



# CITIZEN'S CHARTER 2026

**1ST EDITION**



# **PHILIPPINE SPORTS COMMISSION**

## **CITIZEN'S CHARTER CY 2026 (1<sup>st</sup> Edition)**



## **I. INTRODUCTION**

The 1987 Philippine Constitution underscores the vital role of sports in nation-building and in enhancing the quality of life of all Filipinos. Recognizing that sports contribute not only to physical well-being but also to social cohesion and character formation, the Constitution establishes a clear mandate for the State to foster a strong and inclusive sports culture.

Article XIV, Section 19 explicitly states that *“the State shall promote physical education and encourage sports programs, league competitions, and amateur sports, including training for international competitions, to foster self-discipline, teamwork, and excellence for the development of a healthy and alert citizenry.”* This constitutional provision affirms that sports development is not merely recreational; it is a strategic investment in cultivating discipline, resilience, and a sense of national pride among the people.

In line with this mandate, the Philippine Sports Commission (PSC) was established in 1990 through Republic Act No. 6847 as the sole policy-making, coordinating, and implementing body for all amateur sports development programs and institutions in the country. As the government’s lead agency for sports, the PSC is tasked to:

- Provide direction and leadership in national sports promotion and development;
- Formulate policies, priorities, and strategies for all sports-related initiatives; and
- Strengthen and expand grassroots sports participation across regions and sectors.

By prioritizing grassroots engagement, talent identification, and systematic athlete development, the PSC seeks to build a sustainable pipeline of Filipino athletes who embody excellence—both for local competitions and on the international stage. Its programs are anchored on the belief that accessible and well-developed sports opportunities contribute significantly to the physical, mental, and social well-being of the citizenry.

## **II. MANDATES OF THE PHILIPPINE SPORTS COMMISSION (PSC)**

The Philippine Sports Commission, established under Republic Act No. 6847, is entrusted with a comprehensive mandate to lead, coordinate, and support the development of sports throughout the nation. Its core responsibilities can be grouped into three major areas:

### **1. Functional Mandate**

To provide leadership, formulate policies, and set priorities and directions for national amateur sports promotion and development.



Under this mandate, the PSC serves as the central authority for sports development in the Philippines. Its functions include:

- Crafting national sports development policies and long-term strategies
- Coordinating sports initiatives across government agencies, National Sports Associations (NSAs), and local governments
- Ensuring alignment of national programs with constitutional objectives and international standards
- Overseeing planning, resource allocation, and implementation of amateur sports programs

This mandate positions the PSC as the primary institution responsible for shaping and guiding the overall direction of Philippine sports.

## **2. Grassroots and Sports-for-All Mandate**

To encourage wide participation of all sectors in amateur sports promotion and development.

The PSC is tasked to broaden access to sports, ensuring that Filipinos from all backgrounds—children, youth, women, persons with disabilities, indigenous peoples, and marginalized communities—have opportunities to engage in regular physical activity and organized sports.

Key initiatives include:

- Grassroots sports programs in partnership with LGUs, DepEd, and community organizations
- Sports-for-all festivals, youth clinics, and community leagues
- Nationwide talent identification and development systems
- Programs and facilities that promote inclusive and equitable participation

This mandate supports the idea that sports are not exclusive to elite athletes but are essential for national health, social inclusion, and community building.

## **3. High-Level Sports Mandate**

To confer, extend, and grant support or assistance to National Sports Associations (NSAs) and national athletes.

The PSC supports elite athlete development by providing:

- Financial assistance for training, coaching, and international competition
- Access to sports science, medical services, and nutrition support
- Facilities, equipment, and logistical support for high-performance training
- Resources for NSAs to implement national training programs and comply with international standards



Through this mandate, the PSC helps create the environment necessary for Filipino athletes to excel in regional and global competitions such as the SEA Games, Asian Games, and the Olympics.

### **III. POLICY DIRECTIONS**

The Philippine Sports Commission (PSC) continues to shape a strategic, inclusive, and high-impact national sports agenda aligned with the broader priorities of the Philippine government. Recognizing the role of sports in nation-building, health promotion, youth development, and international representation, the PSC seeks to harmonize efforts across government agencies, Local Government Units (LGUs), National Sports Associations (NSAs), and private sector partners.

To operationalize this vision, the Five-Year Sports Development Plan 2023–2028 was formulated as the agency’s medium-term roadmap. This plan aims to:

- Strengthen coordination among all levels of government and key stakeholders;
- Enhance support for National Athletes and NSAs as they prepare for and participate in international competitions;
- Expand grassroots and sports-for-all programs to reach communities nationwide;
- Develop a sustainable and globally competitive sports ecosystem that promotes engagement from youth to elite athletes.

The Five-Year Sports Development Plan is guided by six (6) Policy Directions, which provide a comprehensive framework for national sports development:

#### **1. High Performance Sports**

This policy direction focuses on enhancing the competitiveness of Filipino athletes through systematic talent development, advanced coaching methodologies, and integrated sports science services. Priorities include strengthening national training pools, improving athlete support systems, investing in international exposure, and ensuring that training environments meet global standards.

#### **2. Sports Accessibility**

Sports participation must be available to all Filipinos regardless of age, gender, geographic location, or socio-economic status. This direction emphasizes inclusive grassroots programs, community-based training activities, and programs for women, children, persons with disabilities, and marginalized sectors. The goal is to cultivate a physically active nation and broaden the talent base for future high-level sports development.



### **3. Sports Infrastructure and Sports Facility Development**

Quality facilities are fundamental to athlete development and community engagement. This policy direction seeks to upgrade existing sports complexes, construct new regional and community-level facilities, ensure proper maintenance of PSC-managed venues, and promote standardized, safe, and accessible sports environments across the country. Investments in modern equipment and sport-specific infrastructure are also prioritized.

### **4. Sports Linkages**

Strengthening partnerships is crucial for advancing the national sports agenda. This direction aims to build strong linkages with LGUs, NSAs, academic institutions, private corporations, international sports bodies, and development partners. Collaborative efforts help mobilize resources, expand program reach, and align initiatives with best practices in sports development.

### **5. Sports Governance**

Effective governance ensures transparency, accountability, and sustainability in sports development. This policy area includes capacity-building for NSAs, improved monitoring and evaluation systems, organizational reforms, data-driven planning, and adherence to ethical and safe-sport standards. Strengthened governance helps ensure that resources, programs, and decisions contribute effectively to long-term outcomes.

### **6. Sports Promotion and Awareness**

Promoting sports as a national priority requires strategic communications, advocacy, and public engagement. This direction supports campaigns that highlight the value of physical activity, celebrate athlete achievements, and encourage community participation. Efforts include digital engagement, sports festivals, media partnerships, and nationwide promotions that inspire Filipinos to embrace active lifestyles.



## **SERVICE PLEDGE**

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

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

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

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



## **THE CITIZEN'S CHARTER**

As Mandated by the Anti-Red Tape Authority (ARTA)

### **I. Background and Legal Basis**

The 1987 Philippine Constitution recognizes the vital and indispensable role of the private sector in national development. It expressly encourages private enterprise and provides incentives for investments that are essential to economic growth, employment generation, and improved public welfare. In line with this constitutional mandate, the State is duty-bound to ensure that government systems and procedures facilitate, rather than hinder, economic activity and citizen engagement.

Republic Act No. 9485, otherwise known as the *“Anti-Red Tape Act of 2007,”* as amended by Republic Act No. 11032 or the *“Ease of Doing Business and Efficient Government Service Delivery Act of 2018,”* institutionalizes the State policy of promoting integrity, accountability, proper management of public affairs, and transparency in government transactions. Section 2 of RA 9485, as amended, explicitly mandates all government offices and agencies to adopt simplified requirements and streamlined procedures to reduce bureaucratic red tape, prevent corruption, and expedite both business- and non-business-related transactions.

Republic Act No. 11032 established the Anti-Red Tape Authority (ARTA) as the primary oversight body tasked to implement, monitor, and enforce ease of doing business reforms. ARTA is mandated to spearhead initiatives that improve the regulatory environment by ensuring that government service delivery is efficient, predictable, and responsive to the needs of the public. To this end, ARTA is authorized to coordinate with national government agencies, local government units, government-owned or -controlled corporations, and other instrumentalities of government in reviewing existing laws, rules, regulations, and executive issuances. Where such issuances are found to be outdated, redundant, ineffective, or unduly burdensome, ARTA may recommend their amendment or repeal to ensure regulatory efficiency.

In furtherance of this mandate, Section 3(c), Rule IV of the Implementing Rules and Regulations (IRR) of RA No. 11032 requires all covered government agencies to review and update their respective Citizen's Charters. This review must focus on service procedures, step-by-step processes, documentary requirements, prescribed processing times, and fees. The objective is to identify and eliminate



regulations, steps, or requirements that are costly, unnecessary, duplicative, ineffective, or no longer relevant, thereby enhancing the overall quality and accessibility of government services.

## **II. Compliance Requirements for Government Agencies**

Consistent with the foregoing policy and regulatory framework, all government offices and agencies are required to submit to the Anti-Red Tape Authority, with a copy furnished to the Office of the President, a Compliance Report detailing how their respective Citizen's Charters conform with the requirements of RA No. 9485, as amended by RA No. 11032. This Compliance Report serves as an accountability mechanism to ensure faithful adherence to ease of doing business reforms and citizen-centered service delivery standards.

