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Feedback Form and drop it at the drop box on the right side of the receiving window. The MSD Office collate and records all feedback form every Friday.
How feedbacks are processed	Feedback with concerns will be returned to our office. All concerned should be answered within 3 days from the receipt of the feedback with concern. The response of the office will be forwarded to the citizen
How to file a complaint	Answer the Client Complaint Form and drop it at the drop box on the right side of the receiving window. The MSD Office collate and records all Client Complaint Form every Friday.
How complaints are processed	After evaluating the collated Complaint Form, Admin Office will start the investigation and provide copy of the complaint to the office. The office will prepare report about the complaint and submit to the Admin Office for appropriate action. The Admin Office will give feedback to the Client.
Contact Information of CCB, PCC, ARTA	CCB : 0908-881-6565 PCC : 888 ARTA : complaints@arta.gov.ph



Travel Unit



1. REQUEST FOR TRAVEL TAX AND TERMINAL FEE EXEMPTIONS

Travel Unit is responsible in processing request for travel tax and terminal fee exemptions for Officials, Employees, Athletes, Coaches, Sports Organizations participating in international training and competitions.

Office or Division:	ASSISTANCE AND COORDINATION DIVISION - TRAVEL UNIT			
Classification:	G2G – Government to Government G2C – Government to Citizen			
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 (1 copy)		Government agency/Government Officials & Employees/ National athletes and coaches / PSC consultants / non-government office / clubs and other sports organizations		
Invitation from the Organizer (1 copy)		Event Organizing Committee		
Valid Passport/s (1 photocopy each)		Client/Passenger		
Flight details (1 copy)		Client/Travel Agency/Airlines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to NSAAO and submit documents for initial assessment and check for completeness.	1. Receive the documents for initial assessment and check for completeness.	None	5 minutes	NSAAO Staff NSA Affairs Office
2. The client will proceed to Records Section and present the request letter for barcoding and scanning.	2. Attach Checklist-Documentary Requirement Form.	None	45 minutes	Records Office Staff Records Office
	3. Receive the request letter to have it barcoded and scanned and brought to the National Sports	None	40 minutes	Records Office Staff Records Office



	<p>Association Affairs Office.</p> <p>4. NSAAO staff will receive and record the details and evaluate the request and delegation list. NSAAO staff forwards the reviewed request to the PSC-BCSSS for approval.</p> <p>5. Evaluate and subsequently approve the request for travel tax and terminal fee exemptions.</p> <p>6. Forward the approved request to NSAAO for recording.</p> <p>7. Endorse the approved request to Travel Unit for preparation of Travel tax and Terminal fee exemptions.</p> <p>8. Receive the approved request for preparation of Travel tax and Terminal fee exemptions.</p> <p>9. Encode the name of passenger/delegates for preparation of Travel</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>3 minutes</p> <p>30 minutes</p> <p>3 minutes</p>	<p>NSAAO Staff NSA Affairs Office</p> <p>Deputy Director for Bureau on Coordinating Secretariat and Support Services</p> <p>BCSSS staff BCSSS</p> <p>NSAAO staff NSAAO</p> <p>Administrative Aide IV Travel Unit</p>
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	<p>Order, endorsement letters.</p> <p>10. The supervisor will check the Travel Order and Endorsement letter and affix initials before the Executive Director signs the Travel order and Endorsement letter.</p> <p>11. Record the details of the travel order in the office database and logbook.</p> <p>12. Forward the travel order and endorsement letter to the office of Executive Director for signature.</p> <p>13. Sign the Travel Order and Endorsement letter and forwards the same to Travel Unit.</p> <p>14. Endorse the travel tax and terminal fee exemptions letter at MIAA and TIEZA.</p> <p>15. Claim the travel tax and terminal fee exemption at MIAA and TIEZA.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>3 minutes</p> <p>10 minutes</p> <p>3 hrs 30 mins</p> <p>1 day</p> <p>1 day</p>	<p>Computer Operator III Travel Unit</p> <p>Supervising SGRO Travel Unit</p> <p>Liaison Officer Travel Unit</p> <p>Liaison Officer Travel Unit</p> <p>Executive Director Office of the Executive Director</p> <p>Liaison Officer Travel Unit</p>
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				Liaison Officer Travel Unit
2. Claim the travel tax and terminal fee exemption at the Travel Unit Office.	16. Issue the travel tax and terminal fee exemptions to the requesting client and record at the logbook of the travel unit.	None	5 minutes	Liaison Officer Travel Unit
	TOTAL:	None	2 days, 6 hours, and 24 minutes	



TRAVEL UNIT

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box inside the Travel Unit 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 Travel Unit 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 style="text-align: center;">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)



None-Frontline Services



Offices of the Commissioners



1. General-type of Requests and Invitations

The Offices of the Commissioners handle different sports-related requests and invitations from government agencies, and non-government agencies, and other private institutions.

Office or Division:	Offices 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		
Request Letter (1 copy, original)		Requesting individual, government agency, or private entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request to PSC Records Office	1. Evaluate the submitted letter and subsequently assign a tracking number / bar code to it.	None	5 minutes	Clerk II Clerk III Messenger Records Office
	2. Transmit letter of request to the Office of the Commissioner in which the letter is intended.	None	10 minutes	Clerk II Clerk III Messenger Records Office
	3. Receive the letter of request and log it in the incoming-outgoing records. Endorse	None	10 minutes	Office of the Commissioner Personnel Office of the Commissioner



	the document to the Commissioner			
	4. Evaluate the request and give decisions/actions as response to it.	None	1 day	Commissioner Office of the Commissioner
	5. Communicate the decision or feedback on the request back to the individual, government agency, or private entity.	None	4 hours	Office of the Commissioner Personnel Office of the Commissioner
	TOTAL	None	1 day, 4 hours, & 25 minutes	

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

The Offices of the Commissioners review, evaluate and endorse requests from National Sports Associations.

Office or Division:	Offices 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 NSA-Members of the Philippine Olympic Committee (POC)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter (1 copy, original)		Requesting National Sports Association (NSA)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal letter of request to PSC Records Office	1. Evaluate the submitted letter and subsequently assign a tracking number / bar code to it.	None	5 minutes	Clerk II Clerk III Messenger Records Office
	2. Transmit letter of request to the Office of the Commissioner in which the letter is intended.	None	10 minutes	Clerk II Clerk III Messenger Records Office
	3. Receive the document and log it in the incoming-outgoing record. Endorse the request to the Executive Assistant of the Commissioner	None	5 minutes	Office of the Commissioner Personnel Office of the Commissioner
	4. Evaluate the request and endorse it for the appropriate action of the Commissioner	None	3 hours	Executive Assistant Office of the Commissioner



	5. Instruct an action based on the recommendation of the Executive Assistant	None	1 day	Commissioner Office of the Commissioner
	6. Forward the document with endorsement of actions to the Office of the Board Secretary or the Office of the Chairman	None	10 minutes	Office of the Commissioner Personnel Office of the Commissioner
	TOTAL:	None	1 days, 3 hours, & 30 minutes	



OFFICES OF THE COMMISSIONERS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box within the premises of the Offices of the Commissioners
How feedbacks are processed	<p>Every Friday, front desk officers of the Offices of Commissioners open the drop box and compile and record all feedback submitted.</p> <p>Contact info PSC: (+632) 8-525-0808 admin@psc.gov.ph info@psc.gov.ph</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. The answer of the office is then relayed to the citizen via e-mail or letter.</p>
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box within the Offices of the Commissioners' premises
How complaints are processed	<p>Front desk officers of the Offices of the Commissioners open the complaints drop box regularly and evaluates each complaint</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information: -Name of person being complaint -Incident -Evidence</p> <p>For inquiries and follow-ups, clients may contact PSC at (+632) 8-525-0808</p>
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)



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:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Heads of offices under the BCSSS only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Action Slip (1 copy)		PSC – All Offices		
Original Request Letter with PSC Records Office barcode (1 copy)		PSC - Records Office		
Document attachments shall depend on the transaction PSC BCSSS Division / Section is endorsing for action. Please refer to the specific checklist of requirements of the endorsing PSC Office for facilitation (1 copy of each)		Endorsing PSC - BCSSS Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the BCSSS Office for initial assessment and verification	1. Receive the required documents and check for completeness	None	3 Minutes	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services
2. Give logbook to receiver of document for	2. Sign the client log book if documents are complete	None	1 Minute	Administrative Aide I or Sr. Administrative Assistant I



document turnover proof				Bureau on Coordinating Secretariat and Support Services
	3. Log document received in computer log	None	3 Minutes	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services
	4. Review document and endorse to the DED for action	None	10 Minutes	Project Development Officer II / Paralegal/Legal Researcher III Bureau on Coordinating Secretariat and Support Services
	5. Evaluate document and subsequent approval	None	15 Minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services
	6. Log the document before endorsing to Deputy Executive Director for approval / action	None	3 Minutes	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services
	7. Route and endorse the	None	5 Minutes	Administrative Aide I or Sr.



	document to office of origin for processing / implementation			Administrative Assistant I Bureau on Coordinating Secretariat and Support
	TOTAL:	None	40 Minutes	

Evaluation of document and subsequent approval is qualified for multi-stage processing.

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:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Deputy Executive Director			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Action Slip with recommendations of Deputy Executive Director (1 copy)		PSC - Office of the Deputy Executive Director		
Document attachments shall depend on the transaction PSC BCSSS Division / Section is endorsing for action. Please refer to the specific checklist of requirements of the endorsing PSC Office for facilitation (1 copy of each)		Endorsing PSC - 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	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat



				and Support Services External Services
2. Give logbook to receiver of document for document turnover proof	2. Sign the client log book if documents are complete	None	1 Minute	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services External Services
	3. Log document received in computer log	None	3 Minutes	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services External Services
	4. Review document and endorse to the DED for action	None	10 Minutes	Project Development Officer II / Paralegal/Legal Researcher III Bureau on Coordinating Secretariat and Support Services External Services
	5. Assess the document and endorse for the decision of the Executive Director	None	15 Minutes	Deputy Executive Director Bureau on Coordinating Secretariat



				and Support Services External Services
	6. Log the documents with the DED's endorsement to the Executive Director	None	3 Minutes	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services External Services
	7. Route and endorse the document to the office of the Executive Director	None	5 Minutes	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services External Services
	TOTAL:	None	40 Minutes	

Assessment of document and endorsement for the decision of the Executive Director is qualified for multi-stage processing.

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:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	National Sports Programs Secretariat Head
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Project Brief submitted, reviewed and signed by the Project Director and the Executive Director (1 copy)		PSC – Assistance and Coordination Division / All Offices		
PSC Board Resolution for the Project (1 original copy)		PSC – Office of the Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal to the BCSSS Office for initial assessment of the Deputy Executive Director	1. Discuss the proposal with the National Sports Program Secretariat Head through a set meeting	None	2 Hours	ACD Chief / Sr. SGRO / Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services
2. Secure 1 Original copy of the approved PSC Board Resolution for the Project from the PSC Board Secretary's Office	2. Endorse the document to the Executive Director through an Action Slip	None	1 Day	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services
3. Initiate all preparations needed (e.g. formation of core group, processing of budget, procurement, meetings, etc.) and implement the PSC approved Board Resolution	3. Log and route the endorsed document to the office of the Executive Director	None	5 Minutes	Administrative Aide I or Sr. Administrative Assistant I Bureau on Coordinating Secretariat and Support Services External Services
	TOTAL:	None	1 Day, 2 Hours and 5 Minutes	



BUREAU ON COORDINATING SECRETARIAT AND SUPPORT SERVICES

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback/complaint form and drop it in the client feedback box located on the table of one of the BCSSS Office Staff in the BCSSS Office</p> <p>Contact info.: 8525-0808 ext. 194 or dedcosecss@psc.gov.ph</p>
How feedbacks are processed	<p>Every Monday, the Project Development Officer opens the drop box to compile and record all feedback submitted.</p> <p>All feedback are forwarded to the BCSSS Deputy Executive Director for assessment and appropriate action shall be taken within 1 Day of receipt of the feedback.</p> <p>Action taken by the BCSSS Deputy Executive Director shall be logged in the BCSSS Office digital log and relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact 8525-0808 ext. 194 or dedcosecss@psc.gov.ph</p>
How to file a complaint	<p>Answer the client feedback/complaint form and drop it in the client feedback box located on the table of one of the BCSSS Office Staff in the BCSSS Office</p> <p>Complaints can also be filed via telephone or email. Make sure to provide the following information in doing so:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact 8525-0808 ext. 194 or dedcosecss@psc.gov.ph</p>
How complaints are processed	<p>Upon receipt of the complaint, the BCSSS Paralegal/Legal Researcher evaluates the complaint and shall provide a detailed report to the BCSSS Deputy Executive Director for assessment and appropriate action.</p> <p>Action taken by the BCSSS Deputy Executive Director shall be logged in the BCSSS Office digital log and relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact 8525-0808 ext. 194 or dedcosecss@psc.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Bureau on Administrative, Finance and Management Services



1. Processing of financial requests

Processing of financial requests for the endorsement and approval of the DED-AFMS

Office or Division:	BUREAU ON ADMINISTRATIVE, FINANCIAL, and MANAGEMENT SERVICES	
Classification:	SIMPLE	
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT	
Who may avail:	ALL PSC OFFICES	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. ACTION SLIP – 1 original copy of a one-page cover form with proper endorsement from the Head of the requesting Office for the tracking of document transmittal	ALL PSC OFFICES
	2. BOARD RESOLUTION granting approval of financial assistance – 1 Certified True Copy	BOARD SECRETARIAT
	3. PURCHASE ORDER/JOB ORDER for processing of payments for goods and services – 1 original copy certified by the OIC – Executive Director	PROCUREMENT OFFICE
	4. PAYROLL – 1 original copy of payroll computation certified by the MSD Chief	PERSONNEL OFFICE
	5. PURCHASE REQUEST (PR) – 1 original copy with affixed initial of: <ul style="list-style-type: none"> - Head of the Property and Supply Unit for equipment purchase requests and - Head of the Travel Unit for airline ticket requests 	ALL PSC OFFICES
	6. REQUISITION AND ISSUANCE SLIP (RIS) – 1 original copy with affixed initial of the Property and Supply Unit Head for equipment purchase requests	ALL PSC OFFICES



7. AUTHORITY TO SERVE MEALS – 1 original copy signed by the Head of the requesting Office		ALL PSC OFFICES		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the financial request to BAFMS Staff Note: No need to attach an Action Slip for documents 5-7 in the above checklist; DED-AFMS only needs to affix their signature on these types of requests	1.1. Review the document; verify the correctness and completeness of its attachments	None	15 minutes	Secretary/ Exec. Assistant Bureau on AFMS
	1.2. Receive and log the particulars of the document	None	5 minutes	Secretary/ Exec. Assistant Bureau on AFMS
	1.3. Affix signature by the DED-AFMS, signifying approval	None	5 minutes	Secretary/ Exec. Assistant Bureau on AFMS
	1.4. Forward to the corresponding Office for processing/ implementation	None	5 minutes	Secretary/ Exec. Assistant Bureau on AFMS
	TOTAL:	None	30 minutes	



2. Processing of payment vouchers

Review and evaluation of vouchers pertaining to financial assistance as well as payments for goods and services for endorsement to the OIC – Executive Director

Office or Division:	BUREAU ON ADMINISTRATIVE, FINANCIAL, and MANAGEMENT SERVICES			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ACCOUNTING OFFICE AND OTHER PSC OFFICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ACTION SLIP – 1 original copy of a one-page cover form with proper endorsement from the Chief Accountant		ALL PSC OFFICES		
2. BUDGET UTILIZATION REQUEST/OBLIGATION REQUEST AND STATUS – 1 original copy certified by the Chief Budget Officer		BUDGET OFFICE		
3. DISBURSEMENT VOUCHER/ JOURNAL ENTRY VOUCHER – 2 original copies certified by the Chief Accountant		ACCOUNTING DIVISION		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward document to BAFMS Staff	1.1 Review the document; verify the correctness and completeness of its attachments	None	15 minutes	Secretary/ Exec. Assistant Bureau on AFMS
	1.2 Receive and log the particulars of the document	None	5 minutes	Secretary/ Exec. Assistant Bureau on AFMS



	1.3 Affix signature by the DED-AFMS, signifying approval	None	5 minutes	Deputy Executive Director Bureau on AFMS
	1.4 Forward to the corresponding Office for processing/ implementation	None	5 minutes	Secretary/ Exec. Assistant Bureau on AFMS
	Total:	None	30 minutes	



