



CITIZEN'S CHARTER 2025

1ST EDITION





PHILIPPINE SPORTS COMMISSION

**CITIZEN'S CHARTER
CY 2025
(1st Edition)**



INTRODUCTION

PSC LEGAL MANDATE

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

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

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

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

PSC MISSION/VISION

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

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

Likewise, the PSC Mission is:

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

- Coordinating and implementing a national sports program;
- Creating equitable opportunities for participation in sports by all sectors;
- Providing assistance to stakeholders and partners;
- Supporting the specially talented athletes for high-level competitions; and
- Promoting the development of those physical qualities and moral values which is the basis of sports.



PSC OBJECTIVES

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

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

PSC POLICY DIRECTIONS

The PSC continues to define the priority sports agenda that is inclusive, high-impact, and aligned with the Philippine government's priority agenda. As such, a Five-Year Sports Development Plan 2023-2028 was created to promote more engagements and participations from all levels of government and the private sector, to support National Athletes and NSAs as they represent the country, and to continuously improve grassroots sports initiatives.

This Five-Year Sports Development Plan is anchored on the following Six (6) Policy Directions:

1. Sports Governance

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

2. Sports Promotion and Awareness

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

3. Sports Accessibility

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

4. High-Performance Sports

Focus on sports training and support to international competitions of athletes to develop international champions.

5. Sports Infrastructure and Support

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

6. Sports Linkages

To strengthen local and international linkages in sports.



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

BACKGROUND AND LEGAL BASIS

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

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

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

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

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



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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

| | | | | |
|---|--|-------------------------------------|------------------------|--|
| Office or Division: | Accounting Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen, G2G- Government to Government | | | |
| Who may avail: | Athletes, Coaches, National Sports Associations and other Government Offices. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Board Resolution (1 original) | | PSC - Office of the Board Secretary | | |
| Travel Order, Itinerary of Travel and Travel Completed (1 original copy of each) | | PSC - Sea and Air Travel Unit | | |
| Inspection and Acceptance Report and Issuance of Supplies and Materials (1 original copy of each) | | PSC - Property Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the necessary documents for the liquidation and reimbursement. Completion of the documents needed. | 1. Make initial assessment and check the completion of the documents required for the transaction. | None | 1 hour 30 mins | Luzviminda Alberto 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 | None | 10 mins | Luzviminda Alberto Admin. Asst. II |



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



Accounting Division

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---|---|
| How to send feedback | Answer the client feedback form and drop it at 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: complaints@arta.gov.ph , 1-ARTA (2782) |



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

| | |
|--|---|
| Office or Division: | Assistance and Coordination Division |
| Classification: | Multi-Stage Process |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | National Athletes & Coaches (including PHILSPADA) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 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 | Arlene Ira Balani ACD Staff |
| | 2. Receives documents and attaches barcode and scans; returns documents to ACD | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan 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 | Arlene Ira Balani 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> | Anna Christine Abellana ACD Head |



| | | | | |
|--|--|------|---|---|
| | 5. Reviews and endorses to Board Secretariat for Approval of the Board | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Prepares and forwards the Board Resolution to ACD. | None | 1 day | Anna Christine Abellana 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 | Anna Christine Abellana ACD Head |
| | 10. Reviews and endorses letters to the Executive Director and/or Office of the Chairman for Signature | None | 5 hours | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 11. Signs Letter to PAGCOR and forwards documents to ACD | None | 3 days <i>* Depending on availability of signatory</i> | Paulo Francisco Tatad Executive Director / Richard Bachmann Chairman |
| | 12. Transmits Signed Documents to PAGCOR | None | 1 day | Arlene Ira Balani ACD Staff |
| | TOTAL | 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.

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



| | | | | |
|--|--|------|------------|--|
| | 4. Reviews, signs PACA and forwards to the Budget Office for Processing of Payroll | None | 30 minutes | Anna Christine Abellana ACD Head |
| | 5. Reviews, signs PACA and forwards to Budget Division | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receives, prepares Budget Utilization Request (BUR) and forwards BUR to Accounting Division | None | 2 hours | Violeta Tuazon 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 | Atty. Erik Jean Mayores Head, Accounting Division |
| | 8. Reviews, signs the BUR/DV, and forwards to Office of the Executive Director | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 9. Reviews, signs the BUR/DV and forwards to Office of the Chairman | None | 30 minutes | Paulo Francisco Tatad Executive Director |
| | 10. Reviews, signs the BUR/DV and forwards to Office of Cashier's Office for Check preparation | None | 30 minutes | Richard Bachmann Chairman |
| | 11. Receives, prepares Check and forwards to Officer of the Commissioner for signature of Check | None | 30 minutes | Elizabeth Agulan Head, Cashier's Office |



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

- *Exceeding days due to uncontrollable factors*



Assistance and Coordination Division

FEEDBACK AND COMPLAINTS MECHANISM

| | |
|--|---|
| How to send feedback | Answer the client feedback form and drop it at designated drop box inside the 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> |



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

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



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

2. ISSUANCE OF ID

Issuance of ID cards for PSC Employees, and Consultants

| | |
|----------------------------------|----------------------------------|
| Office or Division: | Management Services Division |
| Classification: | Simple (External Process) |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | PSC Employees, and Consultants |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 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 |
| Total: | | None | 15 minutes | |