Specifically, the Compliance Report shall include, but not be limited to, the following:

- A.** A comprehensive list of all regulations, issuances, or internal policies issued by the covered agency that govern each type of service offered to the public;
- B.** A detailed description of the specific steps or procedures, documentary requirements, processing times, and applicable fees for each service, as reflected in the agency's revised or updated Citizen's Charter;
- C.** The corresponding legal basis for each regulation, as well as the legal or policy justification for every procedural step, requirement, and processing time, demonstrating necessity, proportionality, and reasonableness; and
- D.** The relevant provisions of the agency's Citizen's Charter that demonstrate compliance with RA No. 9485, as amended, particularly those pertaining to:
  - **Section 5** – Reengineering of Systems and Procedures;
  - **Section 7** – Zero-Contact Policy; and
  - **Section 9** – Accessing Government Services, including prescribed processing times, limitations on the number of signatories, and alternative service delivery mechanisms.

### **Section 5 – Reengineering of Systems and Procedures**

Section 5 mandates government agencies to systematically review, simplify, and improve their internal systems and procedures to ensure efficient, transparent, and responsive service delivery. Agencies are required to eliminate redundant, unnecessary, or outdated steps, documentary requirements, and approvals that



contribute to bureaucratic delay. This reengineering process includes the reduction of processing times, limitation of approving signatories, and the rationalization of workflows. Agencies are further enjoined to utilize information and communications technology, where feasible, to automate processes and reduce manual intervention. The reengineered procedures must be clearly reflected in the Citizen's Charter to inform the public of streamlined processes, prescribed timelines, and responsible units, thereby promoting accountability and predictability in government transactions.

### **Section 7 – Zero-Contact Policy**

Section 7 institutionalizes the Zero-Contact Policy to prevent corruption, undue influence, and the proliferation of fixers in government transactions. As a general rule, direct interaction between government personnel and clients is prohibited except when strictly necessary, such as for technical clarification, inspection, evaluation, or other legally mandated circumstances. Transactions should be completed through standardized procedures, electronic platforms, or designated frontline service counters. Only authorized frontline personnel may deal with the public, and all interactions must remain official, transparent, and documented. The Zero-Contact Policy reinforces integrity in public service by minimizing discretion and ensuring that transactions are processed solely on merit and compliance with prescribed requirements.

### **Section 9 – Accessing Government Services**

Section 9 ensures that government services are accessible, inclusive, and transparent to all citizens. Agencies are required to make their Citizen's Charter readily available and visible in offices and online platforms, clearly stating service requirements, procedures, timelines, fees, and remedies. To improve access, agencies must provide alternative service delivery modes such as online applications, appointment systems, satellite offices, or courier-based transactions. Priority mechanisms, such as dedicated lanes or assistance, must be extended to vulnerable sectors, including senior citizens, persons with disabilities, and pregnant women. This provision also emphasizes compliance with prescribed processing times and the availability of complaint and redress mechanisms, thereby protecting the rights of clients and promoting citizen-centered governance.

Through the preparation, publication, and continuous updating of the Citizen's Charter, government agencies reaffirm their commitment to transparency,



accountability, and efficient public service. Ultimately, the Citizen's Charter serves as a social contract between the government and the people, clearly defining service standards, rights and responsibilities, and remedies in case of service delays or inefficiencies.



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# **External Services**

(Frontline Services)



## **Accounting Division External Services**



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

### Processing of Client's Reimbursement of Expenses

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G- Government to Government			
<b>Who may avail:</b>	Athletes, Coaches, National Sports Associations and other Government Offices.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Board Resolution (1 original)		PSC - Office of the Board Secretary		
Travel Order, Itinerary of Travel and Travel Completed (1 original copy of each)		PSC - Sea and Air Travel Unit		
Inspection and Acceptance Report and Issuance of Supplies and Materials (1 original copy of each)		PSC - Property Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the necessary documents for the liquidation and reimbursement. Completion of the documents needed.	1. Make initial assessment and check the completion of the documents required for the transaction.	None	1 hour 30 mins	<b>Luzviminda Alberto</b> Admin. Asst. II
	2.1 If not yet approved, endorse the reimbursement to the Bureau on Administrative, Finance and Management Services for approval of authorized official/board approval.	None	10 mins	<b>Luzviminda Alberto</b> Admin. Asst. II



	2.2 If already approved, process the disbursement voucher of the reimbursement.	None	30 mins	<b>Timothy Dalton Asmiralde</b> Accounting Clerk II
	3. Check and Certify as to the correctness of the reimbursement.	None	45 mins	<b>Atty. Erik Jean Mayores</b> Chief Accountant
	4. Forward the voucher to the Bureau on Administrative, Finance and Management Services.	None	10 mins	<b>Timothy Dalton Asmiralde</b> Accounting Clerk II
	<b>TOTAL</b>	None	3 hours, 5 mins	



### Accounting Division

#### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
<p>Contact Information:            Contact Center ng Bayan (CCB) 8888 -            Citizen's Complaint Center (PCC) Anti-Red            Tape Authority (ARTA)</p>	<p>CCB: 0908-881-6565 (SMS)            CCC: 8888            ARTA: complaints@arta.gov.ph, 1-ARTA            (2782)</p>



## **Assistance and Coordination Division External Services**



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

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

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the application form	1. Receives and assesses completeness of attached documentary requirement and forwards to Record Section for barcoding and scanning	None	30 minutes	<b>Arlene Ira Balani</b> ACD Staff
	2. Receives documents, attaches barcode, and scans; returns documents to ACD	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Records Section Staff
	3. Receives documents for verification and assessment based on previous records. Duration will depend on the availability of research person and/or documents.	None	14 days	<b>Arlene Ira Balani</b> ACD Staff
	4. Reviews and verifies documents. Prepare assessment and computation of benefits. Endorses to the DED-BCSSS.	None	5 days <i>*At least, depending on complexity of verification/research</i>	<b>Rachel R. Dumuk &amp; Ma. Elena Leyba</b> ACD Staff  and <b>Anna Ruiz</b> OIC, ACD



	5. Reviews and endorses to Board Secretariat for Approval of the Board.	None	30 minutes	<b>Anna Christine Abellana</b> DED-BCSSS
	6. Prepares and forwards the Board Resolution to ACD.	None	1 day	<b>Anna Christine Abellana</b> Acting Head Board Secretariat
	7. Receives Board Resolution; prepares Letter and other certifications to PAGCOR and forwards to Office of the DED-BCSSS.	None	2 hours	<b>Rachel R. Dumuk &amp; Ma. Elena Leyba</b> ACD Staff  and <b>Anna Ruiz</b> OIC, ACD
	8. Reviews and endorses letters to the Executive Director and/or Office of the Chairman for Signature.	None	5 hours	<b>Anna Christine Abellana</b> DED-BCSSS
	9. Signs Letter to PAGCOR and forwards documents to ACD.	None	3 days <i>*Depending on availability of signatory</i>	<b>Atty. Guillermo Iroy Jr.</b> OIC- Executive Director / <b>John Patrick Gregorio</b> Chairman
	10. Transmits Signed Documents to PAGCOR.	None	1 day	<b>Arlene Ira Balani</b> ACD Staff
	<b>TOTAL</b>	None	25 days, 30 minutes	

- *Exceeding days due to uncontrollable factors*



## 2.PROCESSING OF TRAINING ALLOWANCES OF ATHLETES AND COACHES

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

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



	4. Reviews, signs PACA, and forwards to the Budget Office for Processing of Payroll.	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD Head
	5. Reviews, signs PACA, and forwards to Budget Division	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED- BCSSS
	6. Receives, prepares Budget Utilization Request (BUR) and forwards BUR to Accounting Division.	None	2 hours	<b>Violeta Tuazon</b> Head, Budget Division
	7. Receives, checks documents, prepares Disbursement Voucher (DV), and forwards DV to Office of the DED-BCSSS for Signature.	None	2 hours	<b>Atty. Erik Jean Mayores</b> Head, Accounting Division
	8. Reviews, signs the BUR/DV, and forwards to Office of the Executive Director.	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED- BCSSS
	9. Reviews, signs the BUR/DV, and forwards to Office of the Chairman.	None	30 minutes	<b>Atty. Guillermo Iroy Jr.</b> OIC-Executive Director
	10. Reviews, signs the BUR/DV, and forwards to Office of Cashier's Office for Check preparation.	None	30 minutes	<b>John Patrick Gregorio</b> Chairman
	11. Receives, prepares Check, and forwards to Officer of the Commissioner for signature of Check.	None	30 minutes	<b>Elizabeth Agulan</b> Head, Cashier's Office



	12. Receives, signs the check, and forwards to the Office of the Chairman.	None	30 minutes	<b>Olivia Cool/ Walter Francis Torres/ Edward Hayco/ Matthew Gaston</b> Commissioner
	13. Receives, signs the Check, and forwards to Cashier's Office.	None	30 minutes	<b>John Patrick Gregorio</b> Chairman
	14. Receives and deposits and Check to Landbank of the Philippines.	None	30 minutes	<b>Elizabeth Agulan</b> Head, Cashier's Office
	<b>TOTAL:</b>	None	1 day, 4 hours, and 40 minutes	

- *Exceeding days due to uncontrollable factors*



## Assistance and Coordination Division

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **Management Services Division External Services**