BUREAU ON ADMINISTRATIVE, FINANCE, AND MANAGEMENT SERVICES

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Contact info: dedafms@psc.gov.ph or 525-0808 loc. 143 For feedbacks requiring replies, kindly provide your contact information (Name, Mobile No. and E-mail address)
How feedbacks are processed	Feedbacks are duly documented by the Executive Assistant. Feedbacks requiring replies are forwarded to relevant offices, which are required to respond within three (3) working days upon receipt of the feedback. Contact info for follow-ups and inquiries: dedafms@psc.gov.ph or 525-0808 loc. 143
How to file a complaint	File a complaint addressed to the Deputy Executive Director of the Bureau on AFMS. For complaints filed via phone, kindly provide the following information: <ul style="list-style-type: none"> - Name of complainant - Contact Info of complainant - Name of complainee - Incident - Evidence Contact info for follow-ups and inquiries: dedafms@psc.gov.ph or 525-0808
How complaints are processed	The Executive Assistant of the Bureau on AFMS documents the complaint. The DED-AFMS opens an investigation and forwards a notice to the relevant personnel/ Office requiring their explanation within three (3) working days upon receipt, which is then forwarded to the Grievance Committee for evaluation. The Executive Assistant writes a report regarding the development of the complaint and resolution. The Executive Assistant informs the complainant of the resolution Contact info for follow-ups and inquiries: dedafms@psc.gov.ph or 525-0808
Contact Information of CCB, PCC, ARTA	ARTA: compalints@arta.gov.ph or 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (sms)



Bids and Award Committee Office



1. Competitive Public Bidding

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

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Originally signed Purchase Request and Requisition and Issue Slip (1 copy)		End-User PSC Office		
Originally signed Technical Specifications/Terms of Reference (1 copy)		End-User PSC Office		
Originally signed Approved Budget for the Contract (ABC) (1 copy)		PSC - Procurement Office		
Originally signed Invitation to Bid (1 copy)		PSC - BAC Office		
Original copy of Bidding Documents (1 copy)		PSC - BAC Office		
Originally signed Abstract of Bids (1 copy)		PSC - BAC Office		
Originally signed BAC Resolution (1 copy)		PSC - BAC Office		
Originally signed Notice of Award (2 copies)		PSC - BAC Office		
Originally signed and notarized Contract (3 copies)		PSC - Legal Affairs Office		
Originally signed Notice to Proceed (2 copies)		PSC - BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase request and other supporting documents relative to the bid.	1. Evaluate the purchase request and supporting documents relative to the bid.	None	30 minutes	Head, BAC Secretariat



	2. Schedule the Bidding Process.	None	15 minutes	BAC Chairman BA Committee Head BAC Secretariat
2. Receive invitation to the Pre-Procurement Conference (for BAC, BAC Secretariat, TWG and End-Users only).	3. Send invitation to the Pre-procurement conference.	None	30 minutes	Head BAC Secretariat
3. Attend the pre-procurement conference.	4. 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 day	BAC Members BA Committee BAC Secretariat Staff BAC Secretariat
	5. Post the Invitation to Bid (ITB) in the PhilGEPS, PSC website, newspaper of general circulation and conspicuous place within the PSC.	None	7 days	Head BAC Secretariat
4. Receive the invitation to the Pre-Bid Conference.	6. Send the Invitation to the Pre-Bid Conference and Opening of Bids.	None	30 minutes	Head BAC Secretariat
5. Attend-the pre bid conference.	7. Conduct the Pre- Bid Conference.	None	1 day *Note: The Pre-Bid Conference	BAC Secretariat BA Committee



			must be conducted not earlier than 7 calendar days from advertisement, and 12 calendar days before the deadline for submission and receipt of bids	
6. Purchase bidding documents	8. Upon payment of fees by the prospective bidder, issue the bidding documents.	Standard Rates pursuant to the Revised IRR of R.A. No. 9184.	30 minutes	Head BAC Secretariat
7. Submit the bid proposal.	9. Receive the Bid proposal of the Bidder.	None	5 minutes	Head BAC Secretariat
8. Attend the Opening of Bids	10. Conduct the Opening of Bids.	None	1 day	BAC Secretariat BA Committee
	11. Conduct the Bid Evaluation and convene on the result of the Opening of the Bid.	None	1 day	BAC Secretariat BA Committee
9. Submit Post-Qualification requirements.	12. Conduct the Post-Qualification.	None	5 days	BAC Members BA Committee
	13. Prepare BAC Resolution.	None	30 minutes	Head BAC Secretariat
	14. Approve and sign the BAC Resolution.	None	30 minutes	BAC Members BA Committee Head of Procuring Entity (HoPE)
	15. Prepare the Notice of Award.	None	10 minutes	Head BAC Secretariat



	16. Approve and sign the Notice of Award.	None	1 day	Head of Procuring Entity (HoPE)
10. Receive the Notice of Award,	17. Issue the Notice of Award.	None	10 minutes	Head BAC Secretariat
11. Post the Performance Bond.	18. Receive the proof of posting of the Performance Bond.	None	10 minutes	Head BAC Secretariat
	19. Submit pertinent documents to the Legal Affairs Office for preparation of contract.	None	10 minutes	Head BAC Secretariat
	20. Prepare the Contract.	None	1 day	Head Legal Affairs Office
12. Sign the Contract.	21. Issue the Contract for the signature of the winning bidder.	None	15 minutes	Head BAC Secretariat
	22. Submit the contract for approval and signing of the HoPE.	None	10 minutes	Head BAC Secretariat
	23. Approve and sign the Contract.	None	1 day	Head of Procuring Entity (HoPE)
13. Receive the signed Contract	24. Issue the signed and notarized copy of the Contract to the winning bidder	None	10 minutes	Head BAC Secretariat
	25. Prepare the Notice to Proceed	None	10 minutes	Head BAC Secretariat
	26. Approve and Sign the Notice to Proceed	None	1 day	Head of Procuring Entity (HoPE)
14. Receive the Notice to Proceed.	27. Issue the Notice to Proceed.	None	10 minutes	Head BAC Secretariat
	28. Post the awarded projects at the PhilGEPS, PSC Website and in the PSC BAC Bulletin Board; Furnish copy	None	30 minutes	Head BAC Secretariat



	to the Resident COA for post audit-			
	TOTAL:	Standard Rates pursuant to the Revised IRR of R.A. No. 9184.	31 days, 5 hours and 20 minutes	

Competitive public bidding service is covered under R.A. 9184.



BIDS AND AWARDS COMMITTEE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the Bids and Awards Committee Office.
How feedbacks are processed	<p>The Management Services Division collects and records all feedbacks every Friday.</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	<p>Answer the client complaint form and drop it at the designated drop box in Bids and Awards Committee Office.</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
How to file a complaint	<p>The Management Services Division opens the drop box (Bids and Awards Committee premises and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office of the Board Secretary



1. Receiving of Requests and Preparation of Agenda for Regular or Special Board Meetings of the Commission

The Office of the Board Secretary prepares agenda for regular and special board meetings of the commission to discuss implementation of PPAs and other sports-related function of the agency.

Office or Division:	Commission Proper / Board Secretary Office	
Classification:	Simple	
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 Letter (1 copy)		PSC - Office of the Chairman, Office of the Executive Director, Bureau of Coordinating Secretariat and Support Services
Memorandum/Request Letter (1 copy)		PSC - Appropriate Offices (for NSAs: should be from the Authorized Signatory of the NSA)
<u>For NSA:</u> NSA affairs Checklist Breakdown of Expenses		PSC - NSA Affairs Office
<u>For Procurement:</u> Scope of Work (1 copy) Approved Budget of Contract (ABC, 1 copy) Project Proposal (1 copy) Feasibility Study / Financial Study (1 copy) Quotation (1 copy) Technical Descriptions of the Project (1 copy)		PSC - Procurement Office



Purchase Request (PR, 1 copy) Requisition and Issue Slip (RIS, 1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documentary requirements to the Office of the Board Secretary	1. Receive all requests for agenda	None	10 minutes	Information Officer, Board Secretary II Office of the Board Secretary
	2. Evaluate requests	None	2 hours	Board Secretary, Information Officer Office of the Board Secretary
	2. Prepare agenda	None	2 hours	Board Secretary, Writer-Researcher Office of the Board Secretary
	3. Release of Notice of meeting and Agenda	None	30 minutes	Board Secretary, Information Officer, Secretary Office of the Board Secretary
	TOTAL:	None	4 hours and 40 minutes	

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

The office of the Board Secretary provides and issues board resolutions or certification of every PSC board decision on each agenda tackled in board meetings.



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		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follows-up decision of PSC board on specific request	1. Prepare the minutes of the meeting	None	4 Days	Board Secretary, Writer-Researcher Office of the Board Secretary
	2. Prepare Board Resolutions for approved and denied requests.	None	3 Days	Board Secretary, Writer-Researcher Office of the Board Secretary
	TOTAL:	None	7 Days	

3. Board Resolution through Referendum

The office of the Board Secretary provides issuance of resolution through referendum on urgent agency matters that need swift decision.

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 (1 copy)		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
1. Forward Request to the Board Secretary Office	1. Prepare urgent matters through referendum	None	2 Days	Information Officer, Board Secretary II Office of the Board Secretary
	2. Prepare Referendum (With the Signature of at least three members of the PSC Board)	None	2 Days	Members PSC Board
	Total:	None	4 Days	



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	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Assistance and Coordination Division



1. MUSEUM ADMISSION

The Assistance and Coordination Division provides admission to the Museum of the Philippine Sports Commission per request of clients

Office or Division:	Assistance and Coordination Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 copy)		Requesting Client		
Valid IDs (1 copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to PSC Records. If approved, register in the log book and surrender ID	1. Request client/s to leave bag on a prescribed area	none	4 minutes	Clerk Assistance and Coordination Division
2. Assemble in the receiving area	2. Orient the client/s on the house	none	3 minutes	Clerk Assistance and Coordination Division
3. Attend museum tour	3. Guide the client/s and explain the relevance of the memorabilia	none	25 minutes	Clerk Assistance and Coordination Division
4. Log out and fill up comment form for service rendered	4. Receive comment form	none	3 minutes	Clerk Assistance and Coordination Division
	TOTAL:	none	32 minutes	

2. Application for Retirement Benefits of Athletes and Coaches



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

Office or Division:	Assistance and Coordination Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Athletes & Coaches / Philspada Athletes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly notarized and accomplishment application form (1 original copy).		PSC - ACD		
Official endorsement from the National Sports Association of their respective sport (1 original copy).		Specific National Sports Association's Office		
Duly notarized certification from the individual athlete or team captain for team event shall be in writing, duly attested by their respective coaches who rendered services at least six (6) months prior to the international competition (1 copy)		PSC-NSAAO		
Tournament details showing the following: a. Official result b. List of participating countries c. Frequency of the event		Organizer / Official website		
Certificates/Diploma of the award/s received (1 copy each)		Organizer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from ACD	1. Provide the application form to the applicant or representative	none	3 minutes	Clerk Assistance and Coordination Division
2. Fill-up the application form	2. Guide the applicants in filling up the forms	none	3 minutes	Clerk Assistance and Coordination Division
3. Attach the required documents	3. Check the submitted requirements	none	2 minutes	Clerk Assistance and Coordination Division
4. Submit to ACD	4. Receive the application	none	1 minute	Clerk



				Assistance and Coordination Division
	5. Evaluate and endorsement	none	2 hours	Clerk Assistance and Coordination Division
	TOTAL:	none	2 hours & 9 minutes	

3. Report of Attendance for the Allowance of Athletes & Coaches

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

Office or Division:	Assistance & Coordination Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Athletes & Coaches / Philspada Athletes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (1 copy)		Specific National Sports Association Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DTR per NSA's to the ACD Office.	1. Receive the DTR per sports/ NSA's	None	3 minutes	Clerk Assistance and Coordination Division
	2. Check the Total Trainings Days Present & number of absences as well as the signatures of athletes, coaches, and NSA officials	None	2 days	SGRO II Assistance and Coordination Division



	<p>3. Incorporate all approved Board Resolution for implementation</p> <ul style="list-style-type: none"> • Dropping • Inclusion • Revised Line – up • Approved/ dis approved request for retro • Other communication that concerns athletes & coaches 	None	1 hour	SGRO II Assistance and Coordination Division
	<p>4. Prepare the Monthly Report</p> <ul style="list-style-type: none"> • Preparation of Report depends on the number of athletes and coaches per sport, communication and approved resolution 	None	4 Hours	SGRO II Assistance and Coordination Division
	<p>5. Forwarding the Attendance Report to the Personnel Office for payroll</p>	None	5 minutes	SGRO II Assistance and Coordination Division
			2 days, 5 hours, & 8 minutes	



ASSISTANCE AND COORDINATION DIVISION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Assistance and Coordination Division.
How feedbacks are processed	<p>Feedback requiring answer 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 complaint form and drop it at the designated drop box inside the Assistance and Coordination Division.
How complaints are processed	<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 office for appropriate action.</p> <p>The 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)



Athlete's Dormitory Office

Accommodation Arrangement, Laundry Services & Water Allocation

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

- 1. Request for Billeting / Admission of National Athletes, Coaches, Trainers, and Walk-in Clients (Transient)**



Provision of temporary dormitories, issuance of complete set of beddings and permits (beyond curfew hours)

Office or Division:	Athletes' Quarters Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	National Athletes/Coaches and Transient duly approved by PSC Chairman or Executive Director.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Signed billeting request letter : (1 copy)</p> <ul style="list-style-type: none"> - Names, number of persons* to be billeted and duration must be indicated <p>*Priority for billeting (National athletes, coaches and trainers)</p>		<p>From Requesting Party:</p> <ul style="list-style-type: none"> - For NSA's (signed by NSA President / Sec. General) - Walk – in / Transient (Non-NTP athletes,coaches etc.) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR APPROVAL:				
1. Submit letter request for billeting at Records office for bar coding.	1. Receive request letter & check the completeness of submitted supporting documents as per request (with bar code). Forward the said request to concerned office (NSAAO or SFD).	None	5 minutes	Records Clerk / Messenger Head – Records Records Office



	2. Check submitted billeting request and forward to Dormitory office for comment regarding the availability of dormitory.	None	15 minutes	NSAAO Clerk NSA Affairs Office Booking Officer Sports Facilities Division
	3. Make a comment regarding the availability of the dormitory for billeting. Forward request with comments to NSAAO / SFD	None	15 minutes	Dormitory Attendant / Head Dormitory Office
	4. Endorse request to BCSSS office for approval	None	5 minutes	NSAAO Clerk NSA Affairs Office
	5. Evaluate the the billeting request for approval or disapproval	None	2 days	Deputy Executive Director BCSSS
	6. Forward the approved billeting request to NSAAO / SFD	None	5 minutes	BCSSS Messenger / Clerk BCSSS Office
	7. Email to dormitory office a copy of the approved request	None	5 minutes	NSAAO Clerk NSA Affairs Office or Booking Officer Sports Facilities Division



<u>Approved billeting request:</u>				
1. Present the approved letter request and any valid ID at the Dormitory Office.	1. Check the approved request for billeting thru email from NSA Affairs Office. Subsequently verify identification of guest/s and request the client to fill – up the Admission Form.	None	15 minutes	Head / Dorm Attendant Dormitory Office
2. Secure a copy, read House Rules and Regulations and sign/conforme	2. Give client a copy of the PSC Approved House Rules and Regulations and Guidelines for Admission	None	10 minutes	Head / Dorm Attendant Dormitory Office
3. Attend orientation of the House Rules and Regulations and Guidelines for Admission.	3. Orient client with the House Rules and Regulations and guidelines before admission	None	1 hour	Head / Dorm Attendant Dormitory Office
4. Present personal belongings before admission to dormitory.	4. Inspection of personal belongings (per athlete/coach) to be brought inside the dormitory	None	5 minutes	Head / Dorm Attendant Dormitory Office
5. Receive Dormitory supplies/beddings and sign issuance slip	5. Issues supplies (Ask clients to sign issuance / borrowers slip).	None	10 minutes	Head / Dorm Attendant Dormitory Office



	Each athlete, coach or guest will sign issuance of supplies.			
6. Proceed to assigned room.	6. Accompany client to the assigned room.	None	5 minutes	Head / Dorm Attendant Dormitory Office
	TOTAL:	None	2 Days, 2 Hours, 35 minutes	

2. CHECK OUT - NATIONAL ATHLETES, COACHES, TRAINERS AND WALK-IN CLIENTS (TRANSIENT)

Inspection of used dormitory rooms (cleaning & pulling out of issued set of beddings) .

Office or Division:	Athletes' Quarters Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity, G2G – Government to Government			
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 (1 copy)		From Requesting Party		
List of names and number of persons to be billeted (1 copy)		Requesting Party		
Accommodation Form (1 copy)		PSC - Dormitory Office		
Issued Key		PSC – Dormitory Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Dormitory Office and return the issued key,	1. Check issued / returned beddings and inspect	None	45 minutes	Dorm Attendant



supplies and beddings	vacated dormitories (per dorm/room).			Laundry Worker Dormitory Office
	2. Prepare an incident report regarding the status of vacated dormitories (lost and damaged)	None	15 minutes	Admin Assistant Dorm Attendant Dormitory Office
	TOTAL:	None	1 hour	

3. Laundry Services (for National Athletes, Coaches, and Trainers Only)

Provision of free laundry services for National Athletes & Coaches Only.

