

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Assistance and Coordination Division)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes        ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Museum Admission	N/A	N/A	N/A	N/A	N/A
2. Application for Retirement Benefits of Athletes and Coaches	N/A	N/A	N/A	N/A	N/A
3. Report of Attendance for the Allowance of Athletes and Coaches	N/A	N/A	N/A	N/A	N/A

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: <u>Museum Admission (Assistance and Coordination Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter (1 copy) Valid IDs (1 copy)	R.A. No.11032 Sec. 6	1. Submit request letter to PSC Records. If approved, register in the log book and surrender ID	NA	4 minutes	None
	R.A. No.11032 Sec. 6	2. Assemble in the receiving area	NA	3 minutes	None
	R.A. No.11032 Sec. 6	3. Attend museum tour	NA	25 minutes	None
	R.A. No.11032 Sec. 6	4. Log out and fill up comment form for service rendered	NA	3 minutes	None
<b>TOTAL</b>				<b>32 minutes</b>	<b>None</b>

<sup>3</sup> Please note that one table is to be filled-up per Government Service.

To fill up:

- List down all requirements applicable to the government service
- Per requirement, cite legal basis/rationale why requirement is essential
- Steps/Procedures should be listed in the Client's perspective
- If applicable, legal basis of each step/procedure may be indicated in column 4
- Input the total processing time for the service in working days and/or hours
- Input the sum of all fees paid for the service


**GOVERNMENT SERVICE: Application for Retirement Benefits of Athletes and Coaches (Assistance and Coordination Division)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>Duly notarized and accomplishment application form (1 original copy)</p> <p>Official endorsement from the National Sports Association of their respective sport (1 original copy).</p> <p>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)</p> <p>Tournament details showing the following:</p> <ul style="list-style-type: none"> <li>a. Official result</li> <li>b. List of participating countries</li> </ul> <p>Frequency of the event</p>	R.A. No.11032 Sec. 6	1. Secure application form from ACD	NA	3 minutes	None

Certificates/Diploma of the award/s received (1 copy each)					
	R.A. No.11032 Sec. 6	2. Fill-up the application form	NA	3 minutes	None
	R.A. No.11032 Sec. 6	3. Attach the required documents	NA	2 minutes	None
	R.A. No.11032 Sec. 6	4. Submit to ACD	NA	2 hours, 1 minute	None
<b>TOTAL</b>				<b>2 hours, 9 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Report of Attendance for the Allowance of Athletes &amp; Coaches (Assistance and Coordination Division)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Daily Time Record (1 copy)	R.A. No.11032 Sec. 6	1. Submit the DTR per NSA's to the ACD Office	NA	2 days, 5 hours, 8 minutes	None
<b>TOTAL</b>				<b>2 days, 5 hours, 8 minutes</b>	<b>None</b>

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Athlete's Dormitory Office)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes        ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>4</sup>	Specific Provision in the Governing Law(s) as Basis <sup>5</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Request for Billeting / Admission of National Athletes, Coaches, Trainers, and Walk-In Clients (Transient)	N/A	N/A	N/A	N/A	N/A
2. Check-out National Athletes, Coaches, Trainers and Walk-In Clients (Transient)	N/A	N/A	N/A	N/A	N/A
3. Laundry Services	N/A	N/A	N/A	N/A	N/A

<sup>4</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>5</sup> Cite section number and quote provision identified in the governing law

4. Water Allocation	N/A	N/A	N/A	N/A	N/A
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**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Request for Billeting / Admission of National Athletes, Coaches, Trainers, and Walk-in Clients (Transient) (Dormitory Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Signed billeting request letter : (1 copy)  Names, number of persons* to be billeted and duration must be indicated	R.A. No.11032 Sec. 6	<b>For Approval:</b> 1. Submit letter request for billeting at Records office for bar coding.	NA	2 days, 50 minutes	None
	R.A. No.11032 Sec. 6	<b>Approved Billeting Request:</b> 1. Present the approved letter request and any valid ID at the Dormitory Office.	NA	15 minutes	None
	R.A. No.11032 Sec. 6	2. Secure a copy, read House Rules and Regulations and sign/conforme	NA	10 minutes	None
	R.A. No.11032 Sec. 6	3. Attend orientation of the House Rules and Regulations and Guidelines for Admission.	NA	1 hour	None

	R.A. No.11032 Sec. 6	4. Present personal belongings before admission to dormitory.	NA	5 minutes	None
	R.A. No.11032 Sec. 6	5. Receive Dormitory supplies/beddings and sign issuance slip	NA	10 minutes	None
	R.A. No.11032 Sec. 6	6. Proceed to assigned room.	NA	5 minutes	None
<b>TOTAL</b>				<b>2 Days, 2 Hours, 35 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: CHECK OUT - NATIONAL ATHLETES, COACHES, TRAINERS AND WALK-IN CLIENTS (TRANSIENT) (Dormitory Office)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
NSA President/ Secretary – General's Request Letter (1 copy)  List of names and number of persons to be billeted (1 copy)  Accommodation Form (1 copy)  Issued Key	R.A. No.11032 Sec. 6	1. Proceed to Dormitory Office and return the issued key, supplies and beddings	NA	1 hour	None
<b>TOTAL</b>				<b>1 hour</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Laundry Services (for National Athletes, Coaches, and Trainers Only) (Dormitory Office)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Approved current year's line-up* of National athletes, coaches and trainers for each NSA (National Sports Association) by the PSC Board (1 copy)	R.A. No.11032 Sec. 6	1. Bring laundries to laundry area. (Based on a daily laundry schedule for each sport).	NA	3 hours, 40 minutes	None
<b>TOTAL</b>				<b>3 hours, 40 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: WATER ALLOCATION (FOR NATIONAL ATHLETES, COACHES AND TRAINERS ONLY) (Dormitory Office)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
List of PSC Board-approved National athletes, coaches, trainers (1 copy)	R.A. No.11032 Sec. 6	1. Request mineral water allocation from dormitory office by national athletes, coaches and trainers	NA	15 minutes	None



TOTAL				15 minutes	None

Approved by:



Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director *GBI*

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Cashier's Office)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes        ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>6</sup>	Specific Provision in the Governing Law(s) as Basis <sup>7</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Collections	N/A	N/A	N/A	N/A	N/A
2. Checks Releasing	N/A	N/A	N/A	N/A	N/A

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<sup>6</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service


<sup>7</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Collections (Cashiers Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Order of Payment (1 copy) OR Statement of Account (1 copy)  Valid IDs (1 copy)	R.A. No.11032 Sec. 6	1. Proceed to Accounting / BA Committee / Sports Facilities Division for request of Order of Payment or Statement of Account	NA	5 minutes	None
	R.A. No.11032 Sec. 6	2. Proceed to Cashier's Office and present Order of Payment / Statement of Account	NA	5 minutes	None
	R.A. No.11032 Sec. 6	3. Requesting party pays the Collecting Officer whether in cash or checks	NA	4 minutes	Based on transaction
	R.A. No.11032 Sec. 6	4. Receives Official Receipt from Collecting Officer	NA	1 minutes	None
<b>TOTAL</b>				<b>15 minutes</b>	<b>Based on transaction</b>

