



# PHILIPPINE SPORTS COMMISSION

## MANAGEMENT SERVICES DIVISION PROCEDURES

PSC-SOP-BAFMS-03

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Effectivity:

4-13-2021

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### 1.0 PURPOSE

The purpose of this document is to provide guidelines on the effective implementation of Management Service Division procedures.

### 2.0 SCOPE

The scope of this procedure covers the evaluation of customer feedback and complaint, administration of disciplinary action, and issuance of identification cards specifically for PSC employees.

### 3.0 DEFINITION OF TERMS

#### 3.1 Action Slip

a cover page for routing documents for processing or resolution; it includes remarks on the appropriate measure/s needed for a specific document

#### 3.2 Civil Service

all individuals in all branches and agencies of the government, including government-owned and controlled corporations (GOCCs) with original charters mandated to institute policies, rules and regulations.

#### 3.3 Citizen/Client Satisfaction Survey

a questionnaire aimed at extracting specific data from a group of people for the purpose of gathering feedback on the services being provided by an agency

#### 3.4 Client

all external and internal parties served by an agency

#### 3.5 Complaint

an expression of dissatisfaction towards an organization in relation to its product, service or procedure, where a response or resolution is explicitly expected.

#### 3.6 Disciplining Authority/Committee

a body comprised of officials and employees that regulate and evaluate the conduct of employees in an agency; they are duly authorized to suspend, dismiss and/or discipline officials and employees in the Civil Service

#### 3.7 Information Data Form

a printed document with blank spaces for information to be provided; this is a prerequisite prior to the issuance of employee identification card

#### 3.8 Memorandum

a formal document or written notice served to employees; usually requiring action or explanation

### 4.0 REFERENCE DOCUMENTS

#### 4.1 PSC Citizen's Charter

#### 4.2 PSC Operations Manual



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**5.0 PROCESS FLOW**

**5.1 EVALUATION OF CUSTOMER FEEDBACK AND COMPLAINT**

RESPONSIBLE	FLOW CHART	REFERENCE
Client		Citizen/Client Satisfaction Survey (CCSS) and 8888 Hotline complaints website
MSD Staff		None
MSD Chief MSD Staff		Action Slip/ Memorandum from concerned Office (for complaints)
MSD Staff		CCSS Evaluation and 8888 Hotline Complaints Monitoring



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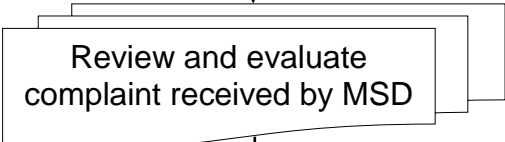
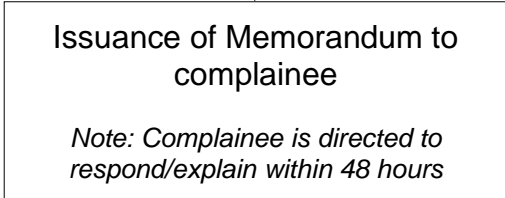
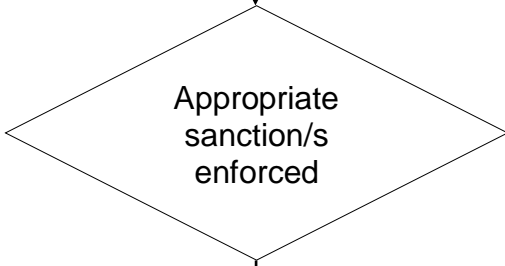
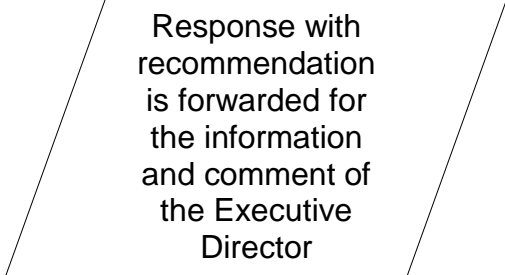
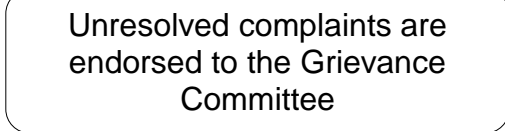
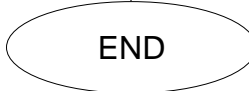
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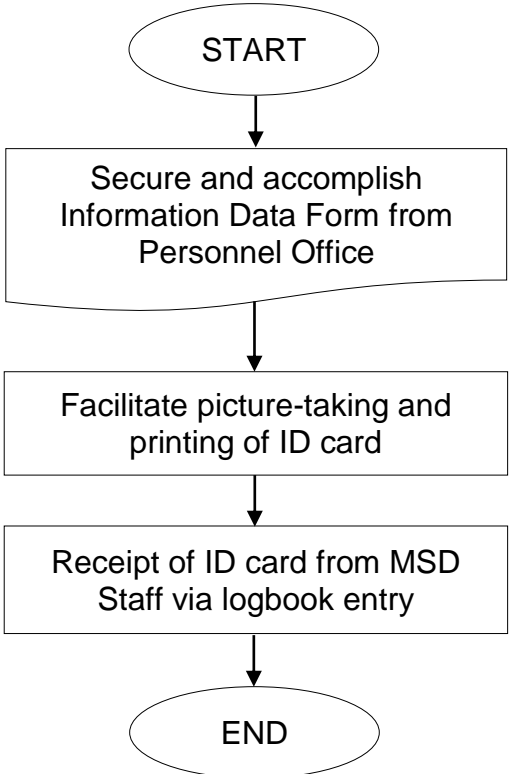
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**5.2 ADMINISTRATION OF DISCIPLINARY ACTION**