Office or Division:	Athletes' Quarters Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	National Athletes, Coaches and Trainers duly approved by PSC Board.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Approved current year's line-up* of National athletes, coaches and trainers for each NSA (National Sports Association) by the PSC Board (1 copy)</p> <p>*Exclusive for National athletes, coaches and trainers only)</p>		<p>PSC-NSA Affairs Office</p> <p>Each NSA must submit current year's line-up (list of national athletes, coaches and trainers for approval from PSC Board)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR APPROVAL:				



1. Bring laundries to laundry area. (Based on a daily laundry schedule for each sport).	1. Receive, count and check the written number of laundries / clothes brought by the national athletes, coaches and trainers.	None	30 minutes	Laundry Worker Dormitory Office
	2. Operate washing machine & dryers to ensure the efficiency of the said machine. Washing and drying of clothes. (per laundry per athlete / coach / trainer.	None	2 hours	Laundry Worker Dormitory Office
	3. Assist national athletes, coaches and trainers in folding of their washed clothes. Recounting of laundries (per laundry per athlete / coach / trainer)	None	1 hour	Laundry Worker Dormitory Office
	4. Issue washed clothes of athletes / coaches/ trainer	None	10 minutes	Laundry Worker Dormitory Office
	TOTAL:	None	3 hours, 40 minutes	

4. WATER ALLOCATION (FOR NATIONAL ATHLETES, COACHES AND TRAINERS ONLY)



Provision of mineral water and dispenser for National Athletes, Coaches & Trainers

Office or Division:	Athletes' Quarters Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity, G2G – Government to Government			
Who may avail:	National Athletes, Coaches and Trainers duly approved by PSC Board.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of PSC Board-approved National athletes, coaches, trainers (1 copy)		PSC-NSA Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>FOR APPROVAL:</u>				
1. Request mineral water allocation from dormitory office by national athletes, coaches and trainers.	1. Ask representative to receive the allotted mineral water supply for each sport.	None	5 minutes	Dormitory Attendant / Head Dormitory Office
	2. Assist the national athletes and prepare the allotted mineral water supply for each sport.	None	5 minutes	Dormitory Attendant / Head Dormitory Office
	3. Issue allocated mineral water to athletes & coaches	None	5 minutes	Dormitory Attendant / Head Dormitory Office
	TOTAL:	None	15 minutes	



Athlete's Dormitory Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box inside the Dormitory Office.
How feedbacks are processed	<p>Every Friday, MSD (Management Services Division) collects and opens the drop box per office to record all the submitted / filled out feedback.</p> <p>Concerned offices will be required to answer feedbacks that needs to be answered within three (3) days upon receipt of the said feedback.</p> <p>Response of the office will be sent / relayed to the concerned client / citizen.</p>
How to file a complaint	Answer the client's Complaint Form and drop it at the designated drop box inside the Dormitory Office.
How complaints are processed	<p>Management Services Division's (MSD) staff will open the complaints drop box and evaluate each complaint.</p> <p>After evaluation, the said complaint will be forwarded to the concerned office for explanation.</p> <p>MSD staff will prepare a report with regards to the complaint and explanation of the office. It will then be submitted to the Head of Office or assigned Head for appropriate action.</p> <p>Feedback will be given to the client / complainant.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph : 1-ARTA 92782</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>



Cashiers Office

Non-Frontline Services



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 (1 copy) OR Statement of Account (1 copy) AND Valid IDs (1 copy)		PSC - Accounting Office PSC - Bids and Awards Committee Office PSC – Sports Facilities Division Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Accounting / BA Committee / Sports Facilities Division for request of Order of Payment or Statement of Account	1. Issue corresponding Order of Payment	None	5 minutes	Administrative Personnel Accounting Division BA Committee Sports Facilities Division
2. 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. 3. Collecting Officer receives	None	5 minutes	Collecting Officer Cashier's Office Collecting Officer



3. Requesting party pays the Collecting Officer whether in cash or checks	payment of cash/checks	Based on transaction	4 minutes	Cashier's Office
4. Receives Official Receipt from Collecting Officer	4. Collecting Officer issues Official Receipts	None	1 Minute	Collecting Officer Cashier's Office
TOTAL:		Based on transaction	15 minutes	

CASHIER'S OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the Cashier's Office premises
How feedbacks are processed	<p>The Management Services Division collects and records all feedback every Friday.</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	<p>Answer the client complaint form and drop it at the designated drop box in Cashier's Office premises</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
How complaints are processed	<p>The Management Services Division opens the drop box (Cashier's Office premises and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p>



	<p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Medical and Scientific Athletes Service Healthcare Unit



1. PRE-PARTICIPATORY PHYSICAL EXAMINATION, MEDICAL AND ORTHOPEDIC CONSULTATION

The MSAS unit provides pre-participatory physical examination, medical and orthopedic consultation to all stakeholders of the agency for all sports-related function

Office or Division:	MSAS – HEALTH CARE UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	National Athletes, Coaches, PSC Employees, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
National Sports Athletes Affairs Office endorsement (1 copy) or Valid ID (1 copy)		PSC- NSA Affairs		
PPPE Form (1 copy)		PSC-MSAS Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSAS Unit and submit PPPE forms with the endorsement from NSAAO or a Valid ID for verification purposes.	1. Provide the athletes and coaches with medical forms and initial services	None	10 minutes	Nurse MSAS-Healthcare Unit
2. Proceed to Doctor for consultation (Family Medicine/ Orthopedic)	2. Examine and evaluate the athlete of coach and subsequently prescribe medicines or provide referrals	None	20 minutes	Doctor MSAS-Healthcare Unit



3. Receive prescribed medicines	3. Provide prescribe medicine/s and record for documentation	None	5 minutes	Nurse MSAS-Healthcare Unit
	TOTAL:	None	35 minutes	

2. EMERGENCY TREATMENT PROVISION

The MSAS unit provides emergency treatments to all stakeholders of the agency for all sports-related function.

Office or Division:	MSAS – HEALTH CARE UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	National Athletes, coaches, employees, stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSAS Healthcare Unit and express intent for emergency medical treatment	1. Initially assess and evaluate the patient's condition	None	5 minutes	Nurse / Doctor MSAS-Healthcare Unit
	2. Provide appropriate medical emergency treatment.	None	20 minutes	Doctor MSAS-Healthcare Unit
	3. Document the patient's personal information,	None	5 minutes	Nurse MSAS-Healthcare Unit



	diagnosis, and treatment applied			
	4. Call agency's ambulance driver to transfer patient to the nearest hospital of his choice.	None	3 minutes	Nurse MSAS-Healthcare Unit
	TOTAL:	None	33 minutes	

MEDICAL SCIENTIFIC ATHLETE SERVICES – HEALTHCARE UNIT



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in MSAS-Healthcare unit premises.
How feedbacks are processed	<p>The Management Services Division collects and records all feedback every Friday.</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	<p>Answer the client complaint form and drop it at the designated drop box in MSAS-Healthcare Unit premises.</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
How complaints are processed	<p>The Management Services Division opens the drop box (MSAS-Healthcare Unit premises and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



National Sports Association Affairs Office

1. EVALUATION OF REQUESTS FOR FINANCIAL ASSISTANCE



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

Office or Division:	NSA Affairs Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission. If requesting party is part of a sports club, this requires endorsement from concerned recognized NSAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original) 2. Delegation list with designation (1 original) 3. Budgetary requirement (1 original) 4. Invitation Letter (1 original) 5. Competition details (1 original) 6. Other documents, as necessary If request includes airfare: 7. Duly accomplished Purchase Request for airfare (1 original) 8. Three Airfare Quotations (original) If request includes supplies: 9. Duly accomplished Requisition and Issuance Slip (1 original)		NSA NSA NSA Event Organizing Committee Event Organizing Committee PSC- NSAAO Travel Agencies, Airlines Website PSC- NSAAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check completeness	None	2 minutes	NSAAO Personnel, National Sports Association Affairs Office



	<p>2. Attach Checklist-Documentary Requirements Form</p> <p>2.1 If complete, sign OK for Barcoding Section and advise client to proceed to Records Office</p> <p>2.2 If incomplete, return documents to client and provide list and details of lacking documents</p>	None	3 minutes	NSAAO Personnel, National Sports Association Affairs Office
2. Submit documents to Records Office	<p>3. Receive the documents, attach barcode and scan</p> <p>3.1 Forward the documents to NSAAO</p>	None	1 hour	Records Personnel, Records Office
	4. Receive the documents, log details in the incoming/outgoing records and endorse documents to Cluster Coordinator	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	<p>5. Evaluate the request</p> <p>5.1. Endorse copy to concerned PSC Offices for comments if necessary</p> <p>5.2. Conducts additional research if necessary</p>	None	2 hours, 30 minutes (depending on the complexity of the request)	NSAAO-Cluster Coordinator, National Sports Association Affairs Office
	6. Prepare Endorsement and Action Slip	None	30 minutes	NSAAO-Cluster Coordinator, National Sports Association Affairs Office



	7. Review the Endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Head, National Sports Association Affairs Office
	8. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	9. Final checking of Endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Deputy Executive Director, Bureau on Coordinating Secretariat and Support Services External Services
	10. Return documents to NSA Affairs Office	None	5 minutes	DED-BCSSS Personnel, Bureau on Coordinating Secretariat and Support Services External Services
	11. Receive the documents, log details in the incoming/outgoing records, and scan	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	12. Email scanned copy of documents to Senior Executive Assistant and concerned Member of the Board (Commissioner In-charge of sport) for information	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office



	13. Forward original documents to the Office of the Board Secretary for inclusion in the Agenda of next calendared Board Meeting	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	(This takes effect only upon receiving the Board Resolution from the Office of the DED-BCSSS) 14. Receive and scan Board Resolution	None	2 minutes	NSAAO Personnel, National Sports Association Affairs Office
	15. Email scanned copy of Board Resolution to requesting party		3 minutes	NSAAO Personnel, National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of Board Resolution	IF APPROVED: 16. Forward the copy of Board Resolution and other pertinent documents to Travel Office for flight booking and preparation of travel documents 16.1 Forward the copy of Board Resolution and other pertinent documents to Legal Affairs Office for preparation of Affidavit of Undertaking	None	15 minutes	NSAAO-Cluster Coordinator/ NSAAO Personnel, National Sports Association Affairs Office
	17. Forward the original Board Resolution and	None	15 minutes	NSAAO-Cluster Coordinator/ NSAAO Personnel,



	documents/attachments to DED-AFMS for processing			National Sports Association Affairs Office
	TOTAL:	None	6 hours, 10 minutes	

2. EVALUATION OF REQUESTS FOR PURCHASE OF SPORTS EQUIPMENT/SUPPLIES

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

Office or Division:	NSA Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission. If requesting party is part of a sports club, this requires endorsement from concerned recognized NSAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original) 2. Duly accomplished Purchase Request stating quantity and complete specifications of sports equipment/supplies with corresponding amount (1 original) 3. Duly accomplished Requisition and Issuance Slip (1 original) If imported: 4. Request for duty tax exemption (1 original)		NSA PSC- NSAAO PSC- NSAAO NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness	None	2 minutes	NSAAO Personnel National Sports, Association Affairs Office



	<p>2. Attach Checklist-Documentary Requirements Form</p> <p>2.1 If complete, sign OK for Barcoding Section and advise client to proceed to Records Office</p> <p>2.2 if incomplete, return documents to client and provide list and details of lacking documents</p>	None	3 minutes	NSAAO Personnel National Sports, Association Affairs Office
2. Submit documents to Records Office	<p>3. Receive the documents, attach barcode and scan</p> <p>3.1 Forward documents to NSA Affairs Office</p>	None	1 hour	Records Personnel, Records Office
	<p>4. Receive the documents, log details in the incoming/outgoing records and endorse documents to Cluster Coordinator</p>	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	<p>5. Evaluate the request</p> <p>5.1 Attach Availability Inquiry Form and endorse copy to PSC Property Office for comments and inventory checking</p> <p>5.2. Conduct additional research if necessary</p>	None	2 hours, 30 minutes (depending on the complexity of the request)	NSAAO-Cluster Coordinator, National Sports Association Affairs Office
	<p>6. Prepare Endorsement and Action Slip</p>	None	30 minutes	NSAAO-Cluster Coordinator, National Sports Association Affairs Office



	7. Review the Endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Head, National Sports Association Affairs Office
	8. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	9. Final checking of Endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services
	10. Return documents to NSAAO	None	5 minutes	DED-BCSSS Personnel Bureau on Coordinating Secretariat and Support Services External Services
	11. Receive the documents, log details in the incoming/outgoing records, and scan	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	12. Email scanned copy of documents to Senior Executive Assistant and concerned Member of the Board (Commissioner In-charge of sport) for information	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	13. Forward original documents to the Office of the Board Secretary for inclusion in the Agenda of	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office



	next calendared Board Meeting			
	<p>(This takes effect only upon receiving the Board Resolution from the Office of the DED-BCSSS)</p> <p>14. Receive and scan Board Resolution</p>	None	2 minutes	NSAAO Personnel National Sports Association Affairs Office
	15. Email scanned copy of Board Resolution to requesting party.	None	3 minutes	NSAAO Personnel National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of Board Resolution	<p>IF APPROVED AS FINANCIAL ASSISTANCE:</p> <p>16. Forward copy of Board Resolution and other pertinent documents to Legal Office for preparation of Affidavit of Undertaking</p>	None	10 minutes	Cluster Coordinator / NSAAO Personnel National Sports Association Affairs Office
	17. Forward original Board Resolution and documents/attachments to DED-AFMS for processing	None	10 minutes	Cluster Coordinator / NSAAO Personnel National Sports Association Affairs Office
	<p>IF APPROVED SUBJECT TO PSC PROCUREMENT:</p> <p>18. Forward original Board Resolution and documents/attachments to PSC Procurement Office for processing</p>	None	10 minutes	Cluster Coordinator / NSAAO Personnel National Sports Association Affairs Office



	TOTAL:	None	6 hours, 10 minutes	
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3. EVALUATION OF REQUESTS FOR FINANCIAL ASSISTANCE AND REIMBURSEMENT OF MEDICAL RELATED EXPENSES

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

Office or Division:	NSA Affairs Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Members of the National Training Pool (Athletes and Coaches)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original) 2. Incident Report from Coach (1 original) 3. Medical Certificate, Abstract/Findings/Laboratory Results (1 original) 4. MSAS Endorsement (1 original) If for reimbursement: 5. Official Receipts of medical expenses already incurred (original)		NSA Coach / NSA Hospital/Clinic/Attending Physician PSC- MSAS Hospital/Clinic/Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 If requesting for Reimbursement, proceed to Accounting Division 1.2 If requesting for Financial Assistance,	1. Receive the documents for initial assessment and check for completeness.	None	2 minutes	NSAAO Personnel, National Sports Association Affairs Office



proceed to NSAAO and submit request with complete documentary requirements				
2. Submit documents to Records Office	<p>2. Attach Checklist-Documentary Requirements Form</p> <p>2.1 If complete, sign OK for Barcoding Section and advise client to proceed to Records Office</p> <p>2.2 If incomplete, return documents to client and provide list and details of lacking documents</p>	None	3 minutes	NSAAO Personnel, National Sports Association Affairs Office
	<p>3. Receive the documents, attach barcode and scan</p> <p>3.1 Forward documents to NSA Affairs Office</p>	None	1 hour	Records Personnel, Records Office
	<p>4. If requesting for Reimbursement, receive Medical Reimbursement Action Slip from the Accounting Office with complete documents</p> <p>4.1 If requesting for Financial Assistance, receive the documents from Records Office</p>	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	5. Log details in the incoming/outgoing records and endorse documents to Cluster Coordinator	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office



	<p>6. Evaluate the request</p> <p>6.1 Endorse copy to concerned PSC Offices for comments if necessary</p> <p>6.2 Conducts additional research if necessary</p>	None	2 hours, 30 minutes (depending on the complexity of the request)	Cluster Coordinator, National Sports Association Affairs Office
	7. Prepare Endorsement and Action Slip	None	30 minutes	Cluster Coordinator, National Sports Association Affairs Office
	8. Review and check endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Head, National Sports Association Affairs Office
	9. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	10. Final checking of endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Deputy Executive, Director Bureau on Coordinating Secretariat and Support Services External Services
	11. Return the documents to NSAAO	None	5 minutes	DED-BCSSS Personnel, Bureau on Coordinating Secretariat and



				Support Services External Services
	12. Receive the documents, log details in the incoming/outgoing records, and scan	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	13. Email scanned copy of documents to Senior Executive Assistant and concerned Member of the Board (Commissioner In-charge of sport) for information	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	14. Forward original documents to the Office of the Board Secretary for inclusion in the Agenda of next calendared Board Meeting	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of Board Resolution	(This takes effect only upon receiving the Board Resolution from the Office of the DED-BCSSS) 15. Receive and scan Board Resolution.	None	10 minutes	NSAAO Personnel, Cluster Coordinator, National Sports Association Affairs Office
	16. Email scanned copy of Board Resolution to requesting party.	None	10 minutes	NSAAO Personnel, Cluster Coordinator, National Sports Association Affairs Office
	IF APPROVED FOR FINANCIAL ASSISTANCE: 17. forward original Board Resolution and	None	10 minutes	NSAAO Personnel, Cluster Coordinator,



	documents to DED-AFMS for processing IF APPROVED FOR REIMBURSEMENT: 17.1 forward original Board Resolution and documents to Accounting Division for processing			National Sports Association Affairs Office
TOTAL:		None	5 hours, 50 minutes	

4. EVALUATION OF REQUESTS FOR REIMBURSEMENT OF EXPENSES WITHOUT PRIOR BOARD APPROVAL

The NSAAO evaluates requests for reimbursement of expenses already incurred but without prior Board Approval in relation to participation of the National Training Pool members in local and international trainings, competitions, staging of local sports clinics and seminars, and hosting International competitions for the reference of the members of the Board in decision-making.