GOVERNMENT SERVICE: <u>Checks Releasing (Cashiers Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Official Receipts (1 copy each) Valid IDs (1 copy each) Authorization Letter (If applicable, 1 copy)	R.A. No.11032 Sec. 6	1. Proceed to Cashier's Office and present valid IDs and authorization letter, if application	NA	3 minutes	None
	R.A. No.11032 Sec. 6	2. Prepare the Official Receipts corresponding to the checks	NA	5 minutes	None
	R.A. No.11032 Sec. 6	3. Sign in the Warrant Register and Disbursement voucher as proof that the check was received	NA	2 minutes	None
	R.A. No.11032 Sec. 6	4. Receive the checks with supporting documents (withholding tax form)	NA	10 minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>None</b>

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Medical Scientific Athlete Services Unit)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes            ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>8</sup>	Specific Provision in the Governing Law(s) as Basis <sup>9</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Pre-participatory Physical Examination, Medical and Orthopedic Consultation	N/A	N/A	N/A	N/A	N/A
2. Emergency Treatment Provision	N/A	N/A	N/A	N/A	N/A

<sup>8</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>9</sup> Cite section number and quote provision identified in the governing law


**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Pre-Participatory Physical Examination, Medical and Orthopedic Consultation (Medical and Scientific Athletes Service Healthcare Unit)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
National Sports Athletes Affairs Office endorsement (1 copy) or Valid ID (1 copy)  PPPE Form (1 copy)	R.A. No.11032 Sec. 6	1. Proceed to MSAS Unit and submit PPPE forms with the endorsement from NSAAO or a Valid ID for verification purposes.	NA	10 minutes	None
	R.A. No.11032 Sec. 6	2. Proceed to Doctor for consultation (Family Medicine/ Orthopedic)	NA	20 minutes	None
	R.A. No.11032 Sec. 6	3. Receive prescribed medicines	NA	5 minutes	None
<b>TOTAL</b>				<b>35 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Emergency Treatment Provision (Medical and Scientific Athletes Service Healthcare Unit)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		

None	R.A. No.11032 Sec. 6	1. Proceed to MSAS Healthcare Unit and express intent for emergency medical treatment	NA	33 minutes	None
TOTAL				33 minutes	None

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (NSA Affairs Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes        ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>10</sup>	Specific Provision in the Governing Law(s) as Basis <sup>11</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Evaluation of Request for Financial Assistance	N/A	N/A	N/A	N/A	N/A
2. Evaluation of Requests for Purchase of Sports Equipment/Supplies	N/A	N/A	N/A	N/A	N/A
3. Evaluation of Requests for Financial Assistance and Reimbursement Of	N/A	N/A	N/A	N/A	N/A

<sup>10</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>11</sup> Cite section number and quote provision identified in the governing law



Medical Related Expenses					
4. Evaluation of Requests for Reimbursement of Expenses Without Prior Board Approval	N/A	N/A	N/A	N/A	N/A
5. Evaluation of Requests for Hiring of Foreign Coach/Es	N/A	N/A	N/A	N/A	N/A
6. Evaluation of Requests for Inclusion, Replacement, Reclassification, Dropping and Retroactive Allowances of Athletes and Coaches in The National Training Pool	N/A	N/A	N/A	N/A	N/A
7. Processing for Inclusion in The PSC Payroll of Newly Approved Athletes and Coaches	N/A	N/A	N/A	N/A	N/A
8. Issuance of Certifications	N/A	N/A	N/A	N/A	N/A

9. Endorsement for Processing and Issuance Of Non-Immigrant Visa And Visa Upon Arrival	N/A	N/A	N/A	N/A	N/A
10. Endorsement To DSWD For Issuance Of Travel Clearance For Minor Athletes	N/A	N/A	N/A	N/A	N/A
11. Requests For Detailed Service And Travel Permit Of Enlisted Athletes And Coaches	N/A	N/A	N/A	N/A	N/A
12. Evaluation Of Requests For Utilization Of Transportation, Billeting, Venues, Issuance Of Various Supplies And Pull-Out Of Equipment	N/A	N/A	N/A	N/A	N/A
13. Receiving And Endorsement Of Requests For Travel Tax And Airport Tax Exemption	N/A	N/A	N/A	N/A	N/A

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE:

GOVERNMENT SERVICE: <u>Evaluation of Requests for Financial Assistance (National Sports Association Affairs Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
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  <b>If request includes airfare:</b> 7. Duly accomplished Purchase Request for airfare (1 original) 8. Three Airfare Quotations (original) <b>If request includes supplies:</b>	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None

9. Duly accomplished Requisition and Issuance Slip (1 original)					
	R.A. No.11032 Sec. 6	2. Submit documents to Records Office	NA	6 hours	None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of Board Resolution	NA	30 minutes	None
<b>TOTAL</b>				<b>6 hours, 10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Evaluation of Requests for Purchase of Sports Equipment/Supplies(National Sports Association Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
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) <b>If imported:</b> 4. Request for duty tax exemption (1 original)	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None

	R.A. No.11032 Sec. 6	2. Submit documents to Records Office	NA	5 hours, 35 minutes	None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of Board Resolution	NA	30 minutes	None
<b>TOTAL</b>				<b>6 hours, 10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Evaluation of Requests for Financial Assistance and Reimbursement of Medical Related Expenses (National Sports Association Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
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) <b>If for reimbursement:</b> 5. Official Receipts of medical expenses already incurred (original)	R.A. No.11032 Sec. 6	1.1 <b>If requesting for Reimbursement</b> , proceed to Accounting Division  1.2 <b>If requesting for Financial Assistance</b> , proceed to NSAAO and submit request with complete documentary requirements	NA	2 minutes	None
	R.A. No.11032 Sec. 6	2. Submit documents to Records Office	NA	5 hours, 18 minutes	None

	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of Board Resolution	NA	30 minutes	None
<b>TOTAL</b>				<b>5 hours, 50 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Evaluation of Requests for Reimbursement of Expenses Without Prior Board Approval (National Sports Association Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Endorsement / Action Slip with all attachments and documents assessed by Accounting Division					None
					None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of Board Resolution	NA	30 minutes	None
<b>TOTAL</b>				<b>4 Hours, 50 Minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Evaluation of Requests for Hiring of Foreign Coach/es (National Sports Association Affairs Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request from NSA (1 original) 2. Justification, Budgetary Requirement and Contract Duration (1 original) 3. Resume / Personal Data Sheet / Profile (1 original) 4. Certificate of Achievement (1 photocopy) 5. Coaching Courses Certificates (1 photocopy)	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	5 hours, 15 minutes	None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of Board Resolution	NA	15 minutes	None
<b>TOTAL</b>				<b>5 hours, 35 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>EVALUATION OF REQUESTS FOR INCLUSION, REPLACEMENT, RECLASSIFICATION, DROPPING AND RETROACTIVE ALLOWANCES OF ATHLETES AND COACHES IN THE NATIONAL TRAINING POOL (National Sports Association Affairs Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Endorsement Letter/Request from NSA (1 original)  2. Justification (1 original)  3. Official Results / Certificate of Achievement from Organizer (1 photocopy; requires presentation of original)  4. For Coaching Courses – Certificates (1 photocopy; requires presentation of original) <b>If for dropping, Items 1 and 2 only</b>  <b>If for inclusion (additional):</b> Duly Accomplished Athlete/Coach Profile Form (1 original)  <b>If for reclassification (additional):</b>	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None