## 1. FILING A COMPLAINT

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

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



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

## 2. ISSUANCE OF ID

Issuance of ID cards for PSC Employees, and Consultants

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



RENEWAL OF ID APPLICATION: Expired ID card		PSC-Management Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up ID Form	1. Receive the ID Form and take a photo and e-signature of the applicant.	None	7 minutes	Roland Tobias Staff
	2. Print and issue the ID card.	None	8 minutes	Roland Tobias Staff
<b>Total:</b>		None	15 minutes	

### 3. 8888 CITIZENS' COMPLAINT

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

<b>Office or Division:</b>	Management Services Division			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public and Client/Customer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Emailed Complaint via the 8888 Hotline		PSC-Management Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Call the 8888 Hotline of Citizens' Complaint Center, Office of the President (8888- CCC) to file a formal complaint and wait to be contacted by the concerned PSC office or Staff regarding the complaint	1. Log in to the 8888- CCC website to obtain a copy of the complaint	None	5 minutes	<b>Karl Patrick Ustig</b> Admin Staff
	2. Evaluate the merits of the allegation/s.	None	15 minutes	<b>Karl Patrick Ustig</b> Admin Staff
	3. Issue a notice to the complainee requiring an explanation within 48 hours.  Submit an explanation regarding the complaint.	None	2 days	<b>Dr. Chris Gacutan</b> Chief, MSD
	4. Assess complaint versus explanation.  Note: If the results of the assessment would require disciplinary action, item #1 of the MSD process would apply.	None	30 minutes	<b>Dr. Chris Gacutan</b> Chief, MSD
	5. Submit a written report in reply to the 8888-CCC for the closing of the ticket.	None	5 minutes	<b>Karl Patrick Ustig</b> Admin Staff
<b>Total:</b>		None	2 days and 55 minutes	



#### 4. SERVICE FEEDBACK

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

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



## Management Services Division

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **Sports Facilities Division External Services**



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

### MAJOR EVENTS

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

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



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



## MINOR EVENTS

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

<b>Office or Division:</b>	Sports Facilities Division			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, Local Government Units, National Sports Associations (NSA), Sports Organizations, Schools, and other sports stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent (1 original, 1 photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Records Section 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> </ul>	1. Receive and forward the Letter of Intent (LOI) to Sports Facilities Division.	None	1 hour	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	2. Receive, recommend, and forward Approval/Disapproval of (LOI) to the Deputy Executive Director – BCSSS.	None	1 Hour	<b>Julia Llanto</b> Chief, SFD



<ul style="list-style-type: none"> <li>Practice games</li> <li>Training</li> </ul> <b>Filling period:</b> 1 month advance	3. Receive, approve / disapprove, and forward the LOI to SFD.	None	1 day	<b>Atty. Guillermo Iroy Jr.</b> DED-BCSSS
	4. Receive, scan, and email LOI to the requesting party.	None	1 Hour	<b>Teresita Barredo</b> SFD Staff
<b>TOTAL:</b>		None	1 day and 3 hours	

### COLLECTION OF ENTRANCE FEES FOR USE OF THE VENUE

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

<b>Office or Division:</b>	Sports Facilities Division – Ticketing Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All: <ul style="list-style-type: none"> <li>- Public Users</li> <li>- Private Institutions/Companies</li> <li>- Government Agencies</li> <li>- National Sports Association</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceeds to Ticketing Office to inquire on the availability of the venue.	1. Checks the availability of the venue.	(Prices of ticket differs based on the Venue to be used.)	3 minutes	<b>Ticketing Office</b> Ticket Seller
2. Pay for the ticket.	2. Sells ticket.		3 minutes	<b>Ticketing Office</b> Ticket Seller
3. Proceed to the playing venue and present the ticket.	3. Log the Ticket Number. Advise the client to proceed to the venue		2 minutes	<b>Ticketing Office</b> Ticket Seller
	4. Check the ticket, conduct orientation on venue use, and allow access.		10 minutes	<b>Ticketing Office</b> Venue Gatekeeper
<b>TOTAL:</b>			18 minutes	



## Sports Facilities Division

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



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

## **External Services**



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

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

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



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

## 2. PROVISION OF EMERGENCY HEALTH TREATMENT

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

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



	3. Document the patient's personal information, diagnosis, and treatment applied.	None	3 minutes	<b>Lester Sabigan, RN</b> Nurse
	4. Request the Transportation Unit for an ambulance to transfer the patient to the nearest hospital.	None	3 minutes	<b>Lester Sabigan, RN</b> Nurse <b>Ariel C. Flores,</b> OIC-Head, Transportation Unit
<b>TOTAL:</b>		None	19 minutes	

### 3.MEDICAL CONSULTATION

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

<b>Office or Division:</b>	MSAS-MEDICAL UNIT			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	NATIONAL ATHLETES AND COACHES, PSC EMPLOYEES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PATIENT DATA FORM/HEALTH DECLARATION FORM		PSC-MSAS UNIT		
ATHLETE NATIONAL ID/VERIFICATION OF STATUS		PSC-NSSAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up and submit Patient Data Form	1. Receive and check the Patient Data Form.	None	10 minutes	<b>Lester Sabigan, RN</b> Nurse



2. Proceed to the Doctor for consultation.	2. Examine and provide physical checkups or provide referrals.	None	20 minutes	Doctor
	3. End of consultation and provide instructions.	None	5 minutes	<b>Lester Sabigan, RN</b> Nurse
<b>TOTAL:</b>		None	35 minutes	

#### 4. PHYSICAL CONDITIONING SERVICES FOR ATHLETES

The Physical Conditioning Services for Athletes of Medical and Scientific Athletes' Services (MSAS) handles Sports Massage, Strength and Conditioning Training, and Strength Training for Injured Athletes.

<b>Office or Division:</b>	MSAS – Strength and Conditioning Unit			
<b>Classification:</b>	Simple (External Services)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Athletes and Coaches			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of National Athletes and Coaches endorsed by NSA President / Secretary General		PSC- NSA Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Physical Conditioning Services Form.	1. Receive and check records if in the list of National Athletes and Coaches.	None	5 minutes	<b>Lester Sabigan, RN</b> Nurse



If requesting for Sports Massage:

	2. Conduct sports massage.	None	1 hour	Sports Massage Therapist
2. Return to Nurse Station and fill out the Client Satisfaction Measurement (CSM) Form.	3. Receive CSM and end of services.	None	5 minutes	<b>Lester Sabigan, RN</b> Nurse
		<b>TOTAL</b>	1 hour and 10 minutes	

If requesting for Strength and Conditioning Training (SCT):

	2. Facilitate movement competency screening, formulate periodized training plan and facilitate actual training sessions.	None	1 hour and 30 minutes	Strength and Conditioning Coaches
2. Return to Nurse Station and fill out the Client Satisfaction Measurement (CSM) Form.	3. Receive CSM and end of services.	None	5 minutes	<b>Lester Sabigan, RN</b> Nurse
		<b>TOTAL</b>	1 hour and 40 minutes	



If requesting for Strength Training for injured athletes:

	2. Facilitate rehabilitation and strengthening program and progress checks.	None	1 hour	Strength and Conditioning Coach
2. Return to Nurse Station and fill out the Client Satisfaction Measurement (CSM) Form.	3. Receive CSM and end of services.	None	5 minutes	<b>Lester Sabigan, RN Nurse</b>
		<b>TOTAL</b>	1 hour and 10 minutes	



## Medical and Scientific Athletes Services Healthcare Unit

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **National Sports Association Affairs Office External Services**



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

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

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	G2C – Government to Citizen			
<b>Type of Transaction:</b>	Highly Technical (External Process)			
<b>Who may avail:</b>	National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from NSA 2. Delegation list with designation 3. Detailed Budgetary requirement 4. Invitation Letter 5. Competition details 6. Other documents, as necessary		NSA NSA NSA Event Organizing Committee Event Organizing Committee NSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Nicole Lazaro/          Gerald Santos/          Dominic Santos/          Uzziel Thomas Noble/          Christian Apoderado/          Sheryl Condoy</b> Coordinators
2. Forward to Records Section for barcoding and scanning.	2. Receive the documents, attach the barcode and scan.  Forward the documents to	None	30 minutes	<b>Aida Manlangit/          Jonathan Mangulabnan</b> Staff, Records Section



	NSAAO			
	3. Receive, prepare evaluation, and forward to ACD	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review (with or without additional recommendations) and return to NSAAO for scanning	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and forward the documents to the Office of the Board Secretary	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	7. Receive, include in the agenda, and discuss by the PSC Board in the Pre-Board /Board meeting.	None	7 days (depending on the schedule of the Pre-Board/Board meeting)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	8. Prepare, route for signature, and endorse the Board Resolution to NSAAO.	None	2 hours (depending on the availability of signatories of the Board Resolution)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat



	9. Receive, scan, and email Board Resolution to Requesting Party.	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	10. Photocopy and forward documents for implementation of concerned PSC offices	None	10 minutes	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators
	<b>TOTAL:</b>	None	7 days, 7 hours, and 5 minutes (additional 10 minutes if initial documents are received through email)	

## 2. REQUEST FOR PURCHASE OF SPORTS EQUIPMENT/SUPPLIES

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

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Highly Technical (External Process)
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