Office or Division:	NSA Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement / Action Slip with all attachments and documents assessed by Accounting Division		Accounting Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive Action Slip from the Accounting Division with complete documents	None	2 minutes	NSAAO Personnel,



				National Sports Association Affairs Office
	2. Log details in the incoming/outgoing records and endorse documents to Cluster Coordinator	None	3 minutes	NSAAO Personnel, National Sports Association Affairs Office
	3. Evaluate the request 3.1. Endorse copy to concerned PSC Offices for comments if necessary 3.2. Conducts additional research if necessary	None	2 hours, 30 minutes (depending on the complexity of the request)	Cluster Coordinator, National Sports Association Affairs Office
	4. Prepare Endorsement and Action Slip	None	30 minutes	Cluster Coordinator, National Sports Association Affairs Office
	5. NSAAO Head review and check endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Head, National Sports Association Affairs Office
	6. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	7. Final checking of endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	20 minutes	Deputy Executive Director, Bureau on Coordinating Secretariat and Support Services External Services
	8. Return documents to NSA Affairs Office	None	5 minutes	DED-BCSSS Personnel Bureau on Coordinating



				Secretariat and Support Services External Services
	9. Receive the document, log details in the incoming/outgoing records, and scan	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	10. Email scanned copy of documents to Senior Executive Assistant and concerned Member of the Board (Commissioner In-charge of sport) for information	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	11. Forward original documents to the Office of the Board Secretary for inclusion in the Agenda of next calendared Board Meeting	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of Board Resolution	(This takes effect only upon receiving the Board Resolution from the Office of the DED-BCSSS) 12. Receive and scan Board Resolution.	None	10 minutes	NSAAO Personnel/ Cluster Coordinator, National Sports Association Affairs Office
	13. Email scanned copy of Board Resolution to requesting party.	None	10 minutes	NSAAO Personnel/ Cluster Coordinator,



				National Sports Association Affairs Office
	14. IF APPROVED , forward original Board Resolution and documents to Accounting Division for processing	None	10 minutes	NSAAO Personnel/ Cluster Coordinator, National Sports Association Affairs Office
TOTAL		None	4 hours, 50 minutes	

5. EVALUATION OF REQUESTS FOR HIRING OF FOREIGN COACH/ES

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

Office or Division:	NSA Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original)		NSA		
2. Justification, Budgetary Requirement and Contract Duration (1 original)		NSA		
3. Resume / Personal Data Sheet / Profile (1 original)		NSA		
4. Certificate of Achievement (1 photocopy)		NSA		
5. Coaching Courses Certificates (1 photocopy)		NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness.		2 minutes	NSAAO Personnel,



				National Sports Association Affairs Office
	<p>2. Attach Checklist-Documentary Requirements Form</p> <p>2.1 If complete, sign OK for Barcoding Section and advise client to proceed to Records Office</p> <p>2.2 If incomplete, return documents to client and provide list and details of lacking documents</p>	None	3 minutes	NSAAO Personnel National Sports Association Affairs Office
2. If complete, submit documents to Records Office	<p>3. Receive the document, attach barcode and scan</p> <p>3.1 Forward documents to NSA Affairs Office</p>	None	1 hour (as stated in their Citizens Charter)	Records Office Personnel, Records Office
	4. Receive the document, log details in the incoming/outgoing records and endorse documents to Cluster Coordinator	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	<p>5. Evaluate the request</p> <p>5.1 Endorse copy to concerned PSC Offices for comments if necessary</p> <p>5.2. Conducts additional research if necessary</p>	None	2 hours, 30 minutes (depends on the complexity of the request)	Cluster Coordinator, National Sports Association Affairs Office
	6. Prepare Endorsement and Action Slip		30 minutes	Cluster Coordinator, National Sports Association Affairs Office



	7. NSAAO Head reviews the Endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	20 minutes	Head, National Sports Association Affairs Office
	8. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	9. Final checking of Endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	20 minutes	Deputy Executive Director, Bureau on Coordinating Secretariat and Support Services External Services
	10. Return documents to NSA Affairs Office	None	5 minutes	DED-BCSSS Personnel, Bureau on Coordinating Secretariat and Support Services External Services
	11. Receive the document, log details in the incoming/outgoing records, and scan		5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	12. Email scanned copy of documents to Senior Executive Assistant and concerned Member of the Board (Commissioner In-charge of sport) for information		5 minutes	NSAAO Personnel, National Sports Association Affairs Office
	13. Forward original documents to the Office of the Board Secretary for inclusion in the Agenda of	None	5 minutes	NSAAO Personnel, National Sports Association Affairs Office



	next calendared Board Meeting			
	(This takes effect only upon receiving the Board Resolution from the Office of the DED-BCSSS) 14. Receive and scan Board Resolution.	None	2 minutes	NSAAO Personnel National Sports Association Affairs Office
	15. Email scanned copy of Board Resolution to requesting party.		3 minutes	NSAAO Personnel National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of Board Resolution	IF APPROVED: 16. Forward copy of Board Resolution and other pertinent documents to ACD for implementation and processing of documents	None	15 minutes	Cluster Coordinator, NSAAO Personnel, National Sports Association Affairs Office
TOTAL		None	5 hours, 35 minutes	

6. EVALUATION OF REQUESTS FOR INCLUSION, REPLACEMENT, RECLASSIFICATION, DROPPING AND RETROACTIVE ALLOWANCES OF ATHLETES AND COACHES IN THE NATIONAL TRAINING POOL

The NSAAO evaluates requests for inclusion, replacement, reclassification, dropping and retroactive allowances of athletes and coaches in the National Training Pool based on approved quota and implementing policies of the Commission for the reference of the members of the Board.

Office or Division:	NSA Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Endorsement Letter/Request from NSA (1 original)</p> <p>2. Justification (1 original)</p> <p>3. Official Results / Certificate of Achievement from Organizer (1 photocopy; requires presentation of original)</p> <p>4. For Coaching Courses – Certificates (1 photocopy; requires presentation of original) If for dropping, Items 1 and 2 only</p> <p>If for inclusion (additional): Duly Accomplished Athlete/Coach Profile Form (1 original)</p> <p>If for reclassification (additional): Updated Athlete/Coach Profile Form (1 original)</p> <p>If for retroactive allowance (additional): Attendance Report</p>		<p>NSA</p> <p>NSA</p> <p>Organizing Committee/Event Official Website</p> <p>Event Organizer</p> <p>PSC- NSAAO</p> <p>PSC- NSAAO</p> <p>NSA</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness.		3 minutes	NSAAO Personnel, National Sports Association Affairs Office
	<p>2. Attach Checklist- Documentary Requirements Form</p> <p>2.1 If complete, sign OK for Barcoding Section and advise client to proceed to Records Office</p>	None	2 minutes	NSAAO Personnel, National Sports Association Affairs Office



	2.2 If incomplete, return documents to client and provide list and details of lacking documents			
2. If complete, submit documents to Records Office	3. Receive the document, attach barcode and scan 3.1 Forward documents to NSA Affairs Office	None	1 hour	Records Office Personnel, Records Office
	4. Receive the document, log details in the incoming/outgoing records and endorse to Coordinator-In Charge	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	5. Evaluate the request and endorse copy to concerned PSC Offices for comments if necessary 5.1 If for dropping in NTP , endorse to ACD for final implementation 5.2 If for retroactive allowance , endorse to ACD for checking/verification and comments 5.3 If for inclusion , check if within approved quota/slot 5.4 Conducts additional research if necessary	None	1 hour, 30 minutes	Coordinator in-charge, National Sports Association Affairs Office
	6. Prepare Endorsement and Action Slip	None	30 minutes	Coordinator in-charge, National Sports Association Affairs Office



	7. NSAAO Head review and check endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	30 minutes	Head, National Sports Association Affairs Office
	8. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	9.1 If requesting for replacement in NTP line-up , Bureau Director grants decision on the Action Slip 9.2 If requesting for inclusion, additional slot in NTP line-up and retroactive allowance , Bureau Director conducts final checking of Endorsement, suggest revisions if necessary, sign NSAAO Endorsement and Action Slip and endorse for Board discussion and decision	None	30 minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services
	10. Return documents to NSA Affairs Office	None	5 minutes	DED-BCSSS Personnel Bureau on Coordinating Secretariat and Support Services External Services
	11. Receive the document, log details in the incoming/outgoing records, and scan 11.1. For approved requests for replacement in NTP line-	None	15 minutes	NSAAO Personnel National Sports Association Affairs Office



	<p>up, proceed to Agency Action No. 17</p> <p>11.2 For denied requests, Coordinator-In Charge informs the requesting party of the decision</p> <p>11.3. For Requests for inclusion, additional slot in NTP line-up and retroactive allowance which are for Board discussion and decision, forward original documents to the Office of the Board Secretary for inclusion in the Agenda of next calendared Board Meeting</p>			
3. Accept and/or acknowledge receipt of Board Resolution	<p>(This takes effect only upon receiving the Board Resolution from the Office of the DED-BCSSS)</p> <p>12. Receive and scan Board Resolution.</p>	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
4. NSA advise concerned athlete/coach to proceed to PSC to process documents for payroll if necessary	13. Email scanned copy of Board Resolution/decision to requesting party.	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	<p>IF APPROVED:</p> <p>14. Forward Board Resolution or Action Slip noted by the Bureau Director and documents/attachments to Assistance and</p>	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office



	Coordination Division for processing and final implementation			
TOTAL		None	4 hours, 50 minutes	

7. PROCESSING FOR INCLUSION IN THE PSC PAYROLL OF NEWLY APPROVED ATHLETES AND COACHES

NSAAO guides newly approved athletes and coaches on the processing for inclusion in the PSC payroll

Office or Division:	NSA Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National athletes and coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Athlete/Coach Profile Form (1 original) 2. PSA-issued Birth Certificate or Biodata page of Passport (photocopy) 3. Government-issued Identification Card If not submitted previously (additional): 4. Diploma / Transcript of Records (1 photocopy; requires presentation of original) 5. Official Results / Certificate of Achievement from Organizer (1 photocopy; requires presentation of original) 6. For Coaching Courses – Certificates (1 photocopy; requires presentation of original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to NSA Affairs Office and submit duly accomplished Profile Form and complete	1. Verify approval of inclusion in NTP (Board Resolution)	None	10 minutes	Coordinator In-Charge, National Sports Association Affairs Office



documentary requirements	2. Provide Endorsement for Medical Check-up / Examination			
2. Proceed to MSAS and undergo Medical Check-up / Examination 3. Secure Medical Clearance	3. Conducts Medical Check-up / Examination	None	* Depends on the availability of PSC Doctors	PSC Doctor, Medical Scientific Athletes Services
4. If cleared, submit Medical Clearance to NSA Affairs Office	4. Receive Medical Clearance Form 5. Provide PSC ID Slip and advise client to proceed to PSC Administrative Office	None	5 minutes	Coordinator In-Charge, National Sports Association Affairs Office
5. Proceed to PSC Administrative Office to secure PSC ID	6. Draft Certification for the purpose of Opening Landbank Savings Account	None	10 minutes	Coordinator In-Charge, National Sports Association Affairs Office
	7. NSAAO Head reviews and signs the Certification	None	5 minutes	Head, National Sports Association Affairs Office
6. Pick-up Certification for Landbank 7. Proceed to Landbank (Century Park Hotel Branch) 8. Present ID and Certification to open a New Savings Account	8. Issue Certification to athlete/coach	**Depends on the bank	5 minutes	Coordinator In-Charge, National Sports Association Affairs Office
9. Return to NSAAO and submit Landbank Account Number 10. Proceed to Assistance and Coordination Division	9. Receive copy of Landbank Account Number 10. Advise athlete/coach to proceed to ACD for submission of additional	None	5 minutes	Coordinator In-Charge, National Sports Association Affairs Office



	requirements and for final implementation			
TOTAL		None	40 minutes	

*Processing Time for Agency Action No. 3 is not included in the Total Processing Time, this is dependent on the availability of PSC Doctors and complexity of medical examination procedures.

** Minimum Initial Deposit in opening new savings account is not included in the Total Fees to be paid, this is dependent on the bank.

8. ISSUANCE OF CERTIFICATIONS

The NSA Affairs Office prepares and issues Certification as member of the National Training Pool and Certificate of Achievement.

Office or Division:	NSA Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Sports Associations (NSAs), National Athletes and Coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original), specifying purpose of Certification For Certificate of Achievement (additional): 2. Certificate of Achievement issued by the Event Organizing Committee (1 photocopy; requires presentation of original) 3. Official Results (1 photocopy; requires presentation of original)		NSA Event Organizing Committee Event Organizing Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete	1. Receive the documents for initial assessment and check for completeness.	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office



documentary requirements				
	2. Attach Checklist-Documentary Requirements Form 2.1 If complete, sign OK for Barcoding Section and advise client to proceed to Records Office 2.2 If incomplete, return documents to client and provide list and details of lacking documents	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
2. If complete, submit documents to Records Office	3. Receive the document, attach barcode and scan 3.1 Forward documents to NSA Affairs Office	None	1 hour	Records Office Personnel, Records Office
	4. Receive the document, log details in the incoming/outgoing records and endorse to Coordinator-In Charge	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	5. Evaluate request, prepare Certification and attach Action Slip	None	20 minutes	Coordinator In-Charge, National Sports Association Affairs Office
	6. NSAAO Head checks prepared Certification, suggest revisions if necessary, affixes initials and signs Action Slip	None	10 minutes	Head, National Sports Association Affairs Office
	7. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	8. Bureau Director checks prepared Certification, suggest revisions if	None	10 minutes	Deputy Executive Director



	necessary and signs Certification and Action Slip			Bureau on Coordinating Secretariat and Support Services External Services
	9. Return documents to NSA Affairs Office	None	5 minutes	DED-BCSSS Personnel Bureau on Coordinating Secretariat and Support Services External Services
	10. Receive and scan signed Certification.		5 minutes	NSAAO Personnel National Sports Association Affairs Office
	11. Email scanned copy of letter to requesting party and advise them to pick-up original document	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of emailed copy 4. Pick-up original document	12. Produce copy and let client sign the receiving copy	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
TOTAL		None	2 hours, 20 minutes	



9. ENDORSEMENT FOR PROCESSING AND ISSUANCE OF NON-IMMIGRANT VISA AND VISA UPON ARRIVAL

The NSA Affairs Office prepares correspondence / endorsement to concerned embassy for processing and issuance of Non-immigrant Visa to the members of the National Training Pool in relation to their participation in international trainings and competitions and Visa Upon Arrival for authorized members of foreign delegation participating in International events hosted by the country.