RESPONSIBLE	FLOW CHART	REFERENCE
MSD Chief		
MSD Chief		Complaint Letter
MSD Chief		Memorandum
MSD Chief		Action Slip/ Agency Administrative Policy
MSD Staff		Action Slip/ Memorandum with corresponding attachments
MSD Staff		Citizen's Charter
		

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### **5.3 ISSUANCE OF EMPLOYEE IDENTIFICATION CARDS**

<b>RESPONSIBLE</b>	<b>FLOW CHART</b>	<b>REFERENCE</b>
Employee Personnel Office Staff	 <pre> graph TD     START([START]) --&gt; Step1[Secure and accomplish Information Data Form from Personnel Office]     Step1 --&gt; Step2[Facilitate picture-taking and printing of ID card]     Step2 --&gt; Step3[Receipt of ID card from MSD Staff via logbook entry]     Step3 --&gt; END([END]) </pre>	Employee Information Data Form
Employee		None
MSD Staff		None

## **6.0 PROCEDURE**

### **6.1 Evaluation of Customer Feedback and Complaint**

- 6.1.1 Front-line Offices encourage client/s to fill-up the PSC Citizen/Client Satisfaction Survey (CCSS); client/s call the 8888 Hotline for complaints
- 6.1.2 CCSS is collected every Friday by a staff from the Management Services Division, while complaints are downloaded in pdf from the 8888 website
- 6.1.3 Management evaluates all feedback acquired, while complaints are forwarded to concerned Office/s for action and response; immediate action is taken where feedback indicates critical non-compliance and action items are assigned in accordance with review procedures
- 6.1.4 Customer Feedback and Complaint Reports are submitted bi-annually to the Office of the Executive Director, Bureau Head and Program, Research and Development Division

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## 6.2 Administration of Disciplinary Action

- 6.2.1 A signed, written report under oath detailing the complaint is submitted to the Management Services Division; in cases initiated by a proper disciplining authority, the complaint need not be under oath
- 6.2.2 The Chief Administrative Officer assesses the merits of the allegation/s supported by direct or documentary evidence
- 6.2.3 A memorandum is issued to the complaine; they are given two (2) days to provide an explanation/response
- 6.2.4 Response with recommendation based on existing Civil Service rules and regulations is referred to the Office of the Executive Director for information and comment
- 6.2.5 Unresolved complaints are endorsed to the Grievance Committee

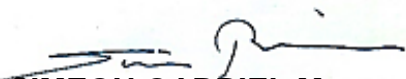

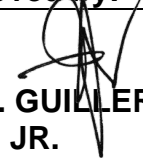
**Note:** *If the offense is in violation of agency administrative policy/ies, the Chief Administrative Officer may exercise jurisdiction. However, the Disciplinary Committee is convened if the offense falls under its jurisdiction; the Uniform Rules on Administrative Cases in the Civil Service (URACCS) governs disciplinary & non-disciplinary proceedings in administrative cases*

## 6.3 Issuance of Employee Identification Cards

- 6.3.1 Employee secures and accomplishes Information Data Form from the Personnel Office
- 6.3.2 Picture-taking and ID printing facilitated by MSD staff
- 6.3.3 Employee receives the ID card by signing on the MSD logbook

## 7.0 FORMS ATTACHED

- 7.1 Action Slip
- 7.2 Citizen/Client Satisfaction Survey

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