1. Letter Request from NSA 2. Duly accomplished Purchase Request stating the quantity and complete specifications of sports equipment/supplies with the corresponding amount 3. Duly accomplished Requisition and Issuance Slip 4. Quotations <b>If imported:</b> 5. Request for duty tax exemption		NSA		
		NSA		
		NSA		
		NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Nicole Lazaro/          Gerald Santos/          Dominic Santos/          Uzziel Thomas Noble/          Christian Apoderado/          Sheryl Condoy</b> Coordinators
2. Forward to Records Section for barcoding and scanning.	2. Receive the documents, attach the barcode and scan.  Forward the documents to NSAAO	None	30 minutes	<b>Aida Manlangit/          Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare evaluation, and forward to ACD	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Nicole Lazaro/          Gerald Santos/          Dominic Santos/          Uzziel Thomas Noble/          Christian Apoderado/          Sheryl Condoy</b> Coordinators  <b>Liezl de Luna</b> OIC-NSAAO



	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review (with or without additional recommendations) and return to NSAAO for scanning	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and forward the documents to the Office of the Board Secretary	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	7. Receive, include in the agenda, and discuss by the PSC Board in the Pre-Board /Board meeting.	None	7 days (depending on the schedule of the Pre-Board/Board meeting)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	8. Prepare, route for signature, and endorse the Board Resolution to NSAAO.	None	2 hours (depending on the availability of signatories of the Board Resolution)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	9. Receive, scan, and email Board Resolution to Requesting Party.	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	10. Photocopy and forward documents for implementation of concerned PSC offices	None	10 minutes	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators



<b>TOTAL:</b>	None	7 days, 7 hours, and 5 minutes (additional 10 minutes if initial documents are received through email)	
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### 3. REQUEST FOR FINANCIAL ASSISTANCE OF MEDICAL RELATED EXPENSES

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

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Highly Technical (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National/PHILSPADA Athletes and Coaches			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from NSA 2. Incident Report from Coach 3. Medical Certificate, Abstract/Findings/Laboratory Results 4. MSA Endorsement (original) 6. Other documents, as necessary		NSA Coach / NSA Hospital/Clinic/Attending Physician NSA, PSC- MSAS PSC-MSAS To be provided by the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached	None	5 minutes	<b>Nicole Lazaro/          Gerald Santos/          Dominic Santos/          Uzziel Thomas Noble/          Christian Apoderado/          Sheryl Condoy</b> Coordinators



	documents. Refer Client Step #2.			
2. Forward to Records Section for barcoding and scanning.	2. Receive the documents, attach the barcode and scan.  Forward the documents to NSAAO	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare evaluation, and forward to ACD	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review (with or without additional recommendations) and return to NSAAO for scanning	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and forward the documents to the Office of the Board Secretary	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	7. Receive, include in the agenda, and discuss by the PSC Board in the Pre-Board /Board meeting.	None	7 days (depending on the schedule of the Pre-Board/Board meeting)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat



	8. Prepare, route for signature, and endorse the Board Resolution to NSAAO.	None	2 hours (depending on the availability of signatories of the Board Resolution)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	9. Receive, scan, and email Board Resolution to Requesting Party.	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	10. Photocopy and forward documents for implementation of concerned PSC offices	None	10 minutes	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators
	<b>TOTAL:</b>	None	7 days, 7 hours, and 5 minutes (additional 10 minutes if initial documents are received through email)	

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

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

<b>Office or Division:</b>	NSAAO
<b>Classification:</b>	Highly Technical (External Process)
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from NSA (original) 2. Delegation list with designation (original) 3. Invitation Letter (original) 4. Competition details (original) 5. Other documents, proofs of purchase, depending on the nature of the expenses		NSA NSA Event Organizing Committee Event Organizing Committee NSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete documentary requirements	1. Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators
2. Forward to Records Section for barcoding and scanning.	2. Receive the documents, attach the barcode and scan.  Forward the documents to NSAAO	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare evaluation, and forward to ACD	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators  <b>Liezl de Luna</b> OIC-NSAAO



	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review (with or without additional recommendations) and return to NSAAO for scanning	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and forward the documents to the Accounting Division	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	7. Receive, review, and forward to DED-AFMS.	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Atty. Erik Mayores</b> Chief, Accounting Division
	8. Receive, review, and endorse (with or without additional recommendations):  If within the discretion of Executive Director - Forward to the Office of the Executive Director  If not within the discretion of Executive Director - Forward to the Office of the Board Secretary.	None	30 minutes	<b>Dir. Merlita Ibay</b> DED-BAFMS
	9. Receive, include in the agenda, and discuss by the PSC Board in the Pre-Board /Board meeting.	None	7 days (depending on the schedule of the Pre-Board/Board meeting)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat



	10. Prepare, route for signature, and endorse the Board Resolution to NSAAO.	None	2 hours (depending on the availability of signatories of the Board Resolution)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	11. Receive, scan, and email Board Resolution to Requesting Party.	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	12. Photocopy and forward documents for implementation of concerned PSC offices	None	10 minutes	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators
	<b>TOTAL:</b>	None	7 days, 10 hours, and 35 minutes	

## 5. REQUEST FOR HIRING OF FOREIGN COACHES

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

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Highly Technical (External Process)
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



1. Letter Request from NSA 2. Justification, Budgetary Requirement and Contract Duration 3. Resume / Personal Data Sheet / Profile 4. Training Program 5. Certificate of Achievement (photocopy) 6. Coaching Courses Certificates (photocopy)		NSA			
		NSA			
		NSA			
		NSA			
		NSA, Event Organizer			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Nicole Lazaro/          Gerald Santos/          Dominic Santos/          Uzziel Thomas Noble/          Christian Apoderado/          Sheryl Condoy</b> Coordinators	
2. Forward to Records Section for barcoding and scanning.	2. Receive the documents, attach the barcode and scan.  Forward the documents to NSAAO	None	30 minutes	<b>Aida Manlangit/          Jonathan Mangulabnan</b> Staff, Records Section	
	3. Receive, prepare evaluation, and forward to ACD	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Nicole Lazaro/          Gerald Santos/          Dominic Santos/          Uzziel Thomas Noble/          Christian Apoderado/          Sheryl Condoy</b> Coordinators  <b>Liezl de Luna</b> OIC-NSAAO	



	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review (with or without additional recommendations) and return to NSAAO for scanning	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and forward the documents to the Office of the Board Secretary	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	7. Receive, include in the agenda, and discuss by the PSC Board in the Pre-Board /Board meeting.	None	7 days (depending on the schedule of the Pre-Board/Board meeting)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	8. Prepare, route for signature, and endorse the Board Resolution to NSAAO.	None	2 hours (depending on the availability of signatories of the Board Resolution)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	9. Receive, scan, and email Board Resolution to Requesting Party.	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	10. Photocopy and forward documents for implementation of concerned PSC offices	None	10 minutes	<b>Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble/ Christian Apoderado/ Sheryl Condoy</b> Coordinators



<b>TOTAL:</b>	None	7 days, 7 hours, and 5 minutes (additional 10 minutes if initial documents are received through email)	
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## 6. REQUEST FOR REPLACEMENT AND DROPPING OF NATIONAL/PHILSPADA ATHLETES AND COACHES IN THE NATIONAL TRAINING POOL UNDER PSC PAYROLL

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

<b>Office or Division:</b>		NSA Affairs Office		
<b>Classification:</b>		Simple (External Process)		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		National/PHILSPADA Athletes and Coaches		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement Letter/Request from NSA 2. Justification 3. Official Results/Certificate of Achievement 4. For Coaching Courses – Certificates <b>If for dropping, Items 1 and 2 only</b>		NSA NSA Organizing Committee/Event Official Website Event Organizer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Charmaine Villasis</b> NTP Lineup In-charge
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section



	<p>3A. For dropping: update the NTP database</p> <p>3B. For replacement: Receive, prepare evaluation, and forward to ACD</p>	None	3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<p><b>Charmaine Villasis</b> NTP Lineup In-charge</p> <p><b>Liezl de Luna</b> OIC-NSAAO</p>
	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review, approve/disapprove the request, and forward to NSAAO	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan, update the NTP database, and inform the concerned NSA of the decision of the Deputy Executive Director	None	20 minutes	<p><b>Charmaine Villasis</b> NTP Lineup In-charge</p> <p><b>Elmer Rivera</b> Receiving Clerk, NSAAO</p>
	<b>TOTAL</b>	None	4 hours, and 55 minutes (additional 10 minutes if initial documents are received through email)	