Office or Division:	NSA Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Non-immigrant visa for National Sports Associations (NSAs) Officials, National Athletes and Coaches, - Visa Upon Arrival for authorized members of foreign delegation 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original) 2. Delegation list with designation (1 original) 3. Invitation Letter (1 original) 4. Biodata page of Passport (photocopy)		NSA NSA Event Organizing Committee To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness.	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	2. Attach Checklist-Documentary Requirements Form 2.1 If complete, sign OK for Barcoding Section and advise client to proceed to Records Office 2.3 If incomplete, return documents to client and	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office



	provide list and details of lacking documents			
2. If complete, submit documents to Records Office	3. Receive the document, attach barcode and scan 3.1 Forward documents to NSA Affairs Office	None	1 hour (as stated in their Citizen's Charter)	Records Office Personnel, Records Office
	4. Receive the document, log details in the incoming/outgoing records and endorse to Coordinator-In Charge	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	5. Evaluate request and delegation list, prepare Letter of Endorsement addressed to concerned Embassy/Consulate or Bureau of Immigration and attach Action Slip	None	30 minutes	Coordinator In-Charge, National Sports Association Affairs Office
	6. NSAAO Head checks prepared Endorsement Letter, suggest revisions if necessary and affixes initials and signs Action Slip	None	10 minutes	Head, National Sports Association Affairs Office
	7. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	8. Bureau Director checks prepared Endorsement Letter, suggest revisions if necessary and affixes initials and signs Action Slip	None	15 minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services



	9. Return documents to NSA Affairs Office	None	5 minutes	DED-BCSSS Personnel Bureau on Coordinating Secretariat and Support Services External Services
	10. Forward documents to the Office of the Senior Executive Assistant for endorsement to the Office of the Chairman for signing	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	(This takes effect only upon receiving the signed letter from the Office of the Chairman) 11. Receive and scan signed letter.	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	12. Email scanned copy of letter to requesting party and advise them to pick-up original document	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of emailed copy 4. Pick-up original document	13. Produce copy and let client sign the receiving copy	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
TOTAL		None	2 hours, 40 minutes	



10. ENDORSEMENT TO DSWD FOR ISSUANCE OF TRAVEL CLEARANCE FOR MINOR ATHLETES

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

Office or Division:	NSA Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	National Sports Associations (NSAs), National athletes under 18 years of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original) 2. Delegation list with designation (1 original) 3. Invitation Letter (1 original) 4. Biodata page of passport (1 photocopy) If no passport: PSA issued Birth Certificate (1 photocopy)		NSA NSA Event Organizing Committee To be provided by the requesting party PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness. 2. Attach Checklist-Documentary Requirements Form <ul style="list-style-type: none"> ➤ If complete, sign OK for Barcoding Section and advise client to proceed to Records Office ➤ If incomplete, return documents to client and 	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office



	provide list and details of lacking documents			
2. If complete, submit documents to Records Office	3. Receive the document, attach barcode and scan 4. Forward documents to NSA Affairs Office	None	1 hour (as stated in their Citizen's Charter)	Records Office Personnel, Records Office
	5. Receive the document, log details in the incoming/outgoing records and endorse to Coordinator-In Charge	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	6. Evaluate request and delegation list, prepare Letter of Endorsement addressed to DSWD and attach Action Slip	None	30 minutes	Coordinator In-Charge, National Sports Association Affairs Office
	7. NSAAO Head checks prepared Endorsement Letter, suggest revisions if necessary and affixes initials and signs Action Slip	None	10 minutes	Head, National Sports Association Affairs Office
	8. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	9. Bureau Director checks prepared Endorsement letter, suggest revisions if necessary and signs Endorsement letter and Action Slip	None	15 minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services



	10. Return documents to NSA Affairs Office			DED-BCSSS Personnel Bureau on Coordinating Secretariat and Support Services External Services
	11. Receive and scan signed letter. 12. Email scanned copy of letter to requesting party and advise them to pick-up original document	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of emailed copy 4. Pick-up original document	13. Produce copy and let client sign the receiving copy	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
TOTAL			2 hours, 20 minutes	

11. ON REQUESTS FOR DETAILED SERVICE AND TRAVEL PERMIT OF ENLISTED ATHLETES AND COACHES

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

Office or Division:	NSA Affairs Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	National Athletes and Coaches enlisted in the different military units under the Armed Forces of the Philippines	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DETAILED SERVICE 1. Letter Request from NSA (1 original)		NSA



2. Summary of Information (1 photocopy) 3. Latest Achievements/Accomplishments (1 photocopy) 4. NSA Training Program (1 photocopy) 5. Latest Training Schedule and Calendar of Activities (1 photocopy) 6. Biodata page of passport (1 photocopy with signature) TRAVEL PERMIT 1. Letter Request from NSA (1 original) 2. Summary of Information (1 photocopy) 3. Travel Insurance (1 original) 4. Invitation from Organizing Committee (1 photocopy) 5. Biodata page of passport (1 photocopy with signature)		AFP NSA NSA NSA To be provided by the requesting party NSA AFP To be provided by the requesting party Event Organizing Committee To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness. 2. Attach Checklist-Documentary Requirements Form <ul style="list-style-type: none"> ➤ If complete, sign OK for Barcoding Section and advise client to proceed to Records Office ➤ If incomplete, return documents to client and provide list and details of lacking documents 	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
2. If complete, submit documents to Records Office	3. Receive the document, attach barcode and scan 4. Forward documents to NSA Affairs Office	None	1 hour (as stated in their Citizen's Charter)	Records Office Personnel, Records Office



	5. Receive the document, log details in the incoming/outgoing records and endorse to Coordinator-In Charge	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	6. Evaluate request and delegation list, prepare Letter of Endorsement addressed to AFP and attach Action Slip	None	30 minutes	Coordinator In- Charge, National Sports Association Affairs Office
	7. NSAAO Head checks prepared Endorsement Letter, suggest revisions if necessary and affixes initials and signs Action Slip	None	10 minutes	Head, National Sports Association Affairs Office
	8. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	9. Bureau Director checks prepared Endorsement letter, suggest revisions if necessary and affixes initials and signs Action Slip	None	15 minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services
	10. Return documents to NSA Affairs Office			DED-BCSSS Personnel Bureau on Coordinating Secretariat and Support Services External Services
	11. Forward documents to the Office of the Senior	None	5 minutes	NSAAO Personnel



	Executive Assistant for endorsement to the Office of the Chairman for signing			National Sports Association Affairs Office
	(This takes effect only upon receiving the signed letter from the Office of the Chairman) 12. Receive and scan signed letter. 13. Inform the AFP Liaison Officer thru text that Letter of Endorsement is signed and ready for pick-up	None	10 minutes	NSAAO Personnel National Sports Association Affairs Office
	14. Produce copy and let AFP Liaison Officer sign the receiving copy	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	TOTAL	None	2 hours, 30 minutes	

12. EVALUATION OF REQUESTS FOR UTILIZATION OF TRANSPORTATION, BILLETING, VENUES, ISSUANCE OF VARIOUS SUPPLIES AND PULL-OUT OF EQUIPMENT

The NSA Affairs Office is responsible in receiving requests for utilization of transportation, billeting, venues, issuance of various supplies (if available). These are provided by the Commission as Indirect Financial Assistance.

Office or Division:	NSA Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission. If requesting party is part of a sports club, this requires endorsement from concerned recognized NSAs



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original) For transportation requests , letter must include complete details of itinerary For billeting requests , letter must include duration of billeting utilization For venue requests , letter must include duration of usage For supplies request , letter must include list and quantity of items For pull-out of equipment , letter must include schedule of pull-out and details of items 2. Delegation List / List of who will avail (1 original)		NSA		
		NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness. 2. Attach Checklist-Documentary Requirements Form <ul style="list-style-type: none"> ➤ If complete, sign OK for Barcoding Section and advise client to proceed to Records Office ➤ If incomplete, return documents to client and provide list and details of lacking documents 	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
2. If complete, submit documents to Records Office	3. Receive the document, attach barcode and scan 4. Forward documents to NSA Affairs Office	None	1 hour (as stated in their Citizen's Charter)	Records Office Personnel, Records Office



	5. Receive the document, log details in the incoming/outgoing records and endorse to Coordinator-In Charge	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	6. Evaluate the request 6.1. Attach Availability Inquiry Form and endorse documents to concerned offices for checking of availability and comments	None	20 minutes	NSAAO- Coordinator-In Charge
	(This takes effect only upon receiving comments of concerned offices) 7.1. If not available, Inform requesting party about the unavailability of requested services/items 7.2. If available, prepare Endorsement and Action Slip	None	10 minutes	NSAAO Personnel National Sports Association Affairs Office
	8. NSAAO Head review and check endorsement, suggest revisions if necessary and sign Endorsement and Action Slip	None	10 minutes	Head, National Sports Association Affairs Office
	9. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	10. Bureau Director grants decision and/or comments on the Action Slip	None	10 minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services



	11. Return documents to NSA Affairs Office	None	5 minutes	DED-BCSSS Personnel Bureau on Coordinating Secretariat and Support Services External Services
	12. Receive the document, log details in the incoming/outgoing records, and scan	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
3. Accept and/or acknowledge receipt of notice of the approval/denial of request 4. Proceed to PSC concerned office for next process/actions to be taken	13. Inform requesting party of the approval or denial of their request IF APPROVED: 14. Forward documents to concerned office for implementation, processing and/or issuance If for pull-out , include endorsement of processing of Gate Pass	None	20 minutes	Coordinator In-Charge, National Sports Association Affairs Office
TOTAL		None	2 hours, 35 minutes	

13. RECEIVING AND ENDORSEMENT OF REQUESTS FOR TRAVEL TAX AND AIRPORT TAX EXEMPTION

NSAAO is responsible in receiving requests for travel tax and airport tax exemption of the athletes and coaches and other authorized NSA officials participating in international trainings and competitions

Office or Division:	NSA Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	<ul style="list-style-type: none"> - National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission. If requesting party is part of a sports club, this requires endorsement from concerned recognized NSAs - Non-POC, SEC Registered sports associations 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from NSA (1 original) 2. Delegation list with designation (1 original) 3. Invitation from Organizer (1 original) 4. Biodata page of passport (1 photocopy) For minor athletes (additional): 5. DWSD Clearance or Parental consent permitting the minor to travel alone to a foreign country 6. Identification cards of parents with signature (photocopy) *If traveling with parents, e-ticket (1 photocopy) For Non-POC, SEC Registered Sports Associations (additional): 7. SEC Registration (1 certified true copy) 8. Articles of Incorporation and By-Laws (1 certified true copy) 9. Latest General Information Sheet – GIS (1 certified true copy)		NSA NSA Event Organizing Committee To be provided by the requesting party DSWD To be provided by the requesting party Airlines SEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1. Receive the documents for initial assessment and check for completeness. 2. Attach Checklist-Documentary Requirements Form <ul style="list-style-type: none"> ➤ If complete, sign OK for Barcoding Section and advise client to proceed to Records Office ➤ If incomplete, return documents to client and 	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office



	provide list and details of lacking documents			
2. If complete, submit documents to Records Office	3. Receive the document, attach barcode and scan 4. Forward documents to NSA Affairs Office	None	1 hour (as stated in their Citizen's Charter)	Records Office Personnel, Records Office
	5. Receive the document, log details in the incoming/outgoing records and endorse to Coordinator-In Charge	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	6. Evaluate the request and delegation list 7. Prepare Action Slip	None	30 minutes	Cluster Coordinator, National Sports Association Affairs Office
	8. NSAAO Head review and check endorsement, suggest revisions if necessary and sign Action Slip	None	10 minutes	Head, National Sports Association Affairs Office
	9. Forward documents to the Office of DED-BCSSS	None	5 minutes	NSAAO Personnel National Sports Association Affairs Office
	10.1. For regular NSAs , Bureau Director grants decision on the Action Slip 10.2. For Non-POC, SEC Registered sports associations , Bureau Director conducts final checking of Endorsement, suggest revisions if necessary, sign NSAAO Endorsement and Action Slip and endorse to Office of the Executive Director	None	20 minutes	Deputy Executive Director Bureau on Coordinating Secretariat and Support Services External Services



	<p>11. Executive Director reviews request and endorse for Board discussion and decision</p> <p>12. Forward original documents to the Office of the Board Secretary for inclusion in the Agenda of next calendared Board Meeting</p>	None	20 minutes	<p>Executive Director, Office of the Executive Director</p> <p>ED Personnel, Office of the Executive Director</p>
	<p>(This takes effect only upon receiving the Board Resolution/ decision of Bureau Director)</p> <p>13. Receive the document, log details in the incoming/outgoing records, and scan</p> <p>14.1 For denied requests, Coordinator-In Charge informs the requesting party of the decision</p> <p>14.2. For Approved requests, Email scanned copy of Board Resolution or Action Slip noted by the Bureau Director to requesting party.</p>	None	15 minutes	NSAAO Personnel National Sports Association Affairs Office
<p>3. Accept and/or acknowledge receipt of Board Resolution or notice of approval/denial of request</p> <p>4. Refer to Travel Office on next process/actions to be taken</p>	<p>15. Forward Board Resolution or Action Slip noted by the Bureau Director and documents/attachments to Travel Office for processing of travel documents and final implementation</p>	None	5 minutes	NSAAO Personnel, Coordinator In-Charge, National Sports Association Affairs Office
TOTAL		None	2 hours, 55 minutes	



National Sports Association Affairs Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box inside the National Sports Association Affairs 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 National Sports Association Affairs 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	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Records Office Non-Frontline Services



1. VARIOUS COMMUNICATIONS AND REQUESTS

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

Office or Division:	RECORDS OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C - GOVERNMENT to CITIZEN G2G - GOVERNMENT to GOVERNMENT			
Who may avail:	GOVERNMENT OFFICES, LGU, PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
INCOMING Communication and documents (1 original and 1 photocopy) INCOMING Mails (1 original)		PSC – NSA Affairs Office Other PSC concerned offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-carry the documents, letters and mails to Records Office.	1. Records Office evaluates and receives the documents, communications or mails	None	5 minutes	Clerk II Clerk III Messenger Record Head Records Office
	2. Assign barcode	None	5 minutes	Clerk II Clerk III Messenger Record Head Records Office
	3. Record the documents, letters or mails received	None	5 minutes	Clerk II Clerk III Messenger Record Head Records Office
	4. Endorse the documents, letters or mails to concern PSC Office.	None	20 minutes	Clerk II Clerk III Messenger Record Head Records Office
	TOTAL:	None	35 minutes	



2. INTER-OFFICE COMMUNICATION

Receiving of PSC-offices communications such as Memoranda, Office Orders, Special Orders and Advisories

Office or Division:	RECORDS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G - GOVERNMENT to GOVERNMENT			
Who may avail:	ALL PSC Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSC–Offices Communication (1 copy)		PSC – Personnel Office / Other PSC Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PSC-offices communications to Records Office	1. Receive and records the endorse PSC-office communications	None	3 minutes	Clerk II Clerk III Messenger Record Head Records Office
	2. Scan the documents	None	10 minutes	Clerk II Clerk III Messenger Record Head Records Office
	3. Photocopy the documents	None	1 hour	Clerk II Clerk III Messenger Record Head Records Office
	4. Disseminate the documents	None	1 hour and 30 minutes	Clerk II Clerk III Messenger Record Head Records Office
	TOTAL:	None	2 Hours and 43 minutes	



RECORDS OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Feedback Form and drop it at the drop box on the right side of the receiving window. The MSD Office collate and records all feedback form every Friday.
How feedbacks are processed	Feedback with concerns will be returned to our office. All concerned should be answered within 3 days from the receipt of the feedback with concern. The response of the office will be forwarded to the citizen
How to file a complaint	Answer the Client Complaint Form and drop it at the drop box on the right side of the receiving window. The MSD Office collate and records all Client Complaint Form every Friday.
How complaints are processed	After evaluating the collated Complaint Form, Admin Office will start the investigation and provide copy of the complaint to the office. The office will prepare report about the complaint and submit to the Admin Office for appropriate action. The Admin Office will give feedback to the Client.
Contact Information of CCB, PCC, ARTA	CCB : 0908-881-6565 PCC : 888 ARTA : complaints@arta.gov.ph



Sports Facilities Division



1. INQUIRY FOR AVAILABILITY OF VENUES AND FACILITIES

The Sports Facilities Division provide information on the availability of the sports venues

Office or Division:	Sports Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity 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	PERSON/S RESPONSIBLE
1. Proceed to Sports Facilities Division to inquire on the availability of venue and for the rental fee.	1. Check the availability of venue on the date supplied by the client.	None	5 minutes	Booking Clerk Sports Facilities Division
	TOTAL:	None	5 minutes	



2. OCULAR INSPECTION OF VENUES AND FACILITIES

The Sports Facilities Division provide information on the availability of the sports venues and assist clients during the conduct ocular inspection.