Updated Athlete/Coach Profile Form (1 original)					
<b>If for retroactive allowance (additional):</b> Attendance Report					
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	4 hours, 30 minutes	None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of Board Resolution	NA	5 minutes	None
	R.A. No.11032 Sec. 6	4. NSA advise concerned athlete/coach to proceed to PSC to process documents for payroll if necessary	NA	10 minutes	None
<b>TOTAL</b>				<b>4 hours, 50 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>PROCESSING FOR INCLUSION IN THE PSC PAYROLL OF NEWLY APPROVED ATHLETES AND COACHES (National Sports Association Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Duly Accomplished Athlete/Coach Profile Form (1 original)	R.A. No.11032 Sec. 6	1. Proceed to NSA Affairs Office and submit duly accomplished Profile Form and complete documentary requirements	NA	10 minutes	None

2. PSA-issued Birth Certificate or Biodata page of Passport (photocopy) 3. Government-issued Identification Card <b>If not submitted previously (additional):</b> 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)					
	R.A. No.11032 Sec. 6	2. Proceed to MSAS and undergo Medical Check-up / Examination	NA	* Depends on the availability of PSC Doctors	None
	R.A. No.11032 Sec. 6	3. Secure Medical Clearance	NA	* Depends on the availability of PSC Doctors	None
	R.A. No.11032 Sec. 6	4. If cleared, submit Medical Clearance to NSA Affairs Office	NA	5 minutes	None
	R.A. No.11032 Sec. 6	5. Proceed to PSC Administrative Office to secure PSC ID	NA	15 minutes	None
	R.A. No.11032 Sec. 6	6. Pick-up Certification for Landbank	NA	5 minutes	**Depends on the bank

	R.A. No.11032 Sec. 6	7. Proceed to Landbank (Century Park Hotel Branch)	NA		None
	R.A. No.11032 Sec. 6	8. Present ID and Certification to open a New Savings Account	NA		None
	R.A. No.11032 Sec. 6	9. Return to NSAAO and submit Landbank Account Number	NA	5 minutes	None
	R.A. No.11032 Sec. 6	10. Proceed to Assistance and Coordination Division	NA		None
<b>TOTAL</b>				<b>40 minutes</b>	<b>**Depends on the bank</b>

<b>GOVERNMENT SERVICE: <u>ISSUANCE OF CERTIFICATIONS (National Sports Association Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Letter Request from NSA (1 original), specifying purpose of Certification <b>For Certificate of Achievement (additional):</b> 2. Certificate of Achievement issued by the Event Organizing Committee (1 photocopy; requires presentation of original)	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	10 minutes	None

3. Official Results (1 photocopy; requires presentation of original)					
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	2 hours, 5 minutes	None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of emailed copy	NA	5 minutes	None
	R.A. No.11032 Sec. 6	4. Pick-up original document	NA		
<b>TOTAL</b>				<b>2 hours, 20 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>ENDORSEMENT FOR PROCESSING AND ISSUANCE OF NON-IMMIGRANT VISA AND VISA UPON ARRIVAL (National Sports Association Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
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)	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	10 minutes	None
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	2 hours, 25 minutes	None

	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of emailed copy	NA	5 minutes	None
	R.A. No.11032 Sec. 6	4. Pick-up original document	NA		None
<b>TOTAL</b>				<b>2 hours, 40 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>ENDORSEMENT TO DSWD FOR ISSUANCE OF TRAVEL CLEARANCE FOR MINOR ATHLETES (National Sports Association Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
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) <b>If no passport:</b> PSA issued Birth Certificate (1 photocopy)	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	2 hours, 10 minutes	None

	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of emailed copy	NA	5 minutes	None
	R.A. No.11032 Sec. 6	4. Pick-up original document	NA	5 minutes	None
<b>TOTAL</b>				<b>2 hours, 20 minutes</b>	

**GOVERNMENT SERVICE: ON REQUESTS FOR DETAILED SERVICE AND TRAVEL PERMIT OF ENLISTED ATHLETES AND COACHES (National Sports Association Affairs Office)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<b>DETAILED SERVICE</b>  1. Letter Request from NSA (1 original) 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)	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None

<b>TRAVEL PERMIT</b> 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)					
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	2 hours, 25 minutes	None
<b>TOTAL</b>				<b>2 hours, 30 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>EVALUATION OF REQUESTS FOR UTILIZATION OF TRANSPORTATION, BILLETING, VENUES, ISSUANCE OF VARIOUS SUPPLIES AND PULL-OUT OF EQUIPMENT (National Sports Association Affairs Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Letter Request from NSA (1 original) <b>For transportation requests</b> , letter must include complete details of itinerary <b>For billeting requests</b> , letter must include duration of billeting utilization	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None

<b>For venue requests</b> , letter must include duration of usage <b>For supplies request</b> , letter must include list and quantity of items <b>For pull-out of equipment</b> , letter must include schedule of pull-out and details of items 2. Delegation List / List of who will avail (1 original)					
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	2 hours, 10 minutes	None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of notice of the approval/denial of request	NA	20 minutes	None
	R.A. No.11032 Sec. 6	4. Proceed to PSC concerned office for next process/actions to be taken	NA		None
<b>TOTAL</b>				<b>2 hours, 35 minutes</b>	<b>None</b>

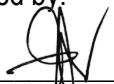
GOVERNMENT SERVICE: <u>RECEIVING AND ENDORSEMENT OF REQUESTS FOR TRAVEL TAX AND AIRPORT TAX EXEMPTION (National Sports Association Affairs Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		



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) <b>For minor athletes (additional):</b> 5. DWSD Clearance or Parental consent permitting the minor to travel alone to a foreign country 6. Identification cards of parents with signature (photocopy) <i>*If traveling with parents, e-ticket (1 photocopy)</i> <b>For Non-POC, SEC Registered Sports Associations (additional):</b> 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)	R.A. No.11032 Sec. 6	1. Submit request with complete documentary requirements	NA	5 minutes	None
	R.A. No.11032 Sec. 6	2. If complete, submit documents to Records Office	NA	2 hours, 45 minutes	None
	R.A. No.11032 Sec. 6	3. Accept and/or acknowledge receipt of Board Resolution or notice of approval/denial of request	NA	5 minutes	None

	R.A. No.11032 Sec. 6	4. Refer to Travel Office on next process/actions to be taken	NA		None
<b>TOTAL</b>				<b>2 hours, 55 minutes</b>	<b>None</b>

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Records Office)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes        ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>12</sup>	Specific Provision in the Governing Law(s) as Basis <sup>13</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Processing of Freedom of Information Request	N/A	N/A	N/A	N/A	N/A
2. Various Communications and Requests	N/A	N/A	N/A	N/A	N/A