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

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

<b>Office or Division:</b>	NSA Affairs Office			
<b>Classification:</b>	Highly Technical (External Process)			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	National/PHILSPADA Athletes and Coaches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter/Request from NSA 2. Justification 3. Official Results/Certificate of Achievement 4. For Coaching Courses – Certificates <b>If for inclusion (additional):</b> Duly Accomplished Athlete/Coach Profile Form <b>If for reclassification (additional):</b> Updated Athlete/Coach Profile Form (original) <b>If for retroactive allowance (additional):</b> Monthly Training Attendance Certificate (MTAC)		NSA NSA Organizing Committee/Event Official Website Event Organizer  Athlete/Coach  Athlete/Coach  NSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Charmaine Villasis</b> NTP Lineup In-charge
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare evaluation, and forward to ACD	None	3 hours (depends on the complexity of the request)	<b>Charmaine Villasis</b> NTP Lineup In-charge



			and turnaround time of request for comments from PSC offices)	<b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review (with or without additional recommendations) and return to NSAAO for scanning	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and forward the documents to the Office of the Board Secretary	None	10 minutes	<b>Elmer Rivera</b> Receiving Clerk, NSAAO
	7. Receive, include in the agenda, and discuss by the PSC Board in the Pre-Board /Board meeting.	None	7 days (depending on the schedule of the Pre-Board/Board meeting)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	8. Prepare, route for signature, and endorse the Board Resolution to NSAAO.	None	2 hours (depending on the availability of signatories of the Board Resolution)	<b>Anna Christine Abellana</b> Acting Head, Board Secretariat
	9. Receive, scan, update the NTP database, and inform the concerned NSA of the decision of the Board	None	20 minutes	<b>Charmaine Villasis</b> NTP Lineup In-charge  <b>Elmer Rivera</b> Receiving Clerk, NSAAO
	<b>TOTAL</b>	None	7 days, 7 hours, and 5 minutes (additional 10 minutes if initial documents are received through email)	



## 8. FOR ISSUANCE OF VARIOUS CERTIFICATIONS

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

<b>Office or Division:</b>		NSA Affairs Office		
<b>Classification:</b>		Simple (External Process)		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		National Sports Associations (NSAs), National/PHILSPADA Athletes and Coaches		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request from NSA specifying the purpose of Certification <b>For Certificate of Achievement (additional):</b> Certificate of Achievement issued by the Event Organizing Committee (photocopy) Official Results (photocopy) <b>For Certificate of NSA Recognition (additional):</b> POC Certification		NSA  Event Organizing Committee  Event Organizing Committee  Philippine Olympic Committee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Karen Rose Moreno</b> Admin Assistant III
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare the Certification and forward to ACD	None	1 hour	<b>Karen Rose Moreno</b> Admin Assistant III  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review, and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD



	<p>5A. For minor documents: Receive, check, and sign the prepared Certification</p> <p>5B. For major documents: Forward to the Office of the Executive Director for final signature.</p> <p>Forward the documents to NSAAO</p>	None	30 minutes	<p><b>Anna Christine Abellana</b> OIC-DED-BCSSS</p> <p><b>Atty. Guillermo B. Iroy, Jr.</b> Acting Executive Director</p>
	<p>6. Receive, scan, and email signed Certification. Advise requesting party to pick up the original document.</p>	None	10 minutes	<p><b>Karen Rose Moreno</b> Admin Assistant III</p> <p><b>Elmer Rivera</b> Receiving Clerk, NSAAO</p>
	<b>TOTAL</b>	None	2 hours, and 45 minutes (additional 10 minutes if initial documents are received through email)	

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

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

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Simple (External Process)
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Non-immigrant visa for National Sports Associations (NSAs), Officials, National/PHILSPADA Athletes and Coaches, Visa upon Arrival (VUA) for authorized members of foreign delegation
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1. Letter Request from NSA 2. Delegation List with designation 3. Invitation Letter 4. Biodata page of Passport (photocopy)		NSA NSA Event Organizing Committee Event Organizing Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Karen Rose Moreno</b> Admin Assistant III
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare the Endorsement Letter, and forward to ACD	None	1 hour	<b>Karen Rose Moreno</b> Admin Assistant III  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review, and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review, and forward to Office of the Executive Director	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, review, and forward to the Office of the Chairman for signature.	None	30 minutes	<b>Atty. Guillermo B. Iroy, Jr.</b> Acting Executive Director
	7. Receive, review, and sign the Endorsement Letter	None	30 minutes	<b>John Patrick Gregorio</b> Chairman



	and forward to NSAAO.			
	8. Receive, scan, and email signed Endorsement Letter. Advise requesting party to pick up the original document.	None	10 minutes	<b>Karen Rose Moreno</b> Admin Assistant III  <b>Elmer Rivera</b> Receiving Clerk, NSAAO
	<b>TOTAL</b>	None	3 hours, and 45 minutes (additional 10 minutes if initial documents are received through email)	

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

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

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



1. Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Karen Rose Moreno</b> Admin Assistant III
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare the Endorsement Letter, and forward to ACD	None	1 hour	<b>Karen Rose Moreno</b> Admin Assistant III  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review, and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review, and forward to Office of the Executive Director	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, review, and sign the Endorsement Letter and forward to NSAAO.	None	30 minutes	<b>Atty. Guillermo B. Iroy, Jr.</b> Acting Executive Director
	7. Receive, scan, and email signed Endorsement Letter. Advise requesting party to pick up the original document.	None	10 minutes	<b>Karen Rose Moreno</b> Admin Assistant III  <b>Elmer Rivera</b> Receiving Clerk, NSAAO
	<b>TOTAL</b>	None	3 hours, and 15 minutes (additional 10	



			minutes if initial documents are received through email)	
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## 11. REQUEST FOR ISSUANCE OF PSC LETTER FOR DETAILED SERVICE AND TRAVEL AUTHORITY/PERMIT OF ENLISTED (AFP/PNP) ATHLETES AND COACHES

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

<b>Office or Division:</b>	NSA Affairs Office
<b>Classification:</b>	Simple (External Process)
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	National Athletes and Coaches enlisted under the Armed Forces of the Philippines/Philippine National Police
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>DETAILED SERVICE</b> 1. Letter Request from NSA 2. Summary of Information 3. Latest Achievements/Accomplishments (photocopy) 4. NSA Training Program (photocopy) 5. Latest Training Schedule and Calendar of Activities (photocopy) 6. Biodata page of passport (photocopy with signature)	NSA AFP/PNP NSA  NSA NSA  To be provided by the requesting party
<b>TRAVEL AUTHORITY/PERMIT</b> 1. Letter Request from NSA 2. Summary of Information 3. Travel Insurance 4. Invitation from Organizing Committee 5. Biodata page of passport (photocopy with signature) 6. Drug Test Result 7. Other documents, as may be determined by AFP/DND	NSA AFP/PNP To be provided by the requesting party To be provided by the requesting party Event Organizing Committee  To be provided by the requesting party To be provided by the requesting party To be provided by the requesting party



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete documentary requirements	1A. If received through email: Print, evaluate the request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.	None	5 minutes	<b>Karen Rose Moreno</b> Admin Assistant III
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare the Endorsement Letter, and forward to ACD	None	1 hour	<b>Karen Rose Moreno</b> Admin Assistant III  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review, and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review, and forward to Office of the Executive Director	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, review, and forward to the Office of the Chairman for signature.	None	30 minutes	<b>Atty. Guillermo B. Iroy, Jr.</b> Acting Executive Director
	7. Receive, review, and sign the Endorsement Letter and forward to NSAAO.	None	30 minutes	<b>John Patrick Gregorio</b> Chairman
	8. Receive, scan, and email AFP the signed letter copy furnished	None	10 minutes	<b>Karen Rose Moreno</b> Admin Assistant



	NSA. Advise and message L.O. to pick up the original document.			III <b>Elmer Rivera</b> Receiving Clerk, NSAAO
	<b>TOTAL</b>	None	3 hours, and 45 minutes (additional 10 minutes if initial documents are received through email)	

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

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

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



documentary requirements	request and attached documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.			
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive, prepare evaluation, and forward to ACD	None	1 hour (depends on the complexity of the request and turnaround time of request for comments from PSC offices)	<b>Angeline Lutao</b> Admin Assistant I  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review and approve/disapprove the request, and forward to NSAAO	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and inform the requesting party of the decision of the Deputy Executive Director	None	10 minutes	<b>Angeline Lutao</b> Admin Assistant I  <b>Elmer Rivera</b> Receiving Clerk, NSAAO
	<b>TOTAL</b>	None	2 hours, and 45 minutes (additional 10 minutes if initial documents are	



			received through email)	
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### 13. REQUEST FOR TRAVEL TAX AND AIRPORT TAX EXEMPTION

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

<b>Office or Division:</b>		NSA Affairs Office		
<b>Classification:</b>		Simple (External Process)		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		<ul style="list-style-type: none"> <li>- National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC.</li> <li>- Non-POC, SEC Registered sports associations</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter Request from NSA</li> <li>2. Delegation list with designation</li> <li>3. Invitation from Organizer</li> <li>4. Biodata page of passport</li> </ol> <p><b>For minor athletes (additional):</b></p> <ol style="list-style-type: none"> <li>5. DWSD Clearance or Parental consent permitting the minor to travel alone to a foreign country</li> <li>6. Identification cards of parents with signature (photocopy)</li> </ol> <p>*If traveling with parents, e-ticket (1 photocopy)</p> <p><b>For Non-POC, SEC Registered Sports Associations (additional):</b></p> <ol style="list-style-type: none"> <li>7. SEC Registration (1 certified true copy)</li> <li>8. Articles of Incorporation and By-Laws (1 certified true copy)</li> <li>9. Latest General Information Sheet – GIS (1 certified true copy)</li> </ol>		NSA NSA Event Organizing Committee To be provided by the requesting party  DSWD/To be provided by the requesting party  To be provided by the requesting party  Airlines  Securities and Exchange Commission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request with complete	1A. If received through email: Print, evaluate the request and attached	None	5 minutes	<b>Angeline Lutao</b> Admin Assistant I