Office or Division:	Sports Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All: - Public Users - Private Institutions/Companies - Government Agencies - National Sports Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Venue Ocular inspection Request Form (1 copy)		PSC - Sports Facilities Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Fill up the Venue Ocular Inspection Request Form at the office of Sports Facilities Division.	1. Check the availability of venue for inspection.	None	5 minutes	Booking Clerk Sports Facilities Division
2. Conduct ocular inspection.	2. Conduct ocular inspection of the venue.	None	30 minutes	Venue Manager Sports Facilities Division
	TOTAL:	None	35 minutes	



3. REQUEST FOR USE OF VENUE

A. Major Events

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

Office or Division:	Sports Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Office to submit Letter of Intent (LOI) for use of PSC venues. Note: Major Events • Whole day use of venue • International and Local Sports Competition Filling period: 3 months advance	1. Forward the Letter of Intent (LOI) to Sports Facilities Division	None	10 minutes	Clerk II Clerk III Messenger Records Office
	2. Recommend Approval/Disapproval of (LOI) to the Deputy Executive Director – BCSSS	None	1 Hour	Division Chief Sports Facilities Division
	3. Recommend Approval/Disapproval of (LOI) to the Board.	None	1 day	Deputy Executive Director BCSSS
	4. Board Deliberation on the Request	None	30 minutes	Chairman & Commissioners PSC Board



	5. Prepare and forward the Board Resolution to the Sports Facilities Division	None	1 day	Board Secretary Board Secretariat Office
	6. Notify the Client	None	1 Hour	Booking Clerk Sports Facilities Division
	TOTAL:	None	2 days, 2 hours and 40 minutes	

B. MINOR EVENTS

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

Office or Division:	Sports Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Records Office to submit Letter of Intent (LOI) for	1. Forward the Letter of Intent (LOI) to Sports Facilities Division	None	1 hour	Clerk II Clerk III Messenger Records Office



use of PSC venues. Note: Minor Events • Maximum of 4 hours use of venue • Practice games • Training Filing period: 1 month advance	2. Recommend Approval/Disapproval of (LOI) to the Deputy Executive Director – BCSSS	None	1 Hour	Division Chief Sports Facilities Division
	3. Approve / Disapprove the LOI.	None	1 day	Deputy Executive Director BCSSS
	4. Notify the Client	None	1 Hour	Booking Clerk Sports Facilities Division
	TOTAL:	None	1 day and 3 Hours	

C. 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 – Ticketing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All: - Public Users - Private Institutions/Companies - Government Agencies - National Sports Association			
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.	1. Checks the availability of venue.	(Prices of ticket differs based on the Venue to be used.)	3 minutes	Ticket Seller Ticketing Office
2. Pay for the ticket.	2. Sells ticket.		3 minutes	Ticket Seller Ticketing Office
3. Proceed to the playing venue and present the ticket.	3. Log the Ticket Number and tear the ticket.		2 minutes	Ticket Seller Ticketing Office
	TOTAL:		8 minutes	



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 Office
How feedbacks are processed	<p>The Management Services Division collects and records all feedback every Friday.</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	<p>Answer the client complaint form and drop it at the designated drop box in Sports Facilities Division Office.</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
How complaints are processed	<p>The Management Services Division opens the drop box (Sports Facilities Division and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Budget Division



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

This service provides the issuance of a request form (BURS/ORS) for payment of all obligations, reimbursements, payrolls, cash advances, financial assistance and all other expenses.

Office or Division:	Budget Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business Entity G2C- Government to Citizen			
Who may avail:	PSC Employees, Athletes, Coaches, National Sports Associations and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Letter/Billing Statement (Utilities/Communications/Internet/General Services – 1 copy)		Concerned PSC Office		
Board Resolution (Financial Assistance/Sponsorship – 1 copy)		PSC- Office of the Board Secretary		
Purchase Order & BAC Resolution (Purchase of Supplies/Equipment (1 copy)		PSC- Procurement Office / PSC - BAC Office		
Itinerary of Travel/Travel Order (Travel Allowance (1 copy)		PSC- Sea and Air Travel Unit		
Board Resolution/Accounting computation of Reimbursement (Reimbursement – 1 copy)		PSC- Office of the Board Secretary / PSC - Accounting Division		
Endorsement/Action Slip from BAFMS/Executive Director's Office/Chairman's Office (All approved request for allotment of funds – 1 copy)		PSC- 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	1. Receive the documents and check the completeness	None	10 minutes	Admin. Assistant III Budgeting Division



Office/Executive Director's Office)	2. Log the received documents	None	8 minutes	Admin. Assistant III Budgeting Division
	3. Start Processing the request: 3.1. Prepare Budget Utilization Request and Status/Obligation Request and Status	None	10 minutes	Admin. Officer II Budget Division
	3.2. Sign the BURS/ORS	None	5 minutes	Chief Budget Division
	3.3. Photocopy and log the signed BURS/ORS	None	10 minutes	Admin. Assistant III Budget Division
	4. Forward documents to Accounting Division	None	3 minutes	Admin. Assistant III Budget Division
	TOTAL:	None	46 minutes	

BUDGET DIVISION

FEEDBACK AND COMPLAINTS MECHANISM



How to send feedback	Answer the client feedback form and drop it at the drop box in the lobby of the PSC Admin. Building.
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 drop box in the lobby of the PSC Admin. Building.
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	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Engineering and Maintenance Office

1. 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:	Complex			
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 (1 copy)		PSC - Engineering and Maintenance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Service Request Form to Engineering Office	1. Accept and evaluate the service request form and conduct site inspection	NONE	1 Day	Computer Operator / Engineer II / Estimator / Autocad Operator / Maintenance Supervisor / Maintenance Personnel Engineering and Maintenance Section
	2. Submit inspection report and check the availability of tools and materials needed for the repair	NONE	1 Hour	Engineer II / Estimator / Autocad Operator / Maintenance Supervisor / Warehouseman Engineering and Maintenance Section
	3. Implement and monitor the	NONE	3 Days	Engineer II / Estimator /



	repair and assess the work			Autocad Operator / Maintenance Supervisor / Maintenance Personnel Engineering and Maintenance Section
	4. Submit work order for quarterly report	NONE	1 Day	Computer Operator / Maintenance Personnel Engineering and Maintenance Section
	TOTAL:	NONE	5 Days & 1 Hour	

2. 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:	Highly Technical			
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 (1 copy)		PSC - Engineering and Maintenance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE



<p>1. Submit Service Request Form to Engineering Office</p>	<p>1. Accept and evaluate the service request form and conduct site inspection</p>	<p>NONE</p>	<p>1 Day</p>	<p>Computer Operator / Engineer II / Estimator / Autocad Operator / Maintenance Supervisor / Maintenance Personnel Engineering and Maintenance Section</p>
	<p>2. Submit inspection report and check the availability of tools and materials needed for the repair</p>	<p>NONE</p>	<p>1 Hour</p>	<p>Engineer II / Estimator / Autocad Operator / Maintenance Supervisor / Warehouseman Engineering and Maintenance Section</p>
	<p>3. Prepare letter of request, purchase request and requisition and issuance slip</p>	<p>NONE</p>	<p>3 HOURS</p>	<p>Computer Operator Engineering and Maintenance Section</p>
	<p>4. Approval of letter of request</p>	<p>NONE</p>	<p>1 HOUR</p>	<p>Director Bureau on Coordinating Secretariat and Support Services (BCSSS) and Office of the Executive Director</p>
	<p>5. Approval of purchase request and requisition and issuance slip</p>	<p>NONE</p>	<p>1 HOUR</p>	<p>Property Officer and Head Property Office Chief Management Services Division (MSD)</p>
	<p>6. Endorse the approved</p>	<p>NONE</p>	<p>1 HOUR</p>	<p>Computer Operator</p>



	request to Procurement Office			Engineering and Maintenance Section
	7. Procurement process of the requested materials	NONE	22 DAYS	Procurement Personnel Procurement Office
	8. Implement and monitor the repair and assess the work	NONE	3 DAYS	Engineer II / Estimator / Autocad Operator / Maintenance Supervisor / Maintenance Personnel Engineering and Maintenance Section
	9. Submit work order for quarterly report	NONE	1 DAY	Computer Operator / Maintenance Personnel Engineering and Maintenance Section
	TOTAL:	NONE	27 DAYS & 7 HOURS	

ENGINEERING AND MAINTENANCE OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box inside the Engineering Office.



<p>How feedbacks are processed</p>	<p>Every Friday, the Management Services Division (MSD) 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>
<p>How to file a complaint</p>	<p>Answer the client Complaint Form and drop it at the designated drop box inside the Engineering Office.</p>
<p>How complaints are processed</p>	<p>The Management Services Division (MSD) personnel opens the complaints drop box regularly and evaluates each complaint.</p> <p>Upon evaluation, the MSD personnel shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The MSD personnel will create a report after the investigation and shall submit it to the Head of the Office for appropriate action.</p> <p>The MSD personnel will give the feedback to the client.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Information Systems Unit

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

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 – Government to Government			
Who may avail:	PSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ISU Service Request Form (1 copy)		PSC – ISU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Accomplish and submit ISU Service Request Form to the ISU office before the service to be rendered on the areas of software and applications.	1.1 Receive and check the submitted service request form and schedule the service to be rendered	None	5 minutes	Computer Operator I Information Systems Unit
	1.2 Analyze the needed assistance on the software and applications and provide service/s required.	None	2 hours	Computer Operator I II Information Systems Unit
	1.3 Inform the end-user on completion of service. Provide remarks / recommendation in the service request form if needed.	None	3 minutes	Computer Operator III Information Systems Unit
	TOTAL:	None	2 hours and 8 minutes	



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 – Government to Government			
Who may avail:	PSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preventive Maintenance Schedule		PSC - ISU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1 Provide a yearly calendar of maintenance and monitoring for implementation per scheduled bureau / offices, inform each office prior conduct of the activity	None	5 minutes	Information Systems Analyst I Information Systems Unit
	1.2 Provide maintenance check including tests, adjustments, and upgrades or parts replacement, performed specifically to	None	4 hours	Computer Operator III Information Systems Unit



	prevent faults from occurring.			
	1.3 Monitor by performing inventories and updates on the records of equipment and software.	None	1 hour	Computer Operator III Information Systems Unit
	1.4 Inform the users on the status of their equipment and provide recommendations if needed.	None	10 minutes	Computer Operator III Information Systems Unit
	TOTAL:	None	5 hours and 15 minutes	

INFORMATION SYSTEMS UNIT

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients may submit their feedback to the suggestion box located at the PSC lobby or to our official e-mail address at isu@psc.gov.ph or admin@psc.gov.ph
How feedbacks are processed	Upon receiving the feedbacks, it will be forwarded to the office of the Chief of



	<p>Management Service Division or concerned office for evaluation and appropriate action within 3 days</p> <p>The reply of the Management Services Division will be in a formal communication to be submitted to the concerned party</p> <p>For further inquiries, clients may contact 8525-0808 local 163 / 150</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 isu@psc.gov.ph or admin@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>ARTA : complaints@arta.gov.ph 1-ARTA(2782) PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>



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:	Highly Technical



Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
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 such as Action Slip from the Office of Origin duly signed by authorized person/s, Document/s evidencing claim, request and the likes, Recommendation/Certification from NSA, PSC Offices, Other Government Offices and Instrumentalities, and Private Entities (if applicable).		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioner’s, PSC –DED-FAS, DED BCSSS.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the requesting letter/documents subject for legal opinion with all necessary attachments.	1. Receive all the Incoming Documents and assures that all of the necessary attachments are available.	None	30 minutes	Administrative Aide II Legal Affairs Office
	2. Initially review the request. Then, he/she primarily prepare the 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)	Attorney III/Head Legal Affairs Office



	3. Conduct further research for relevant materials if duly assigned by Attorney III/Head.	None	5 days	Legal Researcher II Legal Affairs Office
	4. Collate the relevant materials searched by the Legal Researcher and finalized the Legal Opinion Requested, then signed it.	None	5 days	Head, Legal Affairs Office
	5. Forward to the staff for distribution to the appropriate office(s) where the request originated.	None	30 minutes	Administrative Aide II/ Legal Assistant, Legal Affairs Office
	Total:	None	20 Days and 1 hour	

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 – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail?	Requesting Party; Office of the Chairman, Office of the Executive Director, Offices of the Commissioners, BCSSS- NSA Affairs, DED-FAS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly endorse requesting letter/documents for financial assistance with necessary documents (1 copy).		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioners, PSC- DED BCSSS (NSA Affairs Office), DED-FAS		
PSC-Board Resolution approving the said financial assistance (1 copy).		PSC - Board Secretary		
Latest Summary of Unliquidated Financial Assistance of NSA's, if in case the NSA concerned have an unliquidated account and cannot liquidate the same on time, due to circumstances which considered fair and reasonable (E.g. Time is of the essence as the NSA/participants need to leave the country immediately and needs the financial assistance for allowance and payment for participation fees), the Financial Assistance may be issued directly in the name of the Athletes, Coaches and/or Members of the delegation in accordance to the Payroll prepared by the PSC. A copy of the Payroll originates from the PSC- Personnel's Office.		PSC - Accounting Office PSC – Personnel Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Endorse and submit the requesting letter/documents of Financial Assistance subject for the preparation of Affidavit of Undertaking.</p>	<p>1. Receive all the Incoming Documents and assures that all of the necessary attachments are available.</p> <p>1.1. If the attachment is incomplete, the said request will be returned to the requesting party for compliance.</p> <p>1.2. If the attachment is complete, it will be endorsed to the Legal Researcher II to initially review the request.</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Aide II Legal Affairs Office</p>
	<p>2. Initially review the request and draft the affidavit of undertaking subject for Review by the Head.</p>	<p>None</p>	<p>40 minutes</p>	<p>Legal Researcher II Legal Affairs Office</p>



	3. Review the draft, suggest revisions if necessary and forward the draft back to legal researcher for editing.	None	1 hour	Head Legal Affairs Office
	4. Provide his/her initials and forward the AU to the staff.	None	5 minutes	Head Legal Affairs Office
2. Receive three (3) copies of the AU and have them notarized. Submit 1 copy of each to PSC-Cashier's Office (COA), PSC-Legal Affairs Office. Last copy is for his/her personal reference	5. Instruct the requesting party to have the AU be notarized before a Notary Public in the City of Manila.	Notarial Fee (P100.00) Standard Fee To be paid at chosen Notary Public, price may vary.	30 minutes	Administrative Aide II Legal Assistant, Legal Affairs Office
	TOTAL:	(P100.00) Standard Fee To be paid at chosen Notary Public, price may vary.	2 hours and 25 minutes	



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:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	Requesting Party; Chairman’s Office, Executive Director, Commissioner’s Office, DED-BCSSS, DED-FAS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly endorse requesting letter/documents with necessary documents such as, if only applicable: A copy of a PSC or Private Entities Board Resolution, Contracts, Agreements, Understanding, Billing Statement, and other documentary evidence relevant to the subject.		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioners, DED-FAS, DED-BCSSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and endorse the requesting letter/documents subject for the preparation of various letters with all necessary attachments.	1. Receive all the incoming Request/Documents and review if all the necessary attachments are available. 1.1. If the attachment is incomplete, Return immediately to the requesting party, with comments for compliance.	None	30 minutes	Administrative Aide II Legal Affairs Office



	1.2. If the attachment is complete, forward it to the LAO-Head for review.			
	2. Initially review the request. Then, primarily prepare correspondence or may assign the Legal Researcher II for further research of materials, if needed.	None	3 days	Head, Legal Affairs Office/ Legal Researcher II Legal Affairs Office
	3. Forward the draft correspondence to the signing authority authorized to represent the PSC based on the nature of the correspondence.	None	10 minutes	Administrative Aide II Legal Affairs Office
	4. Send out the signed correspondence to the PSC-Records Office for mailing or other purposes to the concerned parties.	None	30 minutes	Administrative Aide II/ Legal Researcher II Legal Affairs Office



	5. Reproduce a copy of the said correspondence and distribute the same to PSC office concerned then files the filling copy for records purposes.	None	30 minutes	Administrative Aide II/ Legal Assistant, Legal Affairs Office
	TOTAL:	None	3 days, 1 hour, and 10 minutes	

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:	Complex		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity		
Who may avail:	Requesting Party; Chairman’s Office, Executive Director, Commissioner’s Office, PSC BAC’s Office, DED-FAS (Procurement Office), DED-BCSSS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly endorse a letter of request/documents with necessary attachments, such as but not limited to the following: A copy of PSC-Board Resolution, A copy of PSC-BAC Resolution, Notice of Award, Notice to Proceed, Summary Reports, Quotations, Proposal Letter/Documents, Post-Qualifications, and other relevant documents.		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioners, PSC-DED-FAS Office, and DED-BCSSS	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit and endorse the request letter/documents subject for the preparation of Various Contracts and Memorandum of Agreement (MOA) with all necessary attachments.</p>	<p>1. Receive all the Incoming Request/Documents and reviews that all of the necessary attachment is available 1.1. If the attachment is incomplete, immediately return returned to the requesting party. 1.2. If the attachment is complete, forward it to the Head for review</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Aide II Legal Affairs Office</p>
	<p>2. Initially review and subsequently prepare the contracts (BAC related) or delegates it to the Admin. Assistant II/Legal Researchers for contract preparation.</p>	<p>None</p>	<p>3 Days</p>	<p>Head/ Legal Researcher I, Legal Affairs Office</p>