3. 8888 CITIZENS' COMPLAINT

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

| Office or Division: | Management Services Division | | | |
|--|------------------------------------|----------------------------------|-----------------|--------------------|
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | General Public and Client/Customer | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 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 | Karl Patrick Ustig Admin Staff |
| | 2. Evaluate the merits of the allegation/s. | None | 15 minutes | Karl Patrick Ustig Admin Staff |
| | 3. Issue a notice to the complaine ee requiring an explanation within 48 hours. Submit an explanation regarding the complaint. | None | 2 days | Dr. Chris Gacutan 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 | Dr. Chris Gacutan Chief, MSD |
| | 5. Submit a written report in reply to the 8888-CCC for the closing of the ticket. | None | 5 minutes | Karl Patrick Ustig Admin Staff |
| Total: | | 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.

| | | | | |
|--|--|----------------------------------|------------------------|---------------------------|
| Office or Division: | Management Services Division | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | General Public and Client/Customer | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | PSC-Management Services Division | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 | Myris Lee Staff |
| | 2. Tabulate and assess the CSM results. Furnish all offices with the Assessment Report the next week. | | 1 day | Myris Lee Staff |
| Total: | | None | 1 day and 30 minutes | |



Management Services 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. |
| 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: complaints@arta.gov.ph , 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.

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



| | | | | |
|--|--|------|---------------------------------|--|
| <ul style="list-style-type: none"> International and Local Sports Competition <p>Filing period: 3 months advance</p> | <p>3. Recommend Approval/Disapproval of (LOI) to the Office of the Executive Director (OED).</p> | None | 1 day | <p>Atty. Guillermo Iroy Jr. 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>Paulo Francisco Tatad 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>Anna Christine Abellana Acting Head, Board Secretariat</p> |
| | <p>6. Prepare and endorse the Board Resolution to SFD</p> | None | 2 hours | <p>Anna Christine Abellana Acting Head, Board Secretariat</p> |
| | <p>7. Receive, scan, and email Board Resolution to Requesting Party.</p> | None | 10 minutes | <p>Julia Llanto Chief, SFD</p> |
| TOTAL: | | 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.

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Sports Facilities Division | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government | | | |
| Who may avail: | All Government Agencies, Local Government Units, National Sports Associations (NSA), Sports Organizations, Schools, and other sports stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Intent (1 original, 1 photocopy) | | Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceeds to Records Section to submit Letter of Intent (LOI) for use of PSC venues. Note: Minor Events <ul style="list-style-type: none"> Maximum of 4 hours use of venue | 1. Receive and forward the Letter of Intent (LOI) to Sports Facilities Division | None | 1 hour | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 2. Receive, recommend, and forward Approval/Disapproval of (LOI) to the Deputy Executive Director – BCSSS | None | 1 Hour | Julia Llanto Chief, SFD |



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

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



| | | | | |
|--|--|---|------------|---|
| 1. Proceeds to Ticketing Office to inquire on 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 | Ticketing Office Ticket Seller |
| 2. Pay for the ticket. | 2. Sells ticket. | | 3 minutes | Ticketing Office 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 | Ticketing Office Ticket Seller |
| | 4. Check the ticket, conduct orientation on venue use, and allow access. | | 10 minutes | Ticketing Office Venue Gatekeeper |
| TOTAL: | | | 18 minutes | |



Sports Facilities 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 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: complaints@arta.gov.ph , 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.

| | | | | |
|---|--|------------------------|------------------------|------------------------------------|
| Office or Division: | MSAS – Health Care Unit | | | |
| Classification: | Simple (External Services) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Athletes, Coaches, PSC Employees, and Officials | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| National Sports Athletes Affairs Office endorsement (1 copy) or Valid ID (1 copy) | | PSC- NSA Affairs | | |
| PPPE Form (1 copy) | | PSC-MSAS Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit PPPE forms | 1. Provide the athletes and coaches with medical forms and initial services. | None | 10 minutes | Lester Sabigan, RN Nurse |
| 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 | Lester Sabigan, RN Nurse |
| TOTAL: | | 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.

| | | | | |
|---|---|------------------------|------------------------|------------------------------------|
| Office or Division: | MSAS – Health Care Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National Athletes, coaches, and employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| None | | | None | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Express intent for emergency medical treatment | 1. Initially assess and evaluate the patient's condition. | None | 3 minutes | Lester Sabigan, RN 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 | Lester Sabigan, RN Nurse |
| | 4. Request the Transportation Unit for an ambulance to transfer the patient to the nearest hospital. | None | 3 minutes | Lester Sabigan, RN Nurse Engr. Eduardo Clariza Head, Transportation Unit |
| TOTAL: | | None | 19 minutes | |

3.MEDICAL CONSULTATION

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

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | MSAS-MEDICAL UNIT | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT | | | |
| Who may avail: | NATIONAL ATHLETES AND COACHES, PSC EMPLOYEES | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| PATIENT DATA FORM/HEALTH DECLARATION FORM | | PSC-MSAS UNIT | | |
| ATHLETE NATIONAL ID/VERIFICATION OF STATUS | | PSC-NSSAO | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|--|--|------|------------|---|
| 1. Fill up and submit Patient Data Form | 1. Receive and check the Patient Data Form. | None | 10 minutes | Lester Sabigan, RN 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 | Lester Sabigan, RN Nurse |
| TOTAL: | | 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.