documentary requirements	documents. Forward to Records Section.  1B. If received with hardcopy: Evaluate the request and attached documents. Refer Client Step #2.			
2. Proceed to Records Section for barcoding and scanning	2. Receive the documents, attach the barcode, scan and forward the documents to NSAAO.	None	30 minutes	<b>Aida Manlangit/ Jonathan Mangulabnan</b> Staff, Records Section
	3. Receive and prepare evaluation (if NTP members, if with minors, if with complete documents), and forward to ACD	None	1 hour	<b>Angeline Lutao</b> Admin Assistant I  <b>Liezl de Luna</b> OIC-NSAAO
	4. Receive, review (with or without additional recommendations), and forward to the DED-BCSSS	None	30 minutes	<b>Anna Ruiz</b> OIC-ACD
	5. Receive, review and approve/disapprove the request, and forward to NSAAO	None	30 minutes	<b>Anna Christine Abellana</b> OIC-DED-BCSSS
	6. Receive, scan and forward to Travel Office	None	10 minutes	<b>Angeline Lutao</b> Admin Assistant I  <b>Elmer Rivera</b> Receiving Clerk, NSAAO
	7. Prepare necessary travel documents (Endorsement Letters and Travel Orders), and forward to the Office of the Executive Director	None	20 minutes	<b>Maria Matea Linco</b> Head, Travel Unit
	8. Receive, review and sign the prepared documents and forward to Travel Unit	None	20 minutes	<b>Atty. Guillermo Iroy Jr.</b> OIC-Executive



				Director
	9. Receive, scan, and email signed letter. Advise requesting party to pick up the original document.	None	20 minutes	<b>Maria Matea Linco</b> Head, Travel Unit
	<b>TOTAL</b>	None	3 hours, and 45 minutes (additional 10 minutes if initial documents are received through email)	

#### 14. FOR OFFICIAL INCLUSION IN THE PSC PAYROLL

The NSAAO processes the official inclusion of approved National Training Pool members into the PSC payroll to ensure the receipt of monthly training allowances for athletes and monthly salaries for coaches.

<b>Office or Division:</b>		NSA Affairs Office		
<b>Classification:</b>		Simple (External Process)		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		National/PHILSPADA Athletes and Coaches		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fully Accomplished Athlete/Coach Profile Form (original) 2. Data Privacy Form (original) 3. 2x2 photo (original) 4. PSA issued Birth Certificate or passport (photocopy) 5. Medical Laboratory Results and other documents to be determined by the PSC-MSAS <b>Additional, for athletes:</b> Certificate of Achievement (photocopy) <b>Additional, for coaches:</b> Diploma or TOR (photocopy) Certificate of Coaching Seminars attended (photocopy)		To be provided by the requesting party  To be provided by the requesting party To be provided by the requesting party Philippine Statistics Authority/DFA  Healthcare Facilities  Event Organizer  Educational Institutions Event Organizer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit complete documentary requirements	1. Receive, review the documents, prepare endorsement form for Medical Check-up/Examination	None	15 minutes	<b>Vina Coloma</b> Admin Aide VI  <b>Edrian Josh Ramonel</b> Admin Aide VI
2. Proceed to PSC-MSAS to submit medical laboratory results and undergo medical check-up	2. Conduct Medical Check-up/Examination and issue Medical Clearance  Nurse on duty affix signature in the MSAS Validation Form	None	1 hour (depending on the availability of Doctor/Physician)	<b>Doctor/Physician on duty</b>  <b>Nurse on duty</b>
3. Proceed to NSAAO and submit signed MSAS validation form	3. Prepare and issue Certification/Endorsement for Landbank Account Opening	None	10 minutes	<b>Vina Coloma</b> Admin Aide VI  <b>Edrian Josh Ramonel</b> Admin Aide VI  <b>Charmaine Villasis</b> NTP Lineup In-charge
4. Proceed to Landbank of the Philippines, open new savings account (for payroll), present to NSAAO photocopy of Landbank ATM card	4. Update the status of the athlete/coach in the system to "Active", affix initials in the Landbank ATM photocopy and advise them to proceed to the Assistance and Coordination Division for the processing of their PSC ID application.	None	15 minutes	<b>Vina Coloma</b> Admin Aide VI  <b>Edrian Josh Ramonel</b> Admin Aide VI
	<b>TOTAL</b>	None	1 hour, and 40 minutes	



## National Sports Association Affairs Office

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complainee, deliberate the complaints, and render a decision. The complainant and complainee shall be furnished with the Grievance Committee resolution on the complaint.
<p>Contact Information:            Contact Center ng Bayan (CCB)            8888 - Citizen's Complaint Center (PCC)            Anti-Red Tape Authority (ARTA)</p>	<p>CCB: 0908-881-6565 (SMS)            CCC: 8888            ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>, 1-ARTA (2782)</p>



## **Cashier's Office External Services**



## 1. RELEASING OF BANK CHECKS

Issuance of checks for payment

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	PSC Employees/Officials, Athletes, Coaches, National Sports Associations, Sports Organizations, NGOs, and Suppliers/Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipts (1 copy each)		Requesting Client		
Valid IDs (1 copy each)		Requesting Client		
Authorization Letter (If applicable, 1 copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Cashier's Office and present valid IDs and authorization letter, if for representation.	1. Verify if all the requirements are complete.	None	2 minutes	<b>Maybelle Panis</b> Releasing Staff
2. Prepare the Official Receipts corresponding to the checks.	2. Receive Official Receipts and attach to the voucher.	None	3 minutes	<b>Maybelle Panis</b> Releasing Staff
3. Sign in the Warrant Register and Disbursement voucher as proof that the check was received.	3. Release bank check.	None	2 minutes	<b>Maybelle Panis</b> Releasing Staff
<b>Total:</b>		None	7 minutes	



## 2. RECEIVING OF PAYMENTS

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

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



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



## Cashier's Office

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **Records Section External Services**



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

Receiving and processing of standard (paper based) FOI request

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public, Athletes, Coaches, National Sports Associations, Sports Organizations, NGAs, NGOs, and Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed Letter Request or Standard (paper-based) FOI Request 2. Photocopy of ID, write email address and contact number of the requestor 3. Brief Summary of Data Needed 4. List of Possible Questions for Interview				
2. Government-issued ID – 1 photocopy		REQUESTING PARTY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1: Submit the request letter to Records Section.	1. Receives, conducts initial evaluation, and assigns tracking number to the request.	None	5 minutes	<b>Jonathan Mangulabnan</b> Admin Assistant I  and  <b>Lorna Lorico</b> OIC-Head, Records Section
	2. Forwards the request to the FOI Decision Maker, for further evaluation and approval.	None	5 minutes	<b>Jonathan Mangulabnan</b> Admin Assistant I  and  <b>Lorna Lorico</b> OIC-Head, Records Section



	3. Informs the requesting party of the action taken and directs the requesting party to the concerned office who will provide the needed data.	None	1 day	<b>Jonathan Mangulabnan</b> Admin Assistant I  and  <b>Lorna Lorico</b> OIC-Head, Records Section
<b>TOTAL:</b>		None	15 minutes	

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

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

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	General Public, Athletes, Coaches, National Sports Associations, Sports Organizations, NGAs, NGOs, and Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INCOMING Communication and documents (1 original and 1 photocopy) INCOMING Mails (1 original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents (letters and mails) to Records Section.	1.Receives and assigns a barcode to the request.	None	3 minutes	<b>Any Records Staff</b>  and  <b>Lorna Lorico</b> OIC-Head, Records Section



	<p>2. Records and scans the documents, before forwarding the letter/mail/communications to the office concerned.</p> <p>Note: Completion of process (TAT) is with any of the office/s concerned.</p>	None	5 minutes	<p><b>Any Records Staff</b></p> <p>and</p> <p><b>Lorna Lorico</b> OIC-Head, Records Section</p>
<b>TOTAL:</b>		None	8 minutes	

### 3. OUTGOING DOCUMENTS/COMMUNICATIONS

Receiving of communications/documents for messengerial services..