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<sup>12</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>13</sup> Cite section number and quote provision identified in the governing law

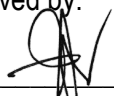
**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Processing of Freedom of Information (FOI) (Records Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter Request or Standard (paper based) FOI request – 1 Original, 1 photocopy	R.A. No.11032 Sec. 6	1. Submit the request letter to Records Office.	NA	20 minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Various Communications and Requests (Records Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
INCOMING Communication and documents (1 original and 1 photocopy) INCOMING Mails (1 original)	R.A. No.11032 Sec. 6	1. Hand-carry the documents, letters and mails to Records Office.	NA	35 minutes	None
<b>TOTAL</b>				<b>35 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Inter-Office Communication (Records Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
PSC–Offices Communication (1 copy)	R.A. No.11032 Sec. 6	1. Submit PSC-offices communications to Records Office	NA	2 Hours and 43 minutes	None
TOTAL				2 hours, 43 minutes	None

Approved by:

  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Travel Unit)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes        ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>14</sup>	Specific Provision in the Governing Law(s) as Basis <sup>15</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Request for Travel Tax and Terminal Fee Exemptions	N/A	N/A	N/A	N/A	N/A

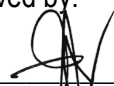
<sup>14</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>15</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Request for Travel Tax and Terminal Fee Exemptions (Travel Unit)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter request (1 copy) Invitation from the Organizer (1 copy) Valid Passport/s (1 photocopy each) Flight details (1 copy)	R.A. No.11032 Sec. 6	1. Proceed to NSAAO and submit documents for initial assessment and check for completeness	NA	5 minutes	None
	R.A. No.11032 Sec. 6	2. The client will proceed to Records Section and present the request letter for barcoding and scanning.	NA	2 days, 6 hours, 59 minutes	None
	R.A. No.11032 Sec. 6	3. Claim the travel tax and terminal fee exemption at the Travel Unit Office.	NA	5 minutes	None
<b>TOTAL</b>				<b>2 days, 7 hours, 9 minutes</b>	<b>None</b>

Approved by:

  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Sports Facilities Division)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes            ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>16</sup>	Specific Provision in the Governing Law(s) as Basis <sup>17</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
1. Inquiry For Availability Of Venues And Facilities	N/A	N/A	N/A	N/A	N/A
2. Ocular Inspection Of Venues And Facilities	N/A	N/A	N/A	N/A	N/A
3. Request For Use Of Venue (Major Events)	N/A	N/A	N/A	N/A	N/A
4. Request For Use Of Venue (Minor Events)	N/A	N/A	N/A	N/A	N/A

<sup>16</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>17</sup> Cite section number and quote provision identified in the governing law



5. Request For Use Of Venue (Walk-In Clients)	N/A	N/A	N/A	N/A	N/A
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**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Inquiry for Availability of Venues and Facilities (Sports Facilities Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	R.A. No.11032 Sec. 6	1. Proceed to Sports Facilities Division to inquire on the availability of venue and for the rental fee.	NA	5 minutes	None
<b>TOTAL</b>				<b>5 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Ocular Inspection of Venues and Facilities (Sports Facilities Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Venue Ocular inspection Request Form (1 copy)	R.A. No.11032 Sec. 6	1. Fill up the Venue Ocular Inspection Request Form at the office of Sports Facilities Division.	NA	5 minutes	None

	R.A. No.11032 Sec. 6	2. Conduct ocular inspection.	NA	30 minutes	None
<b>TOTAL</b>				<b>35 minutes</b>	<b>None</b>


GOVERNMENT SERVICE: <u>Request for Use of Venues for Major Events (Sports Facilities Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Intent (1 original, 1 photocopy)	R.A. No.11032 Sec. 6	1. 1. Proceeds to Records Office to submit Letter of Intent (LOI) for use of PSC venues.  <b>Note:</b> <b>Major Events</b> <ul style="list-style-type: none"> <li>• Whole day use of venue</li> <li>• International and Local Sports Competition</li> </ul> <b>Filling period:</b> 3 months advance	NA	2 days, 2 hours, 40 minutes	None
<b>TOTAL</b>				<b>2 days, 2 hours, 40 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Request for Use of Venues for Minor Events (Sports Facilities Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter of Intent (1 original, 1 photocopy)	R.A. No.11032 Sec. 6	1. Proceeds to Records Office to submit Letter of Intent (LOI) for use of PSC venues.  <b>Note:</b>  <b>Minor Events</b> <ul style="list-style-type: none"> <li>• Maximum of 4 hours use of venue</li> <li>• Practice games</li> <li>• Training</li> </ul> <b>Filling period:</b> 1 month advance	NA	1 day, 3 hours	None
TOTAL				1 day, 3 hours	None

GOVERNMENT SERVICE: <u>Request for Use of Venues for Walk-in Clients (Sports Facilities Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		

None	R.A. No.11032 Sec. 6	1. Proceeds to Ticketing Office to inquire on availability of venue.	NA	3 minutes	<i>(Prices of ticket differs based on the Venue to be used.)</i>
	R.A. No.11032 Sec. 6	2. Pay for the ticket.	NA	3 minutes	
	R.A. No.11032 Sec. 6	3. Proceed to the playing venue and present the ticket.	NA	2 minutes	
<b>TOTAL</b>				<b>8 minutes</b>	<b><i>(Prices of ticket differs based on the Venue to be used.)</i></b>

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Office of the Chairman)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes            ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>18</sup>	Specific Provision in the Governing Law(s) as Basis <sup>19</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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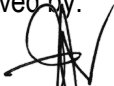
<sup>18</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>19</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Resolution on Various Request for Assistance / Sponsorships (Office of the Chairman)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter (1 copy, original)	R.A. No.11032 Sec. 6	1. Submit formal letter of request to PSC Records Office.	N/A	2 Days, 2 Hours, 20 Minutes	None
TOTAL				2 Days, 2 Hours, 20 Minutes	None

Approved by:

  
\_\_\_\_\_  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Offices of the Commissioners)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes        ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>20</sup>	Specific Provision in the Governing Law(s) as Basis <sup>21</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

<sup>20</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>21</sup> Cite section number and quote provision identified in the governing law


**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>General-type of Requests and Invitations (Office of the Commissioners)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter (1 copy, original)	R.A. No.11032 Sec. 6	1. Submit formal letter of request to PSC Records Office	NA	1 day, 4 hours, 25 minutes	None
TOTAL				1 day, 4 hours, 25 minutes	None



GOVERNMENT SERVICE: <u>National Sports Authority (NSA)-related Documents and Requests (Office of the Commissioners)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Letter (1 copy, original)	R.A. No.11032 Sec. 6	1. Submit formal letter of request to PSC Records Office	NA	1 day, 3 hours, 30 minutes	None
<b>TOTAL</b>				<b>1 day, 3 hours, 30 minutes</b>	<b>None</b>