<p>2. Receive and sign the contract at PSC-Legal Affairs Office</p>	<p>3. Forward the prepared contract to the requesting party for signature and its witnesses. 3.1. Upon the return of the signed contract, check if the signatures are complete or if there will be any correction to be made.</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>10 minutes</p>	<p>Administrative Aide II Legal Affairs Office</p> <p>Administrative Aide II Legal Affairs Office</p>
	<p>4. Forward the signed contract to the Accounting Office, for the signature of its Chief as a witness, then to the Office of the Executive Director for his or her initials and lastly, to the Chairman's Office for the Chairman's Signature.</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Aide II/ Legal Researcher Legal Affairs Office</p>
	<p>5. Endorse the signed contract back to LAO for Notarization. 5.1. Record the same endorsement and review if all the pages are duly signed or if the signatures are complete or if there is any</p>	<p>Notarial Fee (P100.00)</p> <p>To be paid at chosen Notarial Public</p>	<p>2 hours</p>	<p>Office of the Chairman Staff Office of the Chairman</p> <p>Administrative Aide II/ Legal Researcher, Legal Affairs Office</p>



	<p>correction to be made.</p> <p>5.2 If the signatures are complete and no correction to be made, go to the nearest notary public within the City of Manila for the notarization of the signed Contracts/MOAs and must secure an official receipt as evidence of the payment made in favor of the notary public.</p>			
	<p>6. Reproduce a copy of the notarized Contracts / MOAs and distribute a copy in the following manner.</p> <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 PSC-LAO- 	None	1 hour	Administrative Aide II Legal Assistant, Legal Affairs Office



	Admin. Assistant II/Legal Researcher II (as a copy of the Legal Office); •1 photocopy for the LAO-Admin. Assistant II (to be attached as supporting documents on the liquidation of the cash advance received for notarization purposes).			
	TOTAL:	(P100.00) Standard Fee To be paid at chosen Notary Public, price may vary.	5 days, 3 hours, and 20 minutes	

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 – Government to Government G2C – Government to Citizen G2B – Government to Business Entity
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 such as but not limited to the following: A copy of an Incident Report duly signed by Authorized Officer, Certification from Government or Private Entities, and other relevant documents as may require, relevant to the request.		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioners, PSC-DED-FAS Office, and PSC DED-BCSSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and endorse the request letter and documents subject for the preparation of affidavit of loss with all necessary attachment, if applicable.	1. Receive and review the request to determine if the requesting party is an athlete, coach, or an employee of the Commission.	None	10 minutes	Administrative Aide II Legal Affairs Office
	2. Assign the Legal Researcher or the Legal Assistant to prepare the Affidavit of Loss with the details of the loss as provided by the Requesting Party.	None	2 hours	Head Legal Affairs Office/ Legal Assistant, Legal Researcher II, Legal Affairs Office



	3. Release the Affidavit of Loss to the Requesting Party, after recording it to the logbook and instruction to have it notarized at a Notary Public within the City of Manila.	Notarial Fee (P100.00) To be paid at chosen Notary Public	5 minutes	Administrative Aide II Legal Affairs Office
	TOTAL:	(P100.00) Standard Fee To be paid at chosen Notary Public, price may vary.	2 hours and 15 minutes	

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 – Government to Government G2C – Government to Citizen G2B – Government to Business Entity
Who may avail:	NSA's, Educational Institutions and other entities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>Prepared Venue Rental Agreement contained the billing computations in three (3) original copies The Contract Billing Computations (CBC) reflects the total Fees (venue rental, manpower fees, and notarial fee) to be paid by the Client before the actual use the venues.</p>		<p>PSC- Sports Facilities Division, Office of the Commissioners, DED- BCSS (Office of the Sports Facilities).</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit and endorse a request (letter/document) subject for review of the Venue Rental Agreement (VRA) for the use of PSC venues and all necessary attachment.</p>	<p>1. Receive and review all the documents that require Legal clearance before the signing of the PSC Acting Executive Director.</p> <p>Check if all the attachments were included such as:</p> <p>a.) Approval of the Executive Director;</p> <p>b.) Letter Request of the Client for the use of the venue;</p> <p>c.) Matrix of fees to be paid by the Client; and</p> <p>d.) 3 originally signed CBC (containing signatures of the Client, Venue Managers/Person in Charge, and Operations Head).</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Aide II and Legal Assistant, Legal Affairs Office</p>



	<p>1.1. Return the documents immediately to the requesting party if the attachments are found incomplete.</p> <p>1.2. Forward the CBC to the Administrative Assistant II for further review.</p>	<p>None</p> <p>None</p>		<p>Administrative Aide II and Legal Assistant, Legal Affairs Office</p> <p>Administrative Aide II and Legal Assistant, Legal Affairs Office</p>
	<p>2. Forward the CBC to the LAO-Head for signing and certifying that the CBC passed the review conducted by LAO such as reviewing the terms and conditions and re-computation of the fees.</p> <p>2.1 Endorse the VRA to the Office of the Acting Executive Director for approval and signing.</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant II, Legal Affairs Office</p> <p>Administrative Assistant II, Legal Affairs Office</p>



	<p>3. Endorse back the signed VRA or CBC to LAO for notarization.</p>	<p>Notarial Fee (200.00) Standard Fee</p> <p>To be paid at chosen Notary Public, the price may vary.</p>	<p>2 hours</p>	<p>Office of the Executive Director Staff Office of the Executive Director</p>
	<p>4. Reproduce a copy of the Notarized VRA and distribute the same to the following:</p> <ul style="list-style-type: none"> •2 original copies for Operations (1 copy for the Operations office of RMSC/Venue Managers 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 a copy of the Legal Office) •1 photocopy for the LO-Admin. Assistant II (to be 	<p>None</p>	<p>15 minutes</p>	<p>Administrative Aide II Legal Affairs Office</p>



	attached as supporting documents on the liquidation of the cash advance received for notarization purposes			
	TOTAL:	(P200.00) Standard Fee To be paid at chosen Notary Public, price may vary.	1 day, 2 hours, and 25 minutes	

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 – Government to Government G2C – Government to Citizen G2B – Government to Business Entity



Who may avail:	Requesting Party; Chairman's Office, Executive Director, Commissioner's Office, DED-BCSSS (NSAAO), DED-FAS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Duly endorse requesting letter/documents with necessary attachments such as:</p> <p>a) 1 copy of the request from the NSA or sports organizations, LGU for duty tax exemption to PSC;</p> <p>b) PSC - Board Approval, approving the said request; (1 copy)</p> <p>c) Airway Bill/ Bill of Lading;</p> <p>d) Commercial Invoice;</p> <p>e) Packing List; and</p> <p>f) Other related Documents.</p>		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioners, PSC- DED BCSSS (NSA Affairs Office), DED-FAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and endorse the requesting letter/documents subject for preparation with all necessary attachments.	<p>1. Receive and review the request to determine if the attachment is complete;</p> <p>1.1. If the attachments are incomplete, immediately return the documents to the requesting party.</p> <p>1.2. If the attachments are complete, forward the request to the Legal Researcher for further review.</p>	None	5 minutes	Administrative Aide II Legal Affairs Office



	<p>2. Examine the attachments carefully. If found to be complete and no corrections to be made, Tax Exemption Request will now be prepared as well, the Affidavit of Undertaking and all other related documents</p> <p>2.1. Endorse the said draft to the Head of LAO for her initials, which signify that, said documents passed through the Legal Office for review.</p>	None	3 hours	Legal Researcher II Legal Affairs Office
	<p>3. Endorse the Tax Exemption Request, Affidavit of Undertaking, and all other related documents bearing the initials of the LAO-Head to the Executive Director for review and his or her initials, if found that the said documents are sufficient in form and substance.</p> <p>3.1 Endorse it to the Chairman's Office for the</p>	None	20 minutes 10 minutes	<p>Legal Researcher II Legal Affairs Office</p> <p>Office of the Executive Director Personnel Office of the Executive Director</p>



	Chairman's signature.			
	<p>4. Endorse and forward the signed Tax Exemption Request, Affidavit of Undertaking, and all other documents, back to the Legal Office for notarization.</p> <p>4.1. Record the endorsement and collate the documents and assures that it is complete.</p> <p>4.2. Go to the nearest Notary Public within the City of Manila to have the said documents be notarized.</p>	<p>Notarial Fee (P100.00) Standard Fee</p> <p>To be paid at chosen Notary Public, the price may vary.</p>	<p>40 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Office of the Chairman Staff Office of the Chairman</p> <p>Administrative Aide II Legal Affairs Office</p> <p>Administrative Aide II Legal Affairs Office</p>



	<p>5. Distribute the duly Notarized documents in the following manner:</p> <ul style="list-style-type: none"> - 3 original copies for the Broker -1 machine copy for the Cashier's Office - 1 machine copy for the Accounting Office - 1 machine for the LO-Admin. Assistant II (as a 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). 	None	1 hour	Administrative Aide II Legal Affairs Office
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	6. Endorse the notarized and duly signed documents to the assigned Broker for the submission and processing of Certificate of Non-Local Availability before the Board of Investments (BOI-DTI).	None	10 days (Processing Time of DTI)	Legal Researcher/Admin Assistant II Legal Affairs Office
	7. Coordinate with the assigned brokers for the submission to the Bureau of Customs (BOC), the Tax Exemption Certificate (TEC) from DOF, and all other importation documents for the lodging of the shipment/ cargo.	None	15 days (Processing Time of DOF/BOC)	Legal Researcher/Admin Assistant II Legal Affairs Office
	8. BOC will send the Single Assessment Document (SAD) to the Broker for payment of final duties before the release of shipment/cargo.	To be determined by the BOC, depending on the size of the shipment/container and other related fees	10 days (Processing time of BOC)	Legal Researcher/Admin Assistant II, Legal Affairs Office.



	<p>9. Prepare Authority to Debit attaching all the related documents and endorse the same to the Legal Officer-Head and Executive Director for counter-signature.</p>	<p>To be determined by the BOC, depending on the size of the shipment/containers and other related fees</p>	<p>1 day</p>	<p>Legal Researcher/Admin Assistant II Legal Affairs Office</p>
	<p>10. Endorse the Authority to Debit to the Cashier's Office, Office of the Commissioner, and Office of the Chairman for their signature.</p>	<p>None</p>	<p>1 day</p>	<p>Legal Researcher/Admin Assistant II, Legal Affairs Office</p>
	<p>11. Submit the signed Authority to Debit to PNB/Land Bank to debit the payment for the final duties of the cargo/shipment.</p> <p>11.1 The BOC will release the cargo/shipment upon payment.</p>	<p>To be determined by the BOC, depending on the size of the shipment/containers and other related fees</p>	<p>1 day</p>	<p>Legal Researcher II/ Administrative Assistant II Legal Affairs Office</p>



	12. Coordinate with the assigned Broker concerning the delivery of the shipment/cargo on the exact address as instructed by the PSC. Such shipment/cargo will be subject to inspection by the in-charge officer of the Property Office for proper documentation.	None	3 days	Legal Researcher II/ Administrative Assistant II Legal Affairs Office
	TOTAL:	To be determined by the BOC, depending on the size of the shipment/container and other related fees that may impose	41 days, 5 hours, and 35 minutes.	

LEGAL AFFAIRS OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client PSC- Feedback Form and drop it at the designated box located at PSC Admin Building Lobby.</p> <p>Contact info: +632-8-525-0808 Email: admin@psc.gov.ph</p>



<p>How feedbacks are processed</p>	<p>The Management Services Division Office will collate the PSC-Feedback Form every Friday and opens the drop box and compiles and records all the feedback submitted.</p> <p>Feedback requiring answers will be forwarded to the offices concerned. The answer made concerned office will be relayed to the concerned clients.</p> <p>For inquiries and follow-ups, the concerned clients may contact +632-8-525-0808 or admin@psc.gov.ph.</p>
<p>How to file a complaint</p>	<p>Answer the client PSC- Feedback Form and drop it at the designated box located at PSC Admin Building Lobby. For any complaints and concerns, it may also be filed via telephone or electronic means with the following information:</p> <ul style="list-style-type: none"> - Name of the Client (unless the concerned client chooses to remain anonymous); - Name of the Person/Office being complained; - Incident (Time and Date) - Evidence (if there's any or if applicable).
<p>How complaints are processed</p>	<p>An officer from the Management Services Division Office will collate the PSC-Feedback Form every Friday and opens the drop box and evaluates each complaint.</p> <p>Upon evaluation, an investigation will be conducted and forward the complaint to the relevant office for their explanation.</p> <p>An Officer from the Management Services Division will create a report after the investigation and shall submit it to the Office of the Executive Director for appropriate action</p> <p>The said officer will give feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: +632-8-525-0808.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph ir 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Personnel Office



1. RECRUITMENT AND SELECTION

Processing of recruitment and selection methodologies in search for potential employees to fill-up vacant posts in the agency.

Office or Division:	Personnel Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter (1 copy)		Applicant		
Application requirements (TOR, Diploma – 1 copy each)		Applicant's school		
NBI or Police Clearance (If selected, 1 original copy)		NBI or PNP Office		
Medical Certificate (If selected, 1 original copy)		Third-party medical and diagnostic centers/hospitals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter	1. Assess if the applicant is qualified for the position	None	30 minutes	Personnel Staff Personnel Division
2. Take the preliminary exam, if deemed qualified to fill up post.	2. Schedule and conduct the preliminary exam	None	2 Hours	Personnel Staff Personnel Division
3. Attend deliberation and interview processes	3. Schedule and conduct the deliberation and interview	None	1 Hour	Personnel Staff Personnel Division



4. If selected, submit NBI or Police clearance and medical certificate	4. Prepare the appointment paper for signature of the Chairman and submission to CSC	None	1 day	Personnel Staff Personnel Division
TOTAL:		None	???	

2. ISSUANCE OF PAY SLIP AND DAILY TIME RECORD (DTR)

Issuance of pay slips and daily time record (DTR) copies to requesting PSC employees

Office or Division:	Personnel Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PSC Employees (Permanent, Contract of Service & Job Order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the DTR / Pay Slip	1. Print the DTR and Pay Slip	None	5 minutes	Personnel Staff Personnel Division
TOTAL:		None	5 minutes	

3. COMPENSATION AND BENEFITS

Processing of compensation and benefits incentives to PSC employees

Office or Division:	Personnel Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All PSC Employees (Permanent, Contract of Service & Job Order)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Processing of benefits in respect to each employee's salary grade	None	1 Day	Personnel Staff Personnel Division
	2. Approve the prepared	None	10 minutes	Head Personnel Division
	TOTAL:	None	1 Day and 10 minutes	

4. TRAINING AND DEVELOPMENT

Providing support to PSC employees who wish to participate in third-party training and development programs

Office or Division:	Personnel Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PSC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Invitation Letter (1 copy)		PSC-Personnel Office		
Training Need / Details (1 copy)		PSC-Personnel Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the training invitation	1. Assess and submit list of participants for approval of the executive director	None	1 hour	Personnel Staff Personnel Division



	2. Evaluate the training session and subsequently endorse to the Office of the Executive Director for approval	None	30 minutes	Head Personnel Division
	3. Transmit the documents to the Office of the Executive Director	None	10 minutes	Personnel Staff Personnel Division
	TOTAL:	None	1 hour and 40 minutes	

5. PERFORMANCE APPRAISAL: SPMS CYCLE

Conduct of the Performance Appraisal: SPMS Cycle to assess each employee's performance

Office or Division:	Personnel Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Performance Commitment Review Form (IPCR – 1 copy)		PSC - Personnel Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit IPCR Forms to PSC- Personnel Office (Biannually, Jan-Jun & Jul-Dec period)	1. Compute the average of the Performance Rating and reviews the Summary List of the Individual Performance Rating	None	20 minutes	Personnel Staff Personnel Division



	2. Evaluate the summary list of IPCR and subsequently endorse to the Office of the Executive Director	None	20 minutes	Head Personnel Division
	3. Transmit the documents to the Office of the Executive Director	None	10 minutes	Personnel Staff Personnel Division
	TOTAL:	None	1 hour and 40 minutes	

PERSONNEL OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the PSC-Personnel Office



<p>How feedbacks are processed</p>	<p>The Management Services Division collects and records all feedback every Friday.</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>
<p>How to file a complaint</p>	<p>Answer the client complaint form and drop it at the designated drop box in the PSC-Personnel Office</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
<p>How to file a complaint</p>	<p>The Management Services Division opens the drop box (PSC-Personnel Office premises and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Philippine Sports Institute

1. COORDINATION WITH LGUs ON GRASSROOTS SPORTS PROJECTS

Coordination and partnership with LGUs on the conduct of PSC-PSI grassroots sports activities in their respective areas.