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple (External Process)			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Official Communications from PSC Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Copy of the document to be sent (with complete attachments), placed in an unsealed envelope with proper labelling				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents/communications to Records Section intended for messengerial services	1.Receives, evaluates, photocopy and records in the logbook the documents/letter/communications	None	5 minutes	<b>Any Records Staff</b>



	2. Send either via courier service, postal service or handcarry.	None	Within the day after receipt	<b>Ms. Aida Manlangit</b> Admin Aide IV  and <b>Messengers</b>
	3. The document marked as "received" shall be photocopied and provide a copy to the requesting office	None	5 minutes	<b>Ms. Aida Manlangit</b> Admin Aide IV  and <b>Messengers</b>
<b>TOTAL:</b>		None	10 minutes and within the day	



## Record's Section

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



# **Internal Services**

(Non-Frontline Services)



## **Bids and Awards Committee Internal Services**



## 1. COMPETITIVE PUBLIC BIDDING

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

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



Originally signed Notice to Proceed (2 copies)		PSC - BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase request and other supporting documents relative to the bid.	1. Evaluate the purchase request and supporting documents relative to the bid.	None	5 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
	2. Schedule the Bidding Process.	None	5 minutes	<b>Atty. Guillermo Iroy Jr.</b> Chairperson, BAC  <b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
2. Receive the invitation to the Pre-Procurement Conference (for BAC, BAC Secretariat, TWG and End-Users only).	3. Send the invitation to the Pre-procurement conference.	None	5 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat



<p>3. Attend the pre-procurement conference.</p>	<p>4. Conduct the Pre-procurement conference for projects with an Approved Budget for the Contract (ABC) of more than Php2,000,0000 for goods and services; Php5,000,000.00 for infrastructure projects or Php1,000,000.00 for consultancy services.</p>	<p>None</p>	<p>1 day</p>	<p><b>Atty. Guillermo Iroy Jr.</b>  <b>Dr. Christopher Gacutan</b>  <b>Julia Llanto</b>  <b>Liezl De Luna</b>  Members, BAC</p> <p><b>Jose Joy Puruganan</b>  <b>Elecah Maye Alindogan</b>  <b>Ivy May Obina</b>  Secretariat</p>
<p>4. Receive the invitation to the Pre-Bid Conference.</p>	<p>5. Post the Invitation to Bid (ITB) in the PhilGEPS, PSC website, newspaper of general circulation and conspicuous place within the PSC and send the Invitation to the Pre-Bid Conference and Opening of Bids.</p>	<p>None</p>	<p>7 days</p>	<p><b>Caroline Tobias</b>  Head, BAC-Secretariat</p> <p><b>Jose Joy Puruganan</b>  <b>Elecah Maye Alindogan</b>  <b>Ivy May Obina</b>  Secretariat</p>
<p>5. Attend the Pre-bid Conference.</p>	<p>6. Conduct the Pre-Bid Conference.</p>	<p>None</p>	<p>12 days</p> <p>*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</p>	<p><b>Exec. Dir. Atty. Guillermo Iroy Jr.</b>  <b>Dr. Christopher Gacutan</b>  <b>Julia Llanto</b>  <b>Liezl De Luna</b>  Members, BAC</p> <p><b>Jose Joy Puruganan</b>  <b>Elecah Maye Alindogan</b>  <b>Ivy May Obina</b>  Secretariat</p>



			of bids	
6. Purchase bidding documents	7. Upon payment of fees by the prospective bidder, issue the bidding documents.	Standard Rates pursuant to the Revised IRR of R.A. No. 9184.	10 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
7. Submit the bid proposal.	8. Receive the Bid proposal of the Bidder.	None	5 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
8. Attend the Opening of Bids	9. Conduct the Opening of the Bid, conduct the Bid Evaluation, and convene the BAC Members on the result of the Opening of the Bid.	None	1 day	<b>Atty. Guillermo Iroy Jr.</b> <b>Dr. Christopher Gacutan</b> <b>Julia Llanto</b> <b>Liezl De Luna</b> Members, BAC



				<b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
9. Submit Post-Qualification requirements.	12. Conduct the Post-Qualification.	None	2 days	<b>Atty. Guillermo Iroy Jr.</b> <b>Dr. Christopher Gacutan</b> <b>Julia Llanto</b> <b>Liezl De Luna</b> Members, BAC
	13. Prepare BAC Resolution.	None	5 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
	15. Prepare the Notice of Award.	None	5 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
11. Post the Performance Bond.	18. Receive the proof of posting of the Performance Bond.	None	10 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b>



				<b>Ivy May Obina</b> Secretariat
	19. Submit pertinent documents to the Legal Affairs Office for preparation of the contract.	None	10 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
	20. Prepare the Contract.	None	1 day	<b>Atty. Neil Emerson Samson</b> OIC, Legal Affairs Office
	23. Approve and sign the Contract.	None	1 day	Head of Procuring Entity (HoPE)
	25. Prepare the Notice to Proceed.	None	5 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b> <b>Ivy May Obina</b> Secretariat
	26. Approve and Sign the Notice to Proceed.	None	1 day	Head of Procuring Entity (HoPE)
12. Receive the Notice to Proceed.	28. Post the awarded projects at the PhilGEPS, PSC Website and in the PSC BAC Bulletin Board; Furnish copy to the Resident COA for post-audit.	None	10 minutes	<b>Caroline Tobias</b> Head, BAC-Secretariat  <b>Jose Joy Puruganan</b> <b>Elecah Maye Alindogan</b>



				<b>Ivy May Obina</b> Secretariat
		<b>TOTAL:</b>	Standard Rates pursuant to the Revised IRR of R.A. No. 9184.  26 days, 1 hour, and 15 minutes  Note: Competitive public bidding service is covered under R.A. 9184.	



## Bids and Awards Committee

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **Legal Affairs Office Internal Services**



## 1. REQUEST FOR LEGAL OPINION

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

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



	4. Forward the requested legal opinion and all the legal documents to the requesting party.	None	10 minutes	Legal Assistant I
<b>Total:</b>		None	7 days and 15 minutes	

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

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

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



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

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

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

<b>Office or Division:</b>	Legal Affairs Office
<b>Classification:</b>	Highly Technical (Internal Process)
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	PSC Offices
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</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.		Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioners, PSC-DED-FAS Office, and DED-BCSSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A PSC Office to endorse a request letter with all necessary attachments.	1. Receive and check the request and attached documents.	None	10 minutes	Administrative Aide II
	2. Review the request and draft the contracts or Agreement.	None	7 Days	Head/ Legal Assistant I
	3. Forward the requested contract and all the legal documents to the requesting party.	None	10 minutes	Administrative Aide II
<b>TOTAL:</b>		None	7 days and 20 minutes	

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

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

<b>Office or Division:</b>	Legal Affairs Office
<b>Classification:</b>	Simple (Internal Process)
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	National Sports Associations, Sports Organizations, Educational Institutions, and other entities



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The prepared Venue Rental Agreement contained the billing computations in three (3) original copies The Contract Billing Computations (CBC) reflects the total Fees (venue rental, manpower fees, and notarial fee) to be paid by the Client before the actual use of the venues.		PSC- Sports Facilities Division.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A PSC Office to endorse a request letter with all necessary attachments.	1. Receive and check the request and attached documents.	None	10 minutes	Administrative Aide II
	2. Review the request and write the VRA.	None	3 days	Head/Attorney II
	3. Forward the requested VRA and all the legal documents to the requesting party.	None	10 minutes	Legal Assistant I
<b>TOTAL:</b>		None	3 days and 20 minutes	



## Legal Affairs Office

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



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



## 1. ASSESSMENT AND ENDORSEMENT OF PPAs

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

<b>Office or Division:</b>	Program, Research and Development Division (PRDD)			
<b>Classification:</b>	Simple (Internal Process)			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	PSC Officers (PPA Proponent/Manager)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
PRDD-PPA Proposal Form (for new PPAs, 1 copy)			PRDD Office	
PRDD-PPA Revision Form (for PPAs with revision, 1 copy)			PRDD Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished PPA Form.	1. Receive and assess the PPA based on the Sports Development Plan (SDP).	None	30 minutes	<b>Dr. Lauro Domingo Jr.</b> Chief, PRDD
	2. Return to the PPA proponent.	None	10 minutes	<b>Gabriel Aquino</b> Staff
	<b>TOTAL</b>	None	40 minutes	

If NOT aligned with the SDP:

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



If aligned with the SDP:

	2. Endorse the PPA Form to BCSSS.	None	10 minutes	<b>Dr. Lauro Domingo Jr.</b> Chief, PRDD
	3. Review and approve.  Forward the PPA Form to the Office of the Executive Director.	None	30 minutes	<b>Anna Christine Abellana</b> DED-BCSSS
	4. Review and approve.  Forward the PPA Form to the proponent.	None	30 minutes	<b>Atty. Guillermo Iroy Jr.</b> OIC- Executive Director
	<b>TOTAL</b>	None	1 hour and 40 minutes	



## Program, Research and Development Division

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



# **Information Systems Unit Internal Services**



### 1. SERVICE REQUEST (HARDWARE, SOFTWARE APPLICATIONS, NETWORK, AND OTHER IT-RELATED SERVICES)

Providing diagnosis and troubleshoots the technical and operational problems in terms of hardware, software applications, network, and other IT-related services

<b>Office or Division:</b>	Information Systems Unit			
<b>Classification:</b>	Simple (Internal Process)			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PSC Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ISU Service Request Form (1 copy)		PSC – ISU Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish and submit the ISU Service Request Form to the ISU office before the service is rendered in the areas of hardware, software applications, network, and other IT-related service.	1. Receive and evaluate the submitted service request form and assign a Technical Staff who will handle the technical issue.	None	5 minutes	<b>Maria Isabel Pabatang</b> Data Encoder
	2. Attend to the IT-related concern and perform troubleshooting	None	4 hours	<b>Jemar Fernando/Jean Adrienne Pabalan/Lorenzo Portugal III</b> Computer Operator III and/or Computer Operator II
	3. Provide remarks/recommendations. Once the job is completed, inform the end user and ask for a signature to certify the completed task/s.	None	3 minutes	<b>Jemar Fernando/Jean Adrienne Pabalan/Lorenzo Portugal III</b> Computer Operator III and/or Computer Operator II
<b>TOTAL:</b>		None	4 hours and 8 minutes	



## Information Systems Unit

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **Personnel Section Internal Services**



## 1. REQUEST FOR PERSONNEL FORMS AND DOCUMENTS THROUGH BIOMETRICS

The Personnel Section provides electronically filled out forms for leave, Compensatory Time-Off, and Personnel Locator Slip. The employee may also request for personal records such as Pay Slip and Daily Time Record.

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple (Internal Services)			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PSC Employees (Permanent, Contract of Service & Job Order)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request through biometric and encode necessary information.	1. Review and check encoded information.	None	2 minutes	<b>Michelle Balunan</b> OIC, Personnel Section

If requesting for electronically filled out Leave Form:

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2. Print the Leave Form.	None	2 minutes	<b>Michelle Balunan</b> OIC, Personnel Section
	3. Release Form to requesting party.	None	1 minute	<b>Michelle Balunan</b> OIC, Personnel Section
	<b>TOTAL:</b>	None	5 minutes	

If requesting for electronically filled out Compensatory Time-Off Form:

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2. Print the Compensatory Time-Off Form.	None	2 minutes	<b>Frederick Panis</b> Personnel Staff



	3. Release Form to requesting party.	None	1 minute	<b>Frederick Panis</b> Personnel Staff
	<b>TOTAL:</b>	None	5 minutes	

If requesting for electronically filled out Personnel Locator Slip Form:

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2. Print the Personnel Locator Slip Form.	None	2 minutes	<b>Frederick Panis</b> Personnel Staff
	3. Release Form to requesting party.	None	1 minute	<b>Frederick Panis</b> Personnel Staff
	<b>TOTAL:</b>	None	5 minutes	

If requesting for Pay Slip (PS):

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2. Print the PS.	None	2 minutes	<b>Frederick Panis</b> Personnel Staff
	3. Release PS to requesting party.	None	1 minute	<b>Frederick Panis</b> Personnel Staff
	<b>TOTAL:</b>	None	5 minutes	

If requesting for Daily Time Record (DTR):

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2. Print the DTR.	None	2 minutes	<b>Frederick Panis</b> Personnel Staff
	3. Release DTR to requesting party.	None	1 minute	<b>Frederick Panis</b> Personnel Staff
	<b>TOTAL:</b>	None	5 minutes	



## Personnel Section

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **Procurement Section Internal Services**



## 1. PROCUREMENT OF GOODS AND SERVICES

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

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



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



			or Staff
7. Prepare the summary of bids as received and evaluated by the BAC. Prepare the Abstract of Price Quotation (APQ). Then, forward the APQ to the BAC Secretariat for the signature of the BAC Members and requests for preparation of BAC Resolution – LCRB.	None	2 Hours	Staff
8. Prepare the Notice of Award (NOA), Purchase Order/Job Order, and Notice to Proceed. If for services, forward the same to the Legal Affairs Office for preparation of Contract.	None	2 Hours	Staff
9. Checks and forward all documents related to the project, to the Deputy Executive Director of AFMS for Budget Utilization Request (BUR).	None	30 minutes	<b>Caroline Tobias</b> OIC-Head, Procurement Office  or Staff
10. Upon receipt of the BUR from the Accounting Office, forward all documents to the Executive Directors Office for signature on the Purchase Order, and counter-signature of the NOA and NTP.	None	1 Hour	<b>Caroline Tobias</b> OIC-Head, Procurement Office  or Staff



<p>11. Notify the winning supplier/bidder through email that they were awarded the project and they have to sign the Purchase Order, Notice of Award/Job Order, and Notice to Proceed.</p>	None	30 minutes	Staff
<p>12. After the winning bidder signs the PO, NOA and NTP, all attachments (ABC, RFQs, AOC, BAC Resolution, NOA, P.O. and NTP) are checked, verified, scanned and photocopied.</p> <p>Forward all documents relative to the project to the Property Office and the Commission on Audit Resident Auditor.</p>	None	2 days	Staff
<b>TOTAL:</b>	None	11 days, 13 hours, and 10 minutes	



## Procurement Section

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



## **Property Section Internal Services**



## 1. ISSUANCE OF SUPPLIES AND EQUIPMENT FOR DONATION

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

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



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



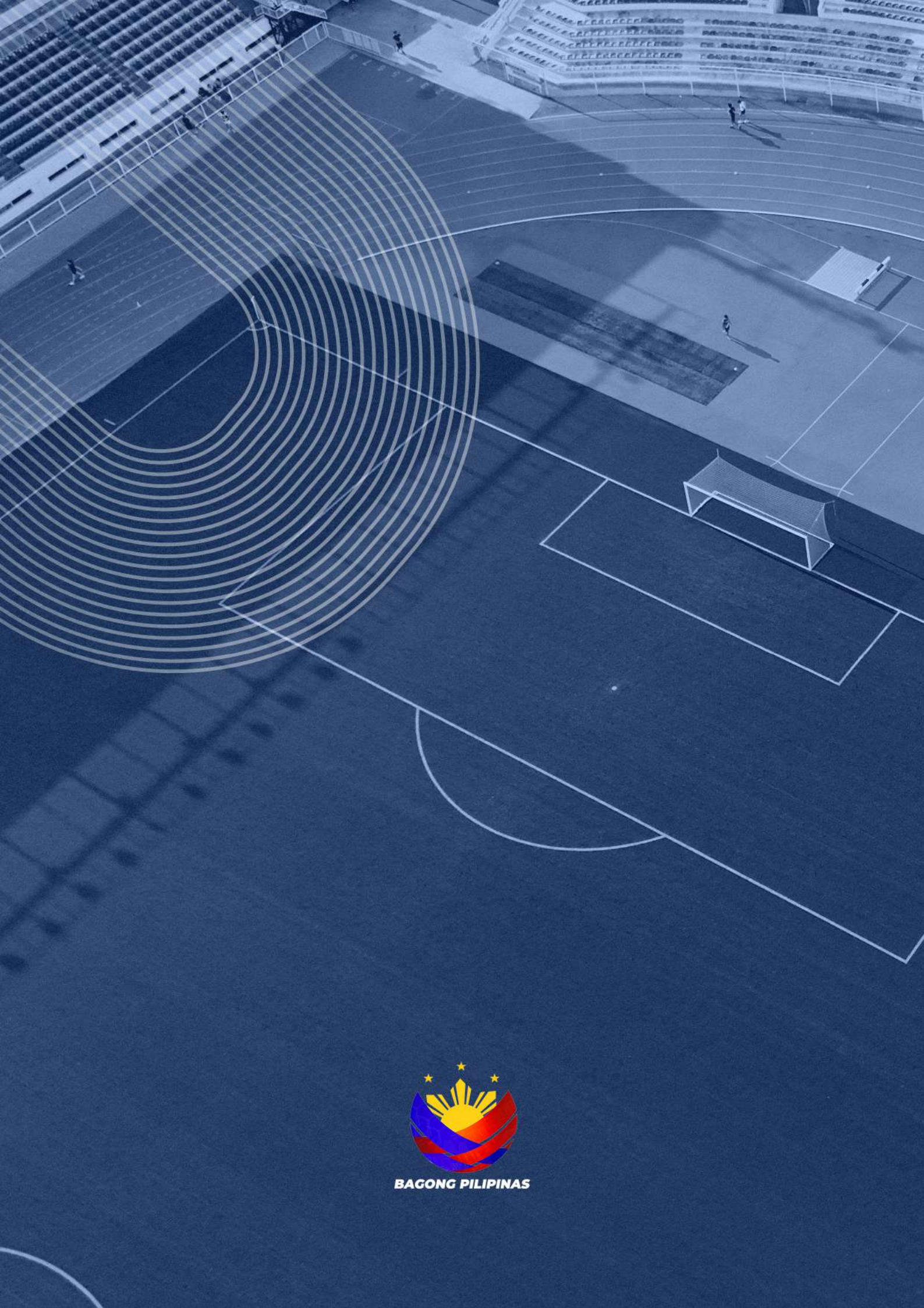
## Property Section

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box inside the Accounting Division.
How feedback from the drop box are processed	<p>Negative feedback are forwarded to the concerned offices by the Management Services Division (MSD). These offices are required to provide explanations within two (2) working days.</p> <p>A formal letter containing the explanation shall be forwarded to the Client.</p>
How to file a complaint	Fill out the Complaint Form and submit to the MSD.
How complaints are processed	Complaints are thoroughly evaluated based on the merits of the allegations. The MSD shall convene the Grievance Committee to hear the side of the complaine, deliberate the complaints, and render a decision. The complainant and complaine shall be furnished with the Grievance Committee resolution on the complaint.
Contact Information: Contact Center ng Bayan (CCB) 8888 - Citizen's Complaint Center (PCC) Anti-Red Tape Authority (ARTA)	CCB: 0908-881-6565 (SMS) CCC: 8888 ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> , 1-ARTA (2782)



### List of Offices

<b>Office</b>	<b>Address</b>	<b>Contact Number</b>
Accounting Division	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 180/179
Assistance and Coordination Division	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 138/156
Medical and Scientific Athletes Services Healthcare Unit	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 207/202/208/214/215
National Sports Association Affairs Office	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 228/222
Management Services Division	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 153
Cashier's Office	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 152/151
Records Section	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 159
Sports Facilities Division	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 218/197
Bids and Awards Committee	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 186
Legal Affairs Office	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 160
Program, Research and Development Division	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 118/116
Information Systems Unit	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 163
Personnel Section	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 150
Procurement Section	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 143/175
Property Section	Rizal Memorial Sports Complex, Pablo Ocampo Sr. St., Malate Manila	525-0808 loc. 211



**BAGONG PILIPINAS**