| | | | | |
|---|---------------------------------------|------------------------|------------------------|---------------------------|
| Office or Division: | MSAS – Strength and Conditioning Unit | | | |
| Classification: | Simple (External Services) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Athletes and Coaches | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| List of National Athletes and Coaches endorsed by NSA President / Secretary General | | PSC- NSA Affairs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



| | | | | |
|--|---|------|-----------|------------------------------------|
| 1. Submit Physical Conditioning Services Form. | 1. Receive and check records if in the list of National Athletes and Coaches. | None | 5 minutes | Lester Sabigan, RN 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 | Lester Sabigan, RN Nurse |
| | | TOTAL | 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 | Lester Sabigan, RN Nurse |
| | | TOTAL | 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 | Lester Sabigan, RN Nurse |
| | | TOTAL | 1 hour and 10 minutes | |



Medical and Scientific Athletes Services Healthcare Unit

| 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 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: complaints@arta.gov.ph , 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, competitions, staging of local sports clinics and seminars, and hosting international competitions for the reference of the members of the Board in decision-making.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | NSA Affairs Office | | | |
| Classification: | G2C – Government to Citizen | | | |
| Type of Transaction: | Highly Technical (External Process) | | | |
| Who may avail: | National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from NSA with NSA Board Resolution (original) 2. Delegation list with designation (original) 3. Budgetary requirement (original) 4. Invitation Letter (original) 5. Competition details (original) 6. Other documents, as necessary If request includes airfare: 7. Duly accomplished Purchase Request for airfare (original) If request includes supplies: 8. Duly accomplished Requisition and Issuance Slip (original) | | NSA NSA NSA Event Organizing Committee Event Organizing Committee NSA NSA NSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | | |
|---|--|------|---|--|
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the documents, attach the barcode and scan. Forward the documents to NSAAO. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS. | None | 3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices) | Anna Ruiz Head, NSAAO |
| | 5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board. | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting. | None | 7 days | Anna Christine Abellana Acting Head, Board Secretariat |



| | | | | |
|---------------|---|------|--|--|
| | 7. Prepare and endorse the Board Resolution to NSAAO. | None | 2 hours | Anna Christine Abellana Acting Head, Board Secretariat |
| | 8. Receive, scan, and email Board Resolution to Requesting Party. | None | 20 minutes | Elmer Rivera Staff |
| | 9. Forward documents for implementation of concerned PSC offices | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| TOTAL: | | None | 7 days, 6 hours, and 40 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.

| | |
|-----------------------------|---|
| Office or Division: | NSA Affairs Office |
| Classification: | Highly Technical (External Process) |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC. |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|-----------------|-----------------|--|
| 1. Letter Request from NSA with NSA Board Resolution (original) 2. Duly accomplished Purchase Request stating the quantity and complete specifications of sports equipment/supplies with the corresponding amount (original) 3. Duly accomplished Requisition and Issuance Slip (original) If imported: 4. Request for duty tax exemption (original) | | NSA | | |
| | | NSA | | |
| | | NSA | | |
| | | NSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | | |
|--|--|------|--|--|
| | 3. Receive the documents, attach barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive, evaluate, prepare recommendation, and forward to DED-BCSSS. | None | 3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices) | Anna Ruiz Head, NSAAO |
| | 5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board. | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting. | None | 7 days | Anna Christine Abellana Acting Head, Board Secretariat |
| | 7. Prepare and endorse the Board Resolution to NSAAO. | None | 2 hours | Anna Christine Abellana Acting Head, Board Secretariat |
| | 8. Receive, scan, and email Board Resolution to Requesting Party. | None | 20 minutes | Elmer Rivera Staff |
| | 9. Forward documents for the implementation of concerned PSC offices | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | |
|---------------|------|---|--|
| TOTAL: | None | 7 days, 6 hours, and 40 minutes (additional 10 minutes if initial documents) | |
|---------------|------|---|--|

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.

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | NSA Affairs Office | | | |
| Classification: | G2C – Government to Citizen | | | |
| Type of Transaction: | Highly Technical (External Process) | | | |
| Who may avail: | National/PHILSPADA Athletes and Coaches | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from NSA with NSA Board Resolution (original) 2. Incident Report from Coach (original) 3. Medical Certificate, Abstract/Findings/Laboratory Results (original) 4. Other documents, as necessary | | NSA Coach / NSA Hospital/Clinic/Attending Physician NSA, PSC- MSAS | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | | |
|---|--|------|--|--|
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the documents, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS. | None | 3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices) | Anna Ruiz Head, NSAAO |
| | 5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board. | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |



| | | | | |
|--|---|------|---|--|
| | 6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting. | None | 7 days | Anna Christine Abellana Acting Head, Board Secretariat |
| | 7. Prepare and endorse the Board Resolution to NSAAO. | None | 2 hours | Anna Christine Abellana Acting Head, Board Secretariat |
| | 8. Receive, scan, and email Board Resolution to Requesting Party. | None | 20 minutes | Elmer Rivera Staff |
| | 9. Forward documents for implementation of concerned PSC offices | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | TOTAL: | None | 7 days, 6 hours, and 40 minutes (additional 10 minutes if initial documents 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.