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Offices of the Executive Director)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes            ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>22</sup>	Specific Provision in the Governing Law(s) as Basis <sup>23</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>22</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>23</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Evaluation and Control of Documents (Office of the Executive Director)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
PSC action slip with comments /recommendations, duly signed by the concerned staff/official (1 original copy)  Documents that need actions by the Executive Director  Bar code/tracking number on document from external clients	R.A. No.11032 Sec. 6	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	NA	48 minutes	None
	R.A. No.11032 Sec. 6	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	NA	6 minutes	None
<b>TOTAL</b>				<b>54 minutes</b>	<b>None</b>

Approved by:

  
\_\_\_\_\_  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Offices of the Deputy Executive Director – Bureau on Coordinating Services and Secretariat)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes        ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>24</sup>	Specific Provision in the Governing Law(s) as Basis <sup>25</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

<sup>24</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>25</sup> Cite section number and quote provision identified in the governing law


**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Approval of Documents (Bureau on Coordinating Secretariat and Support Services)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Duly accomplished Action Slip (1 copy)  Original Request Letter with PSC Records Office barcode (1 copy)  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)	R.A. No.11032 Sec. 6	1. Submit documents to the BCSSS Office for initial assessment and verification	NA	3 Minutes	None
	R.A. No.11032 Sec. 6	2. Give logbook to receiver of document for document turnover proof	NA	37 minutes	None
<b>TOTAL</b>				<b>40 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Endorsement of documents to the Executive Director (Bureau on Coordinating Secretariat and Support Services)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Duly accomplished Action Slip with recommendations of Deputy Executive Director (1 copy)  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)	R.A. No.11032 Sec. 6	1. Submit documents for initial assessment and verification	NA	<b>3 minutes</b>	<b>None</b>
	R.A. No.11032 Sec. 6	2. Give logbook to receiver of document for document turnover proof	NA	<b>37 minutes</b>	<b>None</b>
<b>TOTAL</b>				<b>40 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Project Implementation Supervision (Bureau on Coordinating Secretariat and Support Services)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Project Brief submitted, reviewed and signed by the Project Director and the Executive Director (1 copy)	R.A. No.11032 Sec. 6	1. Submit Project Proposal to the BCSSS Office for initial assessment of the Deputy Executive Director	NA	2 hours	None
PSC Board Resolution for the Project (1 original copy)	R.A. No.11032 Sec. 6	2. Secure 1 Original copy of the approved PSC Board Resolution for the Project from the PSC Board Secretary's Office	NA	1 day	None
	R.A. No.11032 Sec. 6	3. Initiate all preparations needed (e.g. formation of core group, processing of budget, procurement, meetings, etc.) and implement the PSC approved Board Resolution	NA	5 minutes	None
<b>TOTAL</b>				<b>1 day, 2 hours, 5 minutes</b>	<b>None</b>

Approved by:

  
\_\_\_\_\_  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Offices of the Deputy Executive Director – Bureau on Administrative, Finance and Management Services)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes        ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>26</sup>	Specific Provision in the Governing Law(s) as Basis <sup>27</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

<sup>26</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>27</sup> Cite section number and quote provision identified in the governing law



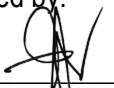
**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Processing of financial requests (Bureau on Administrative, Finance and Management Services)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<p>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</p> <p>BOARD RESOLUTION granting approval of financial assistance - 1 Certified True Copy</p> <p>PURCHASE ORDER/JOB ORDER for processing of payments for goods and services - 1 original copy certified by the OIC – Executive Director</p>	R.A. No.11032 Sec. 6	<p>1.Forward the financial request to BAFMS Staff</p> <p>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</p>	NA	30 minutes	None

<p>PAYROLL - 1 original copy of payroll computation certified by the MSD Chief</p> <p>PURCHASE REQUEST (PR) - 1 original copy with affixed initial of: -Head of the Property and Supply Unit for equipment purchase requests and -Head of the Travel Unit for airline ticket requests</p> <p>REQUISITION AND ISSUANCE SLIP (RIS) 1 original copy with affixed initial of the Property and Supply Unit Head for equipment purchase requests</p> <p>AUTHORITY TO SERVE MEALS 1 original copy signed by the Head of the requesting Office</p>					
<b>TOTAL</b>				<b>30 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Processing of payment vouchers (Bureau on Administrative, Finance and Management Services)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>ACTION SLIP – 1 original copy of a one-page cover form with proper endorsement from the Chief Accountant</p> <p>BUDGET UTILIZATION REQUEST/OBLIGATION REQUEST AND STATUS – 1 original copy certified by the Chief Budget Officer</p> <p>DISBURSEMENT VOUCHER/ JOURNAL ENTRY VOUCHER – 2 original copies certified by the Chief Accountant</p>	R.A. No.11032 Sec. 6	1. Forward document to BAFMS Staff	NA	30 minutes	None
<b>TOTAL</b>				<b>30 minutes</b>	<b>None</b>

Approved by:

  
 Atty. Guillermo B. Iroy, Jr.  
 Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Accounting Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>28</sup>	Specific Provision in the Governing Law(s) as Basis <sup>29</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>28</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service


<sup>29</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Processing of Liquidation of Financial Assistance to NSAs, NGOs and other Government Offices (Accounting Division)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Board Resolution (1 original) Travel Order, Itinerary of Travel and Travel Completed (1 original copy of each)  Purchase Request and Requisition and Issue Slip (1 original copy of each)  Inspection and Acceptance Report and Issuance of Supplies and Materials (1 original copy of each)	R.A. No.11032 Sec. 6	1. Present the necessary documents for the liquidation and reimbursement. Completion of the documents needed.	NA	4 hours	None
<b>TOTAL</b>				<b>4 hours</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Processing of Reimbursement of Expenses to NSAs, NGOs and other Government Offices (Accounting Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Board Resolution (1 original)  Travel Order, Itinerary of Travel and Travel Completed (1 original copy of each)  Purchase Request and Requisition and Issue Slip (1 original copy of each)  Inspection and Acceptance Report and Issuance of Supplies and Materials (1 original copy of each)	R.A. No.11032 Sec. 6	1. Present the necessary documents for the liquidation and reimbursement. Completion of the documents needed.	NA	3 hours, 50 minutes	None
<b>TOTAL</b>				<b>3 hours, 50 Minutes</b>	<b>None</b>

Approved by:

  
 Atty. Guillermo B. Iroy, Jr.  
 Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Bids and Award Committee)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>30</sup>	Specific Provision in the Governing Law(s) as Basis <sup>31</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>30</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>31</sup> Cite section number and quote provision identified in the governing law

#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE:


GOVERNMENT SERVICE: <u>Competitive Public Bidding (Bids and Award Committee Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Originally signed Purchase Request and Requisition and Issue Slip (1 copy)	R.A. No.11032 Sec. 6	1. Submit purchase request and other supporting documents relative to the bid	R.A. No. 9184	45 minutes	None
Originally signed Technical Specifications/Terms of Reference (1 copy)					
Originally signed Approved Budget for the Contract (ABC) (1 copy)					
Originally signed Invitation to Bid (1 copy)					
Original copy of Bidding Documents (1 copy)					
Originally signed Abstract of Bids (1 copy)					
Originally signed BAC Resolution (1 copy) Originally signed Notice of Award (2 copies)					



Originally signed and notarized Contract (3 copies)					
Originally signed Notice to Proceed (2 copies)					
	R.A. No.11032 Sec. 6	2. Receive invitation to the Pre-Procurement Conference (for BAC, BAC Secretariat, TWG and End-Users only).	R.A. No. 9184	30 minutes	None
	R.A. No.11032 Sec. 6	3. Attend the pre-procurement conference.	R.A. No. 9184	8 days	None
	R.A. No.11032 Sec. 6	4. Receive the invitation to the Pre-Bid Conference.	R.A. No. 9184	30 minutes	None
	R.A. No.11032 Sec. 6	5. Attend-the pre bid conference	R.A. No. 9184	1 day  *Note: The Pre-Bid Conference must be conducted not earlier than 7 calendar days from advertisement, and 12 calendar days before the deadline for submission and receipt of bids	None
	R.A. No.11032 Sec. 6	6. Purchase bidding documents	R.A. No. 9184	30 minutes	Standard Rates pursuant to the Revised IRR of

					R.A. No. 9184.
	R.A. No.11032 Sec. 6	7. Submit the bid proposal.	R.A. No. 9184	5 minutes	None
	R.A. No.11032 Sec. 6	8. Attend the Opening of Bids	R.A. No. 9184	2 days	None
	R.A. No.11032 Sec. 6	9. Submit Post-Qualification requirements.	R.A. No. 9184	6 days, 1 hour, 10 minutes	None
	R.A. No.11032 Sec. 6	10. Receive the Notice of Award,	R.A. No. 9184	10 minutes	None
	R.A. No.11032 Sec. 6	11. Post the Performance Bond.	R.A. No. 9184	1 days, 20 minutes	None
	R.A. No.11032 Sec. 6	12. Sign the Contract.	R.A. No. 9184	1 day, 25 minutes	None
	R.A. No.11032 Sec. 6	13. Receive the signed Contract	R.A. No. 9184	1 days, 20 minutes	None
	R.A. No.11032 Sec. 6	14. Receive the Notice to Proceed.	R.A. No. 9184	40 minutes	None
<b>TOTAL</b>				<b>31 days, 5 hours and 20 minutes</b>	<b>Standard Rates pursuant to the Revised IRR of R.A. No. 9184.</b>

Approved by:

  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Board Secretary's Office)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes            ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>32</sup>	Specific Provision in the Governing Law(s) as Basis <sup>33</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>32</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>33</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**


<b>GOVERNMENT SERVICE: <u>Receiving of Requests and Preparation of Agenda for Regular or Special Board Meetings of the Commission (Office of the Board Secretary)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<p>Endorsement Letter (1 copy) Memorandum/Request Letter (1 copy)</p> <p><u>For NSA:</u> NSA affairs Checklist Breakdown of Expenses <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)</p>	R.A. No.11032 Sec. 6	1.Forward documentary requirements to the Office of the Board Secretary	NA	4 hours, 40 minutes	None

Purchase Request (PR, 1 copy)					
Requisition and Issue Slip (RIS, 1 copy)					
<b>TOTAL</b>				<b>4 hours, 40 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Attesting and Releasing of all Resolutions or Certifications as evidence of specific action of the Board (Office of the Board Secretary)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None	R.A. No.11032 Sec. 6	1. Follows-up decision of PSC board on specific request	NA	7 days	None
<b>TOTAL</b>				<b>7 days</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Board Resolution through Referendum (Office of the Board Secretary)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Endorsement to process referendum (1 copy)	R.A. No.11032 Sec. 6	1. Forward Request to the Board Secretary Office	NA	4 days	None
TOTAL				4 days	None

Approved by:

  
 \_\_\_\_\_  
 Atty. Guillermo B. Iroy, Jr.  
 Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Budget Division)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes        ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>34</sup>	Specific Provision in the Governing Law(s) as Basis <sup>35</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

<sup>34</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

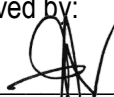
<sup>35</sup> Cite section number and quote provision identified in the governing law



**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Issuance of Budget Utilization Request and Status (BURS)/Obligation Request and Status (ORS) (Budget Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved Request Letter/Billing Statement (Utilities/Communications/Internet/General Services – 1 copy) Board Resolution (Financial Assistance/Sponsorship – 1 copy) Purchase Order & BAC Resolution (Purchase of Supplies/Equipment (1 copy) Itinerary of Travel/Travel Order (Travel Allowance (1 copy) Board Resolution/Accounting computation of Reimbursement (Reimbursement – 1 copy) Endorsement/Action Slip from BAFMS/Executive Director's Office/Chairman's Office (All approved request for allotment of funds – 1 copy)	R.A. No.11032 Sec. 6	1. Endorse approved request through Action Slip (c/o BAFMS Office/Executive Director's Office)	NA	46 minutes	None
<b>TOTAL</b>				<b>46 minutes</b>	<b>None</b>

Approved by:

  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Engineering and Maintenance Unit)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes            ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>36</sup>	Specific Provision in the Governing Law(s) as Basis <sup>37</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>36</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

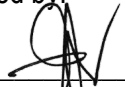
<sup>37</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Preventive and Corrective Maintenance (Engineering and Maintenance Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Service Request Form (1 copy)	R.A. No.11032 Sec. 6	1. Submit Service Request Form to Engineering Office	NA	5 days, 1 hour	None
<b>TOTAL</b>				<b>5 days, 1 hour</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Materials Request for Preventive and Corrective Maintenance (Engineering and Maintenance Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Service Request Form (1 copy)	R.A. No.11032 Sec. 6	1. Submit Service Request Form to Engineering Office	NA	27 days, 7 hours	None
TOTAL				27 days, 7 hours	None

Approved by:

  
\_\_\_\_\_  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Information Systems Unit)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>38</sup>	Specific Provision in the Governing Law(s) as Basis <sup>39</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>38</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>39</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

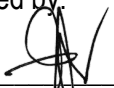
<b>GOVERNMENT SERVICE: <u>Hardware and Network Resources Services (Information Systems Unit)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
ISU Service Request Form (1 copy)	R.A. No.11032 Sec. 6	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.	NA	4 hours, 8 minutes	None
<b>TOTAL</b>				<b>4 hours, 8 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Software and Applications Support (Information Systems Unit)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
ISU Service Request Form (1 copy)	R.A. No.11032 Sec. 6	1. Accomplish and submit ISU Service Request Form to the ISU office before the service to be	NA	2 hours, 8 minutes	None

		rendered on the areas of software and applications.			
<b>TOTAL</b>				<b>2 hours, 8 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Preventive Maintenance and Monitoring (Information Systems Unit)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Preventive Maintenance Schedule	R.A. No.11032 Sec. 6	None	NA	5 hours, 15 minutes	None
<b>TOTAL</b>				<b>5 hours, 15 minutes</b>	<b>None</b>

Approved by:

  
\_\_\_\_\_  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Legal Affairs Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>40</sup>	Specific Provision in the Governing Law(s) as Basis <sup>41</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>40</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>41</sup> Cite section number and quote provision identified in the governing law



#### (4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: <u>Request for Legal Opinion (Legal Affairs Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
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).	R.A. No.11032 Sec. 6	1. Endorse the requesting letter/documents subject for legal opinion with all necessary attachments.	NA	20 minutes, 1 hours	None
TOTAL				20 days, 1 hours	None

GOVERNMENT SERVICE: <u>Request for Preparation of Affidavit of Undertaking (AU) for Financial Assistance to NSA's and other Sports Organizations (Legal Affairs Office)</u>
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SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<p>Duly endorse requesting letter/documents for financial assistance with necessary documents (1 copy).</p> <p>PSC-Board Resolution approving the said financial assistance (1 copy).</p> <p>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</p>	R.A. No.11032 Sec. 6	1. Endorse and submit the requesting letter/documents of Financial Assistance subject for the preparation of Affidavit of Undertaking.	NA	1 hour, 55 minutes	None

the Payroll prepared by the PSC. A copy of the Payroll originates from the PSC-Personnel's Office.					
	R.A. No.11032 Sec. 6	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	NA	30 minutes	(P100.00) Standard Fee  To be paid at chosen Notary Public, price may vary.
<b>TOTAL</b>				<b>2 hours, 25 minutes</b>	<b>(P100.00) Standard Fee  To be paid at chosen Notary Public, price may vary.</b>

GOVERNMENT SERVICE: Request for Preparation of Various Letter/Correspondences <u>(Legal Affairs Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly endorse requesting letter/documents with necessary documents such as, if only applicable: A copy of a PSC or Private Entities	R.A. No.11032 Sec. 6	1. Submit and endorse the requesting letter/documents subject for the preparation of various letters with all necessary attachments	NA	3 days, 1 hour, and 10 minutes	None

Board Resolution, Contracts, Agreements, Understanding, Billing Statement, and other documentary evidence relevant to the subject.					
<b>TOTAL</b>				<b>3 days, 1 hour, and 10 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: <u>Request for Preparation of Various Contracts and Memorandum of Agreement (MOA) (Legal Affairs Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
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.	R.A. No.11032 Sec. 6	1. Submit and endorse the request letter/documents subject for the preparation of Various Contracts and Memorandum of Agreement (MOA) with all necessary attachments.	NA	3 days, 10 minutes	None
	R.A. No.11032 Sec. 6	2. Receive and sign the contract at PSC-Legal Affairs Office	NA	2 days, 3 hours, 10 minutes	(P100.00) Standard Fee

					To be paid at chosen Notary Public, price may vary.
<b>TOTAL</b>				<b>5 days, 3 hours, and 20 minutes</b>	<b>(P100.00) Standard Fee To be paid at chosen Notary Public, price may vary.</b>

<b>GOVERNMENT SERVICE: Request for Preparation of Affidavit of Loss (AL) (Legal Affairs Office)</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
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.	R.A. No.11032 Sec. 6	1. Submit and endorse the request letter and documents subject for the preparation of affidavit of loss with all necessary attachment, if applicable.	NA	2 hours,15 minutes	(P100.00) Standard Fee  To be paid at chosen Notary Public, price may vary.
<b>TOTAL</b>				<b>2 hours,15 minutes</b>	<b>(P100.00) Standard Fee</b>

To be paid at chosen  
Notary Public, price  
may vary.

**GOVERNMENT SERVICE: Review of Venue Rental Agreement (VRA) for the use of PSC Venues (Legal Affairs Office)**

**SERVICE INFORMATION**

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
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	R.A. No.11032 Sec. 6	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.	NA	1 day, 2 hours, and 25 minutes	(P200.00) <i>Standard Fee</i>
<b>TOTAL</b>				<b>1 day, 2 hours, and 25 minutes</b>	<b>(P200.00) <i>Standard Fee</i> To be paid at chosen Notary Public, price may vary.</b>

**GOVERNMENT SERVICE: 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 Release of Imported Sports Related Equipment/Materials (Legal Affairs Office)**

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<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>	R.A. No.11032 Sec. 6	1. Submit and endorse the requesting letter/documents subject for preparation with all necessary attachments.	NA	41 days, 5 hours, and 35 minutes.	<p>Notarial Fee (P100.00) Standard Fee To be paid at chosen Notary Public, the price may vary.</p> <p>To be determined by the BOC, depending on the size of the shipment/container and other related fees</p>
<b>TOTAL</b>				<b>41 days, 5 hours, and 35 minutes.</b>	<b>To be determined by the BOC, depending on the size of the</b>

		shipment/container and other related fees that may impose
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Approved by:



Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Management Services Division)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>42</sup>	Specific Provision in the Governing Law(s) as Basis <sup>43</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>42</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>43</sup> Cite section number and quote provision identified in the governing law


**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Disciplinary Action (Management Services Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Administrative Complaint from the complainant (1 original copy; 1 photocopy)	R.A. No.11032 Sec. 6	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)	NA	2 days, 12 hours, 5 minutes	None
<b>TOTAL</b>				<b>2 days, 12 hours, 5 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Issuance of I.D. (Management Services Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
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) RENEWAL OF ID APPLICATION: Expired ID card	R.A. No.11032 Sec. 6	1.1 Secure ID slip from the NSA Affairs Office/Personnel Office; whichever is relevant to your position	NA	10 minute	None
	R.A. No.11032 Sec. 6	1.2 Fill up the ID slip	NA	5 minutes	None
	R.A. No.11032 Sec. 6	1.3 Submit the duly accomplished ID Slip at the Management Services Division	NA	3 minutes	None
	R.A. No.11032 Sec. 6	1.4 Sign the ID releasing logbook prior to receiving the ID card	NA	2 minutes	None
<b>TOTAL</b>				<b>20 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>8888 CITIZENS' COMPLAINT (Management Services Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
EMAILED COMPLAINT via the 8888 Hotline	R.A. No.11032 Sec. 6	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	NA	2 days, 1 hour and 20 minutes	None
TOTAL				2 days, 1 hour and 20 minutes	None

Approved by:

  
\_\_\_\_\_  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Personnel Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>44</sup>	Specific Provision in the Governing Law(s) as Basis <sup>45</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>44</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>45</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Recruitment and Selection (Personnel Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Application Letter (1 copy)  Application requirements (TOR, Diploma – 1 copy each)	R.A. No.11032 Sec. 6	1. Submit application letter	NA	30 minutes	None
	R.A. No.11032 Sec. 6	2. Take the preliminary exam, if deemed qualified to fill up post.	NA	2 hours	None
	R.A. No.11032 Sec. 6	3. Attend deliberation and interview processes	NA	1 hours	None
NBI or Police Clearance (If selected, 1 original copy)  Medical Certificate (If selected, 1 original copy)	R.A. No.11032 Sec. 6	4. If selected, submit NBI or Police clearance and medical certificate	NA	1 day	None
<b>TOTAL</b>				<b>1 day, 3 hours, 30 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Issuance of Pay Slip and Daily Time Record (DTR) (Personnel Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	R.A. No.11032 Sec. 6	1. Request for the DTR / Pay Slip	NA	5 minutes	None
TOTAL				5 minutes	None

GOVERNMENT SERVICE: <u>Compensation and Benefits (Personnel Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	R.A. No.11032 Sec. 6	None	NA	1 day, 10 minutes	None
TOTAL				1 day, 10 minutes	None

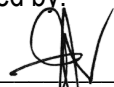

GOVERNMENT SERVICE: <u>Training and Development (Personnel Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Training Invitation Letter (1 copy)  Training Need / Details (1 copy)	R.A. No.11032 Sec. 6	1. Submit the training invitation	NA	1 hour and 40 minutes	None
TOTAL				1 hour and 40 minutes	None

GOVERNMENT SERVICE: <u>Performance Appraisal: SPMS Cycle (Personnel Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		



Individual Performance Commitment Review Form (IPCR – 1 copy)	R.A. No.11032 Sec. 6	1. Submit IPCR Forms to PSC-Personnel Office (Biannually, Jan-Jun & Jul-Dec period)	NA	1 hour, 40 minutes	None
<b>TOTAL</b>				<b>1 hours. 40 minutes</b>	<b>None</b>

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director 

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Philippine Sports Institute)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>46</sup>	Specific Provision in the Governing Law(s) as Basis <sup>47</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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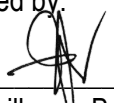
<sup>46</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>47</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Coordination with LGUs on Grassroots Sports Projects (Philippine Sports Institute)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request letter (original copy)  Authorization letter from LGU to transact on grassroots sports projects (original copy)  LGU Sports Development Plan, if available (one copy)	R.A. No.11032 Sec. 6	1. Submit documents as listed in aforementioned checklist to Records Office	NA	3 minutes	None
	R.A. No.11032 Sec. 6	2. Receive barcode or reference number for follow-up purposes from Records Office	NA	6 days, 30 minutes	None
<b>TOTAL</b>				<b>6 days, 33 minutes</b>	<b>None</b>

Approved by:

  
\_\_\_\_\_  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) **NAME OF DEPARTMENT/AGENCY/LGU:** Philippine Sports Commission (Program, Research and Development Division)

(2) **SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:**    ☒ Yes            ☐ No

(3) **LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS**

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>48</sup>	Specific Provision in the Governing Law(s) as Basis <sup>49</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>48</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

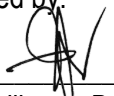
<sup>49</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Review and Assessment of PPAs (Project, Research and Development Division)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
PRDD-PPA Proposal Form (for new PPAs, 1 copy)  PRDD-PPA Revision Form (for PPAs with revision, 1 copy)	R.A. No.11032 Sec. 6	1. Submit either the accomplished PPA Proposal Form (For new PPAs) or PPA Revision form (For PPAs with needed revision) to PRDD	NA	2 hours, 5 minutes	None
	R.A. No.11032 Sec. 6	2.1. If PPA is rejected by PSC board, repeat Client Step 1.	NA		None
	R.A. No.11032 Sec. 6	2.2. If PPA is Approved by: PSC Board, secure Budget Release from Office of the Board Secretary	NA		None
<b>TOTAL</b>				<b>2 hours, 5 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Monitoring and Evaluation of PPAs (Project, Research and Development Division)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
PRDD-PPA Proposal Form (1 copy)  PRDD-PPA Revision Form (1 copy)  PPA Budget Release (1 photocopy)	R.A. No.11032 Sec. 6	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)	NA	4 hours, 50 minutes	None
<b>TOTAL</b>				<b>4 hours, 50 minutes</b>	<b>None</b>

Approved by:

  
Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Procurement Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>50</sup>	Specific Provision in the Governing Law(s) as Basis <sup>51</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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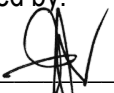
<sup>50</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>51</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

GOVERNMENT SERVICE: <u>Procurement of Goods and Services (Procurement Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Board Resolution Approval (1 copy) Signed Requisition Issue Slip (1 copy) Signed Purchase Request (1 copy)	R.A. No.11032 Sec. 6	1. Submit PR and RIS with approved Board Resolution	R.A. No. 9184	8 days, 15 hours, 40 minutes	None
TOTAL				8 days, 15 hours, 40 minutes	None

Approved by:

  
 Atty. Guillermo B. Iroy, Jr.  
 Acting Executive Director



## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Property Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>52</sup>	Specific Provision in the Governing Law(s) as Basis <sup>53</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>52</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>53</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Issuance of Supplies and Equipment for Donation to External Customers (Property Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Letter of Request (1 copy)	R.A. No.11032 Sec. 6	1. Submit approved letter of request to Property Office	NA	40 minutes	None
	R.A. No.11032 Sec. 6	2. Secure approved Certificate of Donation and Gate Pass from Property Office.	NA	1 hour	None
Certificate of Donation (1 copy) Gate Pass (1 copy)	R.A. No.11032 Sec. 6	3. Pick-up the approved items for donation from Property Office	NA	1 hour	None
<b>TOTAL</b>				<b>2 hours, 40 minutes</b>	<b>None</b>

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Public Communications Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>54</sup>	Specific Provision in the Governing Law(s) as Basis <sup>55</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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<sup>54</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

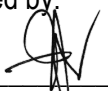
<sup>55</sup> Cite section number and quote provision identified in the governing law

**(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:**

<b>GOVERNMENT SERVICE: <u>Management of Inquiries on Social Network Services (Public Communications Office)</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
None	R.A. No.11032 Sec. 6	1. Reach PSC social media networks on Facebook, Twitter and Instagram via message and inquire on any concerns regarding the agency:  Facebook: PSC (Philippine Sports Commission)  Instagram: @phil.sportscommission  Twitter: @psc_gov	NA	5 minutes	None
<b>TOTAL</b>				<b>5 minutes</b>	<b>None</b>

GOVERNMENT SERVICE: <u>Circulation and Distribution of News Magazine (Public Communications Office)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request letter (1 copy)	R.A. No.11032 Sec. 6	1. Submit a request letter to the PSC-PCO expressing intent to secure copies of quarterly news magazine.	NA	1 Day	None
TOTAL				1 Day	None

Approved by:

  
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Atty. Guillermo B. Iroy, Jr.  
Acting Executive Director

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Philippine Sports Commission (Transportation Unit)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:    ☒ Yes            ☐ No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>56</sup>	Specific Provision in the Governing Law(s) as Basis <sup>57</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
None	N/A	N/A	N/A	N/A	N/A

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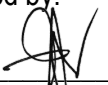
<sup>56</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>57</sup> Cite section number and quote provision identified in the governing law

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE:

GOVERNMENT SERVICE: <u>Transport Vehicle Request Processing (Transportation Unit)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Vehicle utilization Form (1 copy)	R.A. No.11032 Sec. 6	1. Fill up Vehicle Utilization form and submit to PSC-Transportation unit for evaluation.  <u>Notes:</u> <ul style="list-style-type: none"> <li>Travel within Metro Manila should be endorsed 2 days prior to travel date;</li> <li>Travel outside Metro Manila should be endorsed 2 days prior to travel date</li> </ul>	NA	1 hour, 40 minutes	None
TOTAL				1 hour, 40 minutes	None

Approved by:

  
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 Atty. Guillermo B. Iroy, Jr.  
 Acting Executive Director