Office or Division:	Philippine Sports Institute
Classification:	Complex
Type of Transaction:	G2G – Government to Government



Who may avail:		LGUs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (original copy)		Requesting LGU		
Authorization letter from LGU to transact on grassroots sports projects (original copy)		Head or authorized representative of requesting LGU (e.g. Provincial/City/Municipal Administrator)		
LGU Sports Development Plan, if available (one copy)		Sports Development Office of requesting LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents as listed in aforementioned checklist to Records Office	1. Receive documents and check for completeness	None	3 mins.	Administrative Assistant Records Office
2. Receive barcode or reference number for follow-up purposes from Records Office	2. Provide barcode or reference number for follow-up purposes	None	2 mins.	Administrative Assistant Records Office
	3. Forward documents to PSI National Director	None	15 mins.	Messenger Records Office
	4. Receive documents for log and initial review	None	1 day	Administrative Assistant PSI National Training Director's Office
	5. Forward for further review and recommendations	None	1 day	Administrative Assistant PSI National Training Director's Office
	6. Receive documents and check for completeness	None	3 mins.	Sr. Administrative Assistant PSI Grassroots Program Office



	<p>7. Review documents for feasibility of request</p> <p>7.1. Prepare endorsement or recommendation for Board action</p>	None	1 day	<p>Deputy National Training Director PSI Grassroots Program Office</p> <p>Grassroots Program Head PSI Grassroots Program Office</p> <p>Cluster Coordinator for requesting LGU PSI Grassroots Program Office</p>
	<p>8. Forward endorsement or recommendation and documents for inclusion in agenda</p> <p>8.1. Receive endorsement or recommendation and documents for inclusion in agenda</p>	None	1 day	<p>8. Sr. Administrative Assistant PSI Grassroots Program Office</p> <p>8.1. Administrative Assistant Office of the Executive Director</p> <p>Administrative Assistant Office of the Board Secretary</p>
	<p>9. Discuss for pertinent action by Board</p>	None	1 day	<p>Executive Director</p> <p>Sr. Executive Assistant Office of the Chairman</p>
	<p>10. Prepare Board resolution on request</p>	None	1 day	<p>10. Board Secretary</p>



	10.1. Forward Board resolution for further action			10.1 Administrative Assistant Office of the Executive Director
	11. Contact requesting LGU on action towards their request 11.1. Coordinate with LGU on project details and requirements	None	10 mins.	11. Grassroots Program Head PSI Grassroots Program Office 11.1 Cluster Coordinator for requesting LGU PSI Grassroots Program Office
	TOTAL		6 days and 33 mins.	

PHILIPPINE SPORTS INSTITUTE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer online feedback form (link to be provided) and send to the Management Services Division at admin@psc.gov.ph.</p> <p>Feedback may also be sent to psi@psc.gov.ph (for Grassroots Program concerns) or educ@psc.gov.ph (for Sports Education concerns)</p>
How feedbacks are processed	<p>The Management Services Division regularly compiles and reviews all incoming feedback from clients.</p> <p>Feedback requiring answers are forwarded by the Management Services Division to the PSI Grassroots Program Office which shall then submit its response within three (3) working days of receiving the feedback.</p> <p>The PSI Grassroots Program Office's response shall be relayed by the Management Services Division to the concerned clients.</p>



	<p>Clients may likewise inquire or follow up on urgent concerns with the PSI Grassroots Program Office through landline no. 8637-2099.</p>
How to file a complaint	<p>Answer online complaint form (link to be provided) and send to the Management Services Division at admin@psc.gov.ph.</p> <p>Complaints may likewise be lodged through landline no. 8524-4336 loc. 147 or 153.</p>
How complaints are processed	<p>The Management Services Division shall investigate the complaint and furnish a copy of the same to the PSI Grassroots Program Office for response.</p> <p>A post-investigation report shall be submitted to the Agency Grievance Committee for review and recommendatory action.</p> <p>The Management Services Division shall then provide feedback to clients.</p> <p>Clients may likewise inquire or follow up on lodged complaints through landline no. 8524-4336 loc. 147 or 153.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 1-6565 (hotline for PLDT landline) 0908-8816565 (SMS/text access) email@contactcenterngbayan.ph</p> <p>PCC: 8888 (hotline) 8736-8621 (telefax) pcc@malacanang.gov.ph</p> <p>ARTA: 8478-5091 / 8478-5093 / 8478-5099 complaints@arta.gov.ph</p>



Program, Research and Development Division

1. REVIEW AND ASSESSMENT OF PPAs

The division provides review and assessment services to Programs, Projects, and Activities (PPAs) formulated and implemented by the agency.

Office or Division:	Program, Research and Development Division (PRDD)
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	PSC Employees (PPA Proponent / Manager)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRDD-PPA Proposal Form (for new PPAs, 1 copy)		PSC-PRDD Office		
PRDD-PPA Revision Form (for PPAs with revision, 1 copy)		PSC-PRDD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit either the accomplished PPA Proposal Form (For new PPAs) or PPA Revision form (For PPAs with needed revision) to PRDD.	1.1 Assess the completeness of the form and endorse it to PRDD Chief.	None	5 minutes	Computer Operator II or Administrative Aide II Program, Research and Development Division
	1.2 Study and subsequently assign the proposal to PRDD staff for initial evaluation.	None	10 minutes	Chief Program, Research and Development Division
	1.3 Study and evaluate the submitted proposal. Submit recommendations to PRDD Chief for approval.	None	1 hour	Project Evaluation Officer III or Project Development Officer II or Junior Writer/Researcher Program, Research and Development Division
	1.4 Finalize and subsequently approve the evaluation of the assigned PRDD Staff to the PPA. Then, endorse it to PRDD Front Desk for transmittal.	None	30 minutes	Chief Program, Research and Development Division



<p>2.1. If PPA is rejected by PSC board, repeat Client Step 1.</p> <p>2.2. If PPA is approved by PSC Board, secure Budget Release from Office of the Board Secretary.</p>	1.5 Transmit evaluation results to the PSC Board	None	10 minutes	Computer Operator II or Administrative Aide II Program, Research and Development Division
	1.6. Transmit decision of PSC Board on the evaluated PPA to PRDD and Project Proponent/Manager	None	10 minutes	Computer Operator II or Administrative Aide II Program, Research and Development Division
	TOTAL:	None	2 Hours 5 Minutes	

2. MONITORING AND EVALUATION OF PPAs

The division provides monitoring and evaluation services to approved Programs, Projects, and Activities (PPAs) formulated and implemented by the agency.

Office or Division:	Program, Research and Development Division (PRDD)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PSC PPA Proponent / Manager	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PRDD-PPA Proposal Form (1 copy)		PSC - PRDD Office



PRDD-PPA Revision Form (1 copy)		PSC - PRDD Office		
PPA Budget Release (1 photocopy)		PSC – Office of the Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request PRDD to handle the Monitoring and Evaluation Committee of the approved PPA by submitting all documents (Approved PRDD Proposal/Revision Form with Budget Release)	1. Transmit and endorse the request to PRDD Chief	None	5 minutes	Computer Operator II or Administrative Aide II Program, Research and Development Division
	2. Identify the PRDD staff to be assigned, and provide instructions on the kind of evaluation and its needed instrument.	None	15 minutes	Chief Program, Research and Development Division
	3. Prepare the Monitoring Evaluation Forms	None	2 hours	Project Evaluation Officer III or Project Development Officer II or Junior Writer/Researcher Program, Research and Development Division
	4. Draft the post-evaluation report after implementation of the approved PPA and submit to PRDD Chief for approval	None	2 hours	Project Evaluation Officer III or Project Development Officer II or Junior Writer/Researcher



	<p>5. Finalize and subsequently approve the post-evaluation report. Then, endorse it to PRDD Front Desk for transmittal.</p> <p>6. Transmit the post-evaluation report to the PSC PPA Proponent/Manager</p>	None	30 minutes	<p>Program, Research and Development Division</p> <p>Chief Program, Research and Development Division</p> <p>Computer Operator II or Administrative Aide II Program, Research and Development Division</p>
	TOTAL:	None	4 Hours 50 Minutes	

PROGRAM, RESEARCH AND DEVELOPMENT DIVISION

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box within the PRDD premises
How feedbacks are processed	<p>Every Friday, PRDD front desk officers open the drop box and compile and record all feedback submitted. The officers will then transmit the collected feedback to the Management Services Division (MSD).</p> <p>Contact info PSC: (+632) 8-525-0808</p>



	<p>admin@psc.gov.ph info@psc.gov.ph</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. The answer of the office is then relayed to the citizen via e-mail or letter.</p>
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box within the PRDD premises
How complaints are processed	<p>PRDD Front desk officers open the complaints drop box regularly and evaluates each complaint. The officers will then transmit the collected complaints to the Management Services Division (MSD). Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complaint -Incident -Evidence <p>For inquiries and follow-ups, clients may contact PSC at (+632) 8-525-0808</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Procurement Office

1. PROCUREMENT OF GOODS AND SERVICES

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

Office or Division:	PROCUREMENT OFFICE
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G) Government to Business Entity (G2B)
Who may avail:	Different Offices of the PSC as End-User Business Entity (Private and/or Public Corporation) Government Instrumentalities Local Government Units (LGU)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Board Resolution Approval (1 copy) Signed Requisition Issue Slip (1 copy) Signed Purchase Request (1 copy) Canvass Form (1 copy) Market Research/Median (1 copy) Approved Budget for Contract Request for Quotations (1 copy) Quotations from suppliers (1 copy) BAC Resolution – LCRB or Failure (1 copy) Abstract of Canvass (1 copy) Notice of Award (1 copy) Purchase Order / Job Order or Contract of Service (1 copy) Notice to Proceed (1 copy)		1. Board Secretariat Office 2. Property Office 3. Office of the Deputy Executive Director for AFMS 4. Office of the Executive Director 5. Bids and Awards Committee Secretariat 6. Office of the End-User 7. Office of the Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PR and RIS with approved Board Resolution	1. Evaluate and accept the PR, RIS and approved Board Resolution. Assign and post purchase request number on the PR.	None	10 minutes	Procurement Staff Procurement Office
	2. Canvass items requested for purchase either online – by sending out request for quotations or through undergoing	None	5 Days	Procurement Staff or Procurement Head Procurement Office



	<p>field/market research.</p> <p>3. Gathers all canvass items from different supplier and makes market research or getting the median of the prices as basis for the price for the item requested.</p> <p>4. Draft, prepare and endorse the ABC to the Executive Director's Office and the Chairman's Office for approval.</p>	<p>None</p> <p>None</p>	<p>3 hours</p> <p>1 hour</p>	<p>Procurement Staff or Procurement Head Procurement Office</p> <p>Procurement Staff or Procurement Head Procurement Office</p>
	<p>5. Prepare the RFQ and endorse it to the BAC Secretariat for signature of the BAC Chairman</p>	<p>None</p>	<p>2 hours</p>	<p>Procurement Staff or Procurement Head Procurement Office</p>
	<p>6. Post signed RFQ on PhilGeps for a maximum period of seven (7) days.</p> <p>6.1 Collect all quotations received after 7</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 Hour</p>	<p>Procurement Staff or Procurement Head Procurement Office</p> <p>Procurement Staff or Procurement Head Procurement Office</p>



	days of posting on PhilGeps and all will be forwarded to the BAC Secretariat for opening and evaluation of bids.			
	7. Prepare the summary of bids received. Then, forward the same to the BAC Secretariat for preparation of BAC Resolution – LCRB.	None	2 Hours	Procurement Staff Procurement Office
	8. Prepare the Notice of Award (NOA), Purchase Order/Job Order of Contract of Service, and Notice to Proceed.	None	2 Days	Procurement Staff Procurement Office
	9. Forward all documents, related to the project, to the Deputy Executive Director of AFMS for creation of Budget Utilization Request (BUR).	None	1 Day	Procurement Staff or Procurement Head Procurement Office
	10. Endorse the signed BUR to the Budget Office.	None	10 minutes	Deputy Executive Director Bureau on AFMS
	11. Record the BUR then endorse the same to the Accounting Office	None	10 minutes	Budget Office Personnel Budget Office



	<p>12. Forward the BUR to the Procurement Office</p> <p>13. Notify the winning supplier/bidder and have the Purchase Order signed by the winning supplier/bidder.</p> <p>14. Forward all documents relative to the project to the Property Office.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>30 minutes</p> <p>1 hour</p>	<p>Accounting Office Personnel Accounting Office</p> <p>Procurement Staff Procurement Office</p> <p>Procurement Staff Procurement Office</p>
	<p>15. Photocopy the PR, RIS, Board Approval, ABC, RFQs, AOC, BAC Resolution, NOA, P.O. and NTP of the projects of the Commission and subsequently submit to the Office of the Commission on Audit</p>	<p>None</p>	<p>4 hours</p>	<p>Procurement Staff Procurement Office</p>
	<p>TOTAL:</p>	<p>None</p>	<p>8 days, 15 hours, and 40 minutes</p>	



PROCUREMENT OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in PSC-Procurement Office premises
How feedbacks are processed	<p>The Management Services Division collects and records all feedback every Friday.</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>



<p>How to file a complaint</p>	<p>Answer the client complaint form and drop it at the designated drop box in PSC-Procurement Office premises</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
<p>How to file a complaint</p>	<p>The Management Services Division opens the drop box (PSC-Procurement office premises and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Property Office

1. Issuance of Supplies and Equipment for Donation to External Customers

Property Office regularly prepares and issues necessary supplies and equipment as donation and support provision to the agency's stakeholders for their sports-related matters

Office or Division:	Property and Supply Office	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business Entity	
Who may avail:	External Stakeholders (e.g. LGU's, Congress, Senate, NGO's, Schools, etc.)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Request (1 copy)		Requesting Party's Office



Certificate of Donation (1 copy)		PSC-Property Office		
Gate Pass (1 copy)		PSC-Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter of request to Property Office	1. Study the letter of request and subsequently prepare Certificate of Donation and Gate Pass. Endorse the documents to the Office of the Executive Director for approval	None	30 minutes	Property Office Staff or Head Property Office
	2. Retrieve the approved certificate of donation and gate pass from the Office of the Executive Director	None	10 minutes	Property Office Staff or Head Property Office
2. Secure approved Certificate of Donation and Gate Pass from Property Office.	3. Prepare the approved items for release to requesting party	None	1 Hour	Property Office Staff or Head Property Office
3. Pick-up the approved items for donation from Property Office	4. Release the approved items to requesting party	None	1 Hour	Property Office Staff or Property Office
	TOTAL:	None	2 Hours and 40 minutes	



PROPERTY OFFICE

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 Office
How feedbacks are processed	<p>The Management Services Division collects and records all feedback every Friday.</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>



<p>How to file a complaint</p>	<p>Answer the client complaint form and drop it at the designated drop box in Sports Facilities Division Office.</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
<p>How to file a complaint</p>	<p>The Management Services Division opens the drop box (Sports Facilities Division and at the PSC Lobby) regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Public Communications Office

1. MANAGEMENT OF INQUIRIES ON SOCIAL NETWORK SERVICES

Providing immediate information to the general public on inquiries concerning the agency.

Office or Division:	Public Communications Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Reach PSC social media networks on Facebook, Twitter and Instagram via message and inquire on any concerns regarding the agency:</p> <p>Facebook: PSC (Philippine Sports Commission)</p> <p>Instagram: @phil.sportscommission</p> <p>Twitter: @psc_gov</p>	<p>1. Receive and check the said inquiry on social media and will provide the needed information.</p> <p>1.1 Endorse to appropriate PSC office, if concerns/inquiries are beyond the PSC- PCO operations manual</p>	<p>None</p>	<p>5 minutes</p>	<p>PCO Staff Public Communications Office</p>
	TOTAL:	<p>None</p>	<p>5 minutes</p>	

2. CIRCULATION AND DISTRIBUTION OF NEWS MAGAZINE

The Public Communications Office provides copies of the agency's quarterly news magazines to requesting clients and other government agencies

Office or Division:	Public Communications Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PSC Employees, other government offices	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Request letter (1 copy)	Requesting client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the PSC-PCO expressing intent to secure copies of quarterly news magazine.	1. Receive and check said requests and issue copies* of news magazine to requesting clients. *Issue five (5) copies if requesting entity is a government agency	None	1 Day	PCO Staff Public Communications Office
	TOTAL:	None	1 Day	

PUBLIC COMMUNICATIONS OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in the lobby area of the PSC premises
How feedbacks are processed	The Management Services Division collects and records all feedback every Friday. 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. The answer of the office is then relayed to the citizen.



<p>How to file a complaint</p>	<p>Answer the client complaint form and drop it at the designated drop box in the lobby area of the PSC premises.</p> <p>For inquiry clients (only at the Lobby), they drop it at the designated drop box at the PSC Lobby</p>
<p>How complaints are processed</p>	<p>The Management Services Division opens the drop box (PSC Lobby) and regularly and make a report regarding to the complaint.</p> <p>Forward to the appropriate office about the complaint after the evaluation and investigations.</p> <p>The office involved in the client's complaint make report and forward to the Head Office for appropriate action.</p> <p>The result will forward to the client</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA 92782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>