



PHILIPPINE SPORTS COMMISSION

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MANAGEMENT SERVICES DIVISION PROCEDURES

Revision No.:

2

PSC-SOP-BAFMS-03

Effectivity:

20 FEB 2025

1.0 PURPOSE

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

2.0 SCOPE

The scope of this procedure covers the evaluation of Client Satisfaction Measurement forms, administration of disciplinary action, and issuance of identification cards specifically for PSC employees.

3.0 DEFINITION OF TERMS

3.1 Action Slip

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

3.2 Civil Service

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

3.3 Client Satisfaction Measurement Survey

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

3.4 Client

all external and internal parties served by an agency

3.5 Complaint

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

3.6 Disciplining Authority/Committee

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

3.7 Information Data Form

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

3.8 Memorandum

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

4.0 REFERENCE DOCUMENTS

4.1 PSC Citizen's Charter

4.2 PSC Operations Manual

MASTER COPY

UNCONTROLLED COPY



5.0 PROCESS FLOW

5.1 EVALUATION OF CUSTOMER FEEDBACK AND COMPLAINT

| RESPONSIBLE | FLOW CHART | REFERENCE |
|------------------------|---|---|
| Client | <p>START</p> <p>For feedbacks: answer CSM Physical Form For complaints: call 8888 Hotline</p> | Client Satisfaction Measurement (CSM) and 8888 Citizen's Complaints Hotline Website |
| MSD Staff | <p>Collect all feedback forms from front-line Offices; Download pdf of complaint from 8888 website</p> | None |
| MSD Chief MSD Staff | <p>Review and evaluate customer feedback and complaint; forward complaint/s to concerned Office/s for action and response</p> <p><i>Note: A memo form of the concerned Office's action and response is copy-furnished to the 8888 website</i></p> | Action Slip/ Memorandum from concerned Office (for complaints) |
| MSD Staff | <p>Submit Client Satisfaction Measurement Report</p> <p>END</p> | CSM Evaluation Report and 8888 Citizen's Complaints Monitoring |

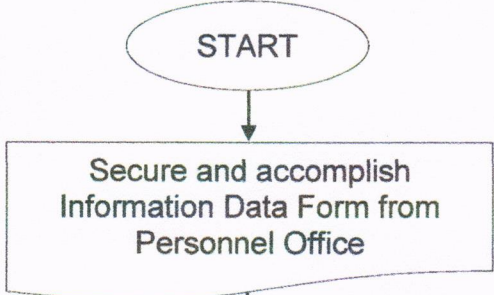


5.2 ADMINISTRATION OF DISCIPLINARY ACTION

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



5.3 ISSUANCE OF EMPLOYEE IDENTIFICATION CARDS

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

6.0 PROCEDURE

6.1 Evaluation of Customer Feedback and Complaint

6.1.1 Front-line Offices encourage client/s to fill-up the PSC Client Satisfaction Measurement (CSM) Survey; Client/s call the 8888 Hotline for complaints

6.1.2 CSM Survey Forms is collected every Friday by a staff from the Management Services Division, while complaints are downloaded in PDF from the 8888 website

6.1.3 Management evaluates all feedback acquired, while complaints are forwarded to concerned Office/s for action and response; immediate action is taken where feedback indicates critical non-compliance and action items are assigned in accordance with review procedures

6.1.4 Customer Feedback and Complaint Reports are submitted bi-annually to the Office of the Executive Director, Bureau Head and Program, Research and Development Division



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6.2 Administration of Disciplinary Action

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

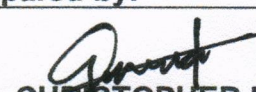
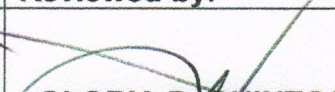
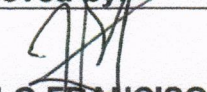
Note: If the offense is in violation of agency administrative policy/ies, the Chief Administrative Officer may exercise jurisdiction. However, the Disciplinary Committee is convened if the offense falls under its jurisdiction; the Uniform Rules on Administrative Cases in the Civil Service (URACCS) governs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

6.3 Issuance of Employee Identification Cards

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

7.0 FORMS ATTACHED

- 7.1 Action Slip
- 7.2 Client Satisfaction Measurement Survey

| Prepared by: | Reviewed by: | Approved by: |
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