| | |
|----------------------------|-------------------------------------|
| Office or Division: | NSAAO |
| Classification: | Highly Technical (External Process) |



| | | | | |
|---|---|------------------------|----------------------------|--|
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC. | | | |
| fCHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from NSA with NSA Board Resolution (original) 2. Delegation list with designation (original) 3. Invitation Letter 4. Competition details (original) 5. Other documents, depending on the nature of the expenses | | NSA | NSA | |
| | | NSA | Event Organizing Committee | |
| | | NSA | Event Organizing Committee | |
| | | NSA | NSA | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the documents, attach the barcode and scan. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records |



| | | | | |
|--|--|------|--|--|
| | Forward documents to NSA Affairs Office. | | | Section |
| | 4. Evaluate and forward the action slip and documents to Accounting Division. | None | 30 minutes | Anna Ruiz Head, NSAAO |
| | 5. Receive, evaluate, prepare a recommendation, 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) | Atty. Erik Mayores Chief, Accounting Division |
| | 6. Receive, review, and endorse (with or without additional recommendations) to Office of the Board Secretary. | None | 30 minutes | Merlita Ibay DED-BAFMS |
| | 7. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting. | None | 7 days | Anna Christine Abellana Acting Head, Board Secretariat |
| | 8. Prepare and endorse the Board Resolution to NSAAO. | None | 2 hours | Anna Christine Abellana Acting Head, Board Secretariat |
| | 9. Receive, scan, and email Board Resolution to Requesting Party. | None | 20 minutes | Elmer Rivera Staff |
| | 10. Forward documents for implementation of concerned PSC offices | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | TOTAL: | None | 7 days, 7 hours, and 10 minutes (additional 10 | |



| | | | |
|--|--|--|--|
| | | minutes if initial documents received through email) | |
|--|--|--|--|

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.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | NSA Affairs Office | | | |
| Classification: | Highly Technical (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National Sports Associations (NSAs), SEC Registered, duly recognized by the Philippine Olympic Committee (POC) and has a good standing with the Commission. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from NSA with NSA Board Resolution (original) | | NSA | | |
| 2. Justification, Budgetary Requirement and Contract Duration (original) | | NSA | | |
| 3. Resume / Personal Data Sheet / Profile (original) | | NSA | | |
| 4. Certificate of Achievement (photocopy) | | NSA | | |
| 5. Coaching Courses Certificates (photocopy) | | NSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | | |
|---|--|------|--|--|
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the documents, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS. | None | 3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices) | Anna Ruiz Head, NSAAO |
| | 5. Receive, review, and endorse (with or without additional recommendations) to the PSC Board | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |



| | | | | |
|--|---|------|--|--|
| | 6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting. | None | 7 days | Anna Christine Abellana Acting Head, Board Secretariat |
| | 7. Prepare and endorse the Board Resolution to NSAAO. | None | 2 hours | Anna Christine Abellana Acting Head, Board Secretariat |
| | 8. Receive, scan, and email Board Resolution to Requesting Party | None | 20 minutes | Elmer Rivera Staff |
| | 9. Forward documents for the implementation of concerned PSC offices | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | TOTAL: | None | 7 days, 6 hours, and 40 minutes (additional 10 minutes if initial documents are received through email) | |

6. REQUEST FOR REPLACEMENT AND DROPPING OF NATIONAL/PHILSPADA ATHLETES AND COACHES IN THE NATIONAL TRAINING POOL

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

| | |
|----------------------------|--------------------|
| Office or Division: | NSA Affairs Office |
|----------------------------|--------------------|



| | | | | |
|---|--|---|------------------------|---|
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National/PHILSPADA Athletes and Coaches | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Endorsement Letter/Request from NSA with NSA Board Resolution (original) | | NSA | | |
| 2. Justification (original) | | NSA | | |
| 3. Official Results / Certificate of Achievement from Organizer (photocopy; requires presentation of original) | | Organizing Committee/Event Official Website | | |
| 4. For Coaching Courses – Certificates (photocopy; requires presentation of original) If for dropping, Items 1 and 2 only | | Event Organizer | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section. | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic |



| | | | | |
|--|---|------|---|---|
| | | | | Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the documents, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS. | None | 3 hours | NTP-in-charge and Head |
| | 5. Receive, review, and make decision/approve. Forward documents to NSA Affairs Office. | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, scan, update the NTP database, and inform concerned NSA on the decision of DED to Requesting Party. | None | 20 minutes | NTP-in-charge |
| | TOTAL: | None | 4 hours and 30 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

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

| | |
|----------------------------|-------------------------------------|
| Office or Division: | NSA Affairs Office |
| Classification: | Highly Technical (External Process) |



| | | | | |
|---|--|---|------------------------|--|
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National/PHILSPADA Athletes and Coaches | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Endorsement Letter/Request from NSA with NSA Board Resolution (original) | | NSA | | |
| 2. Justification (original) | | NSA | | |
| 3. Official Results / Certificate of Achievement from Organizer (photocopy; requires presentation of original) | | Organizing Committee/Event Official Website | | |
| 4. For Coaching Courses – Certificates (photocopy; requires presentation of original) If for dropping, Items 1 and 2 only | | Event Organizer | | |
| If for inclusion (additional): Duly Accomplished Athlete/Coach Profile Form (original) | | PSC- NSAAO | | |
| If for reclassification (additional): Updated Athlete/Coach Profile Form (original) | | PSC- NSAAO | | |
| If for retroactive allowance (additional): Attendance Report | | NSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ |



| | | | | |
|---|--|------|------------|--|
| | | | | Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the documents, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS. | None | 3 hours | NTP-in-charge and Head |
| | 5. Receive, review, and endorse (with or without additional recommendations) to Office of the Board Secretary. | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, include in the agenda, and discuss by the PSC Board in the Board meeting. | None | 7 days | Anna Christine Abellana Acting Head, Board Secretariat |
| | 7. Prepare and endorse the Board Resolution to NSAAO. | None | 2 hours | Anna Christine Abellana Acting Head, Board Secretariat |



| | | | | |
|--------------|--|------|---|---------------|
| | 8. Receive, scan, update the NTP database, and email Board Resolution to Requesting Party. | None | 20 minutes | NTP-in-charge |
| TOTAL | | None | 7 days, 6 hours, and 30 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.

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | NSA Affairs Office | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National Sports Associations (NSAs), National/PHILSPADA Athletes and Coaches | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from NSA (original), specifying the purpose of Certification For Certificate of Achievement (additional): 2. Certificate of Achievement issued by the Event Organizing Committee (photocopy; requires presentation of original) 3. Official Results (photocopy; requires presentation of original) | | NSA Event Organizing Committee Event Organizing Committee | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel |



| | | | | |
|--|--|------|------------|--|
| | | | | Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the document, attach the barcode and scan. Forward documents to NSA Affairs Office | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |

If minor documents

| | | | | |
|--|---|------|------------|--|
| | 4. Receive, prepare, and sign Certification. | None | 1 hour | Anna Ruiz Head, NSAAO |
| | 5. Receive, scan, and email signed Certification. Advise requesting party to pick up the original document. | None | 20 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | |
|---------------|------|--|--|
| TOTAL: | None | 2 hours (additional 10 minutes if initial documents received through email) | |
|---------------|------|--|--|

If major documents

| | | | | |
|--|---|------|--|--|
| | 4. Receive and prepare Certification, and forward to DED-BCSSS. | None | 1 hour | Anna Ruiz Head, NSAAO |
| | 5. Check and sign the prepared Certification and forward documents to NSAAO. | None | 15 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, scan, and email the signed Certification. Advise requesting party to pick up the original document. | None | 20 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | TOTAL | None | 2 hours and 15 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.

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | NSA Affairs Office | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Non-immigrant visa for National Sports Associations (NSAs) Officials, National Athletes and Coaches; Visa upon Arrival (VUA) for authorized members of foreign delegation | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from NSA (original) 2. Delegation list with designation (original) 3. Invitation Letter (original) 4. Biodata page of Passport (photocopy) | | NSA NSA Event Organizing Committee To be provided by the requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 2. Receive and evaluate the form and attached documents. | None | 5 minutes | Nicole Lazaro/Gerald Santos/Dominic Santos/Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/Gerald Santos/Dominic Santos/Uzziel Thomas Noble Coordinators |



| | | | | |
|---|--|------|---|--|
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the document, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive and prepare Endorsement Letter, and forward to DED-BCSSS. | None | 1 hour | Anna Ruiz Head, NSAAO |
| | 5. Check the prepared Endorsement Letter and forward to the Office of the Chairman for signature. | None | 15 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Review and sign the Endorsement Letter and forward to NSAAO. | None | 30 minutes | Richard Bachmann Chairman |
| | 7. Receive, scan, and email the signed Endorsement Letter. Advise requesting party to pick up the original document. | None | 20 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | TOTAL: | None | 2 hours and 45 minutes (additional 10 minutes if initial documents 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.

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | NSA Affairs Office | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National Sports Associations (NSAs), National/PHILSPADA athletes under 18 years of age | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request from NSA (original) 2. Delegation list with designation (original) 3. Invitation Letter (original) 4. Biodata page of passport (photocopy) If no passport: PSA issued Birth Certificate (photocopy) | | NSA NSA Event Organizing Committee To be provided by the requesting party PSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | | |
|---|---|------|---|--|
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the document, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 3. Receive and prepare Endorsement Letter, and forward to DED-BCSSS. | None | 1 hour | Anna Ruiz Head, NSAAO |
| | 4. Check the prepared Endorsement Letter, sign, and forward to NSAAO. | None | 15 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, scan, and email the signed Endorsement Letter. Advise requesting party to pick up the original document. | None | 20 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | TOTAL | None | 2 hours and 15 minutes (additional 10 minutes if initial documents received through email) | |



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.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | NSA Affairs Office | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | National Athletes and Coaches enlisted under the Armed Forces of the Philippines/Philippine National Police | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| DETAILED SERVICE 1. Letter Request from NSA (original) 2. Summary of Information (photocopy) 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 | | |
| TRAVEL AUTHORITY/PERMIT 1. Letter Request from NSA (original) 2. Summary of Information (photocopy) 3. Travel Insurance (original) 4. Invitation from Organizing Committee (photocopy) 5. Biodata page of passport (photocopy with signature) 6. Drug Test Result | | NSA AFP/PNP To be provided by the requesting party Event Organizing Committee To be provided by the requesting party NSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with complete documentary requirements | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ |



| | | | | |
|---|---|------|------------|--|
| | | | | Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the document, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive and prepare letter, and forward to DED- BCSSS. | None | 1 hour | Anna Ruiz Head, NSAAO |
| | 5. Check prepared letter and forward to the Office of the Chairman for signature. | None | 15 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Review and sign the letter and forward to NSAAO. | None | 30 minutes | Richard Bachmann Chairman |



| | | | | |
|--------------|--|------|---|--|
| | 7. Receive, scan, and email AFP the signed letter. Advise and message LO to pick up the original document. | None | 20 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| TOTAL | | None | 2 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.

| | |
|-----------------------------|---|
| Office or Division: | NSA Affairs Office |
| Classification: | Simple (External Process) |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | National Sports Associations (NSAs) which are SEC Registered, duly recognized by the Philippine Olympic Committee (POC), and of good standing with the PSC. |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|-----------------|-----------------|--|
| 1. Letter Request from NSA (original) For transportation requests , letter must include complete details of itinerary For billeting requests , letter must include duration of billeting utilization For venue requests , letter must include duration of usage For supplies request , the letter must include a list and quantity of items For the pull-out of equipment , the letter must include a schedule of the pull-out and details of items 2. Delegation List / List of who will avail (1 original) | | NSA | | |
| | | NSA | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a request with documents | 1. Receive and evaluate the request and attached documents. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |



| | | | | |
|--|---|------|--|--|
| | 3. Receive the document, attach the barcode and scan. Forward documents to NSA Affairs Office. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive, evaluate, prepare a recommendation, and forward to DED-BCSSS. | None | 3 hours (depends on the complexity of the request and turnaround time of request for comments from PSC offices) | Anna Ruiz Head, NSAAO |
| | 5. Review, approve/disapprove the request, and forward to NSAAO. | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, scan, and inform the requesting party of the decision of the Deputy Executive Director. | None | 20 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | TOTAL: | None | 4 hours and 30 minutes (additional 10 minutes if initial documents received through email) | |



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.

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



| | | | | |
|---|---|------|------------|--|
| | 2A. If received through email: Review and print documents. Forward to Records Section | None | 10 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| 2. Forward to Records Section for barcoding and scanning. | 2B. If received with hardcopy: Refer Client Step #2. | None | 5 minutes | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 3. Receive the document, attach the barcode and scan. Forward documents to NSAAO. | None | 30 minutes | Aida Manlangit/ Jonathan Mangulabnan Staff, Records Section |
| | 4. Receive and review the delegation list if members are NTP or non-NTP) list and forward to DED-BCSSS. | None | 1 hour | Nicole Lazaro/ Gerald Santos/ Dominic Santos/ Uzziel Thomas Noble Coordinators |
| | 5. Check the prepared letter and forward to Travel Unit. | None | 15 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 6. Receive, review, and sign the letter and forward to Travel Unit. | None | 30 minutes | Paulo Francisco Tatad Executive Director |



| | | | | |
|--|--|------|---|---|
| | 7. Receive, scan, and email signed letter. Advise requesting party to pick up the original document. | None | 20 minutes | Maria Matea Linco Head, Travel Unit |
| | TOTAL: | None | 2 hours and 45 minutes (additional 10 minutes if initial documents received through email) | |



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: complaints@arta.gov.ph, 1-ARTA (2782)</p> |



Cashier's Office External Services



1. RELEASING OF BANK CHECKS

Issuance of checks for payment

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

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Cashier's Office | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2G - Government to Government G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Order of Payment (1 copy) OR Statement of Account (1 copy) AND Valid IDs (1 copy) | | PSC - Accounting Office PSC - Bids and Awards Committee Office PSC – Sports Facilities Division Requesting Client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Accounting Division/BAC Office/Sports Facilities Division and secure Order of Payment or Statement of Account | 1. Issue corresponding Order of Payment | None | 5 minutes | Roan Kenneth Cleofas Administrative Personnel Caroline Tobias BA Committee Julia Llanto 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 | Rosanna Quinto 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 | Rosanna Quinto Collecting Officer |
| 3. Receives Official Receipt from Collecting Officer | 4. Collecting Officer issues Official Receipts | None | 1 minute | Rosanna Quinto Collecting Officer |
| TOTAL: | | Based on transaction | 15 minutes | |



Cashier's Office

| FEEDBACK AND COMPLAINTS MECHANISM | |
|---|---|
| How to send feedback | Answer the client feedback form and drop it at 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: complaints@arta.gov.ph , 1-ARTA (2782) |



Records Section External Services



1. PROCESSING OF FREEDOM OF INFORMATION (FOI)

Receiving and processing of standard (paper based) FOI request

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | Records Section | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | General Public, Athletes, Coaches, National Sports Associations, Sports Organizations, NGAs, NGOs, and Schools | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request or Standard (paper-based) FOI request – 1 Original, 1 photocopy | | PSC - Staff Office PSC – Engineering Office PSC – Medical, Scientific Athletes Service Unit PSC – Assistance and Coordination Division PSC – Philippine Sports Institute | | |
| 2. Government-issued ID – 1 photocopy | | REQUESTING PARTY | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Step 1: Submit the request letter to Records Section. | 1. Receive, evaluate, and assign a barcode to the request. | None | 5 minutes | Caroline Tobias Head, Records Section |
| | 2. Scan the documents and forward the request letter to the concerned office. | None | 5 minutes | Caroline Tobias Head, Records Section |
| | 3. Act on the request and forward the documents to Records Section. | None | 1 day | Caroline Tobias Head, Records Section |
| | 4. Scan informative documents and email to the Client. | None | 5 minutes | Jonathan Mangulabnan Staff |
| TOTAL: | | None | 1 day and 15 minutes | |



2. VARIOUS COMMUNICATIONS AND REQUESTS (FROM CLIENTS)

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

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Records Section | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | General Public, Athletes, Coaches, National Sports Associations, Sports Organizations, NGAs, NGOs, and Schools | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| INCOMING Communication and documents (1 original and 1 photocopy) INCOMING Mails (1 original) | | PSC – NSA Affairs Office Other PSC concerned offices | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the documents (letters and mails) to Records Section. | 1. Receive, evaluate, and assign a barcode to the request. | None | 5 minutes | Caroline Tobias Head, Records Section |
| | 2. Scan the documents and forward the request letter to Office of the Executive Director or Office of the Commissioner or Office of the Chairman Note: Completion of process (TAT) is with any of the three offices mentioned. | None | 5 minutes | Caroline Tobias Head, Records Section |
| TOTAL: | | None | 10 minutes | |



Record's Section

| 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 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: complaints@arta.gov.ph , 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.

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



| Originally signed Notice to Proceed (2 copies) | | PSC - BAC Office | | |
|---|--|------------------|-----------------|---|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit purchase request and other supporting documents relative to the bid. | 1. Evaluate the purchase request and supporting documents relative to the bid. | None | 5 minutes | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| | 2. Schedule the Bidding Process. | None | 5 minutes | Exec. Dir. Paulo Francisco Tatad Chairperson, BAC Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan 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 | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan |



| | | | | |
|--|---|------|--------|---|
| | | | | Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| 3. Attend the pre-procurement conference. | 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. | None | 1 day | Exec. Dir. Paulo Francisco Tatad Dr. Christopher Gacutan Julia Llanto Anna Ruiz Members, BAC Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| 4. Receive the invitation to the Pre-Bid Conference. | 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. | None | 7 days | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |



| | | | | |
|-----------------------------------|---|--|---|--|
| 5. Attend the Pre-bid Conference. | 6. Conduct the Pre-Bid Conference. | None | <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 of bids</p> | <p>Exec. Dir. Paulo Francisco Tatad Dr. Christopher Gacutan Julia Llanto Anna Ruiz Members, BAC</p> <p>Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat</p> |
| 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 | <p>Caroline Tobias Head, BAC-Secretariat</p> <p>Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat</p> |
| 7. Submit the bid proposal. | 8. Receive the Bid proposal of the Bidder. | None | 5 minutes | <p>Caroline Tobias Head, BAC-Secretariat</p> <p>Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat</p> |



| | | | | |
|--|---|------|-----------|---|
| 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 | Exec. Dir. Paulo Francisco Tatad Dr. Christopher Gacutan Julia Llanto Anna Ruiz Members, BAC Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| 9. Submit Post-Qualification requirements. | 12. Conduct the Post-Qualification. | None | 2 days | Exec. Dir. Paulo Francisco Tatad Dr. Christopher Gacutan Julia Llanto Anna Ruiz Members, BAC |
| | 13. Prepare BAC Resolution. | None | 5 minutes | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| | 15. Prepare the Notice of Award. | None | 5 minutes | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |



| | | | | |
|--------------------------------|---|------|------------|--|
| 11. Post the Performance Bond. | 18. Receive the proof of posting of the Performance Bond. | None | 10 minutes | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| | 19. Submit pertinent documents to the Legal Affairs Office for preparation of the contract. | None | 10 minutes | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| | 20. Prepare the Contract. | None | 1 day | Atty. Guillermo Iroy Jr. 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 | Caroline Tobias Head, BAC-Secretariat Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina Jeanette Dinglasan Secretariat |
| | 26. Approve and Sign the Notice to Proceed. | None | 1 day | Head of Procuring Entity (HoPE) |



| | | | | |
|--|---|---|--|---|
| <p>12. Receive the Notice to Proceed.</p> | <p>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.</p> | <p>None</p> | <p>10 minutes</p> | <p>Caroline Tobias Head, BAC-Secretariat</p> <p>Jose Joy Puruganan Elecah Maye Alindogan Ivy May Obina</p> <p>Jeanette Dinglasan Secretariat</p> |
| <p style="text-align: center;">TOTAL:</p> | | <p>Standard Rates pursuant to the Revised IRR of R.A. No. 9184.</p> | <p>26 days, 1 hour, and 15 minutes</p> <p>Note: Competitive public bidding service is covered under R.A. 9184.</p> | |



Bids and Awards Committee

| 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 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: complaints@arta.gov.ph , 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.

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Legal Affairs Office | | | |
| Classification: | Highly Technical (Internal Process) | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PSC Officials and Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request letter with the following attachments: <ul style="list-style-type: none"> • Document/s evidencing claim, request and the likes, • Recommendation/Certification from NSA, PSC Offices, Other Government Offices and Instrumentalities, and Private Entities (if applicable). | | Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioner's, PSC –DED-FAS, DED BCSSS. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. 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 |
| Total: | | 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.

| | | | |
|--|--------------------------------|---|--|
| Office or Division: | Legal Affairs Office | | |
| Classification: | Complex (Internal Process) | | |
| Type of Transaction: | G2G – Government to Government | | |
| Who may avail? | BAFMS and NSAAO | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 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 | | PSC - Accounting Office PSC – Personnel Office | |



| prepared by the PSC. A copy of the Payroll 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 |
| TOTAL | | 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.

| | |
|----------------------------------|-------------------------------------|
| Office or Division: | Legal Affairs Office |
| Classification: | Highly Technical (Internal Process) |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | PSC Offices |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |



| Duly endorse a letter of request/documents with necessary attachments, such as but not limited to the following: A copy of PSC-Board Resolution, A copy of PSC-BAC Resolution, Notice of Award, Notice to Proceed, Summary Reports, Quotations, Proposal Letter/Documents, Post-Qualifications, and other relevant documents. | | Requesting Party; PSC - Office of the Chairman, PSC - Office of the Executive Director, PSC - Office of the Commissioners, PSC-DED-FAS Office, and DED-BCSSS | | |
|---|--|--|-----------------------|----------------------------|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 |
| TOTAL: | | 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.

| | |
|-----------------------------|--|
| Office or Division: | Legal Affairs Office |
| Classification: | Simple (Internal Process) |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | 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 |
| TOTAL: | | None | 3 days and 20 minutes | |



Legal 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 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: complaints@arta.gov.ph , 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.

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

If NOT aligned with the SDP:

| | | | | |
|--|---------------------------------|------|------------|--------------------------------|
| | 2. Return to the PPA proponent. | None | 10 minutes | Gabriel Tutaan Staff |
| | TOTAL | None | 40 minutes | |



If aligned with the SDP:

| | | | | |
|--|---|------|-----------------------|--|
| | 2. Endorse the PPA Form to BCSSS. | None | 10 minutes | Dr. Lauro Domingo Jr. Chief, PRDD |
| | 3. Review and approve. Forward the PPA Form to the Office of the Executive Director. | None | 30 minutes | Atty. Guillermo Iroy Jr. DED-BCSSS |
| | 4. Review and approve. Forward the PPA Form to the proponent. | None | 30 minutes | Paulo Francisco Tatad Executive Director |
| | TOTAL | None | 1 hour and 40 minutes | |



Program, Research and Development 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 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: complaints@arta.gov.ph , 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

| | | | | |
|--|---|------------------------|------------------------|---|
| Office or Division: | Information Systems Unit | | | |
| Classification: | Simple (Internal Process) | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | PSC Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ISU Service Request Form (1 copy) | | PSC – ISU Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish and submit 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 | Maria Isabel Pabatang Data Encoder |
| | 2. Attend to the IT-related concern and perform troubleshooting | None | 4 hours | Jemar Fernando/Jean Adrienne Pabalan/Lorenzo Portugal III 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 | Jemar Fernando/Jean Adrienne Pabalan/Lorenzo Portugal III Computer Operator III and/or Computer Operator II |
| TOTAL: | | None | 4 hours and 8 minutes | |



Information Systems Unit

| 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 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: complaints@arta.gov.ph , 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.

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

If requesting for electronically filled out Leave Form:

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------|--------------------------------------|------------------------|------------------------|--|
| | 2. Print the Leave Form. | None | 2 minutes | Jan Errol Facundo OIC, Personnel Section |
| | 3. Release Form to requesting party. | None | 1 minute | Jan Errol Facundo OIC, Personnel Section |
| | TOTAL: | None | 5 minutes | |

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

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



| | | | | |
|--|--------------------------------------|------|-----------|---|
| | 3. Release Form to requesting party. | None | 1 minute | Frederick Panis Personnel Staff |
| | TOTAL: | None | 5 minutes | |

If requesting for electronically filled out Personnel Locator Slip Form:

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

If requesting for Pay Slip (PS):

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

If requesting for Daily Time Record (DTR):

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



Personnel Section

| 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 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: complaints@arta.gov.ph , 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.

| | | | | |
|---|---|--|------------------------|------------------------------|
| Office or Division: | Procurement Office | | | |
| Classification: | Highly Technical (Internal Process) | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | All PSC Offices | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Board Resolution Approval (1 copy) Signed Requisition Issue Slip (1 copy) Signed Purchase Request (1 copy) Canvass Form (1 copy) Market Research/Median (1 copy) Approved Budget for Contract Request for Quotations (1 copy) Quotations from suppliers (1 copy) BAC Resolution – LCRB or Failure (1 copy) Abstract of Canvass (1 copy) Notice of Award (1 copy) Purchase Order / Job Order or Contract of Service (1 copy) Notice to Proceed (1 copy) | | <ol style="list-style-type: none"> 1. Board Secretariat Office 2. Property Office 3. Office of the Deputy Executive Director for AFMS 4. Office of the Executive Director 5. Bids and Awards Committee Secretariat 6. Office of the End-User 7. Office of the Budget Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 | Ariel Flores Staff |



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| <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>Ethel Goh Head, Procurement Office</p> <p>and/or</p> <p>Jeanette Dinglasan 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>Ethel Goh Head, Procurement Office</p> <p>and/or</p> <p>Jeanette Dinglasan 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>Ethel Goh 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>Ethel Goh Head, Procurement Office</p> <p>or</p> <p>Jeanette Dinglasan Staff</p> |



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|---|-------------|---|---|
| <p>6. Post signed RFQ on PhilGeps, PSC Website, and FB Page of the PSC.</p> | <p>None</p> | <p>2 Hours + 4 Days (for posting)</p> | <p>Ethel Goh Head, Procurement Office or Jeanette Dinglasan Staff</p> |
| <p>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.</p> | <p>None</p> | <p>2 Hours</p> | <p>Jeanette Dinglasan Staff</p> |
| <p>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.</p> | <p>None</p> | <p>2 Hours</p> | <p>Jeanette Dinglasan Staff</p> |
| <p>9. Checks and forward all documents related to the project, to the Deputy Executive Director of AFMS for Budget Utilization Request (BUR).</p> | <p>None</p> | <p>30 minutes</p> | <p>Ethel Goh Head, Procurement Office or Jeanette Dinglasan Staff</p> |



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| <p>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.</p> | None | 1 Hour | <p>Ethel Goh Head, Procurement Office</p> <p>or</p> <p>Jeanette Dinglasan Staff</p> |
| <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 | <p>Ariel Flores Staff</p> |
| <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 | <p>Ariel Flores Staff</p> |
| <p>TOTAL:</p> | None | 11 days, 13 hours, and 10 minutes | |



Procurement Section

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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: complaints@arta.gov.ph , 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.

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| Office or Division: | Property and Supply Office | | | |
| Classification: | Simple (External Process) | | | |
| Type of Transaction: | G2G-Government to Government, | | | |
| Who may avail: | NSAs, LGUs, Congress, Senate, NGOs, NGAs, and Schools | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Request (1 copy) | | Requesting Party's Office | | |
| Certificate of Donation (1 copy) | | PSC-Property Section | | |
| Gate Pass (1 copy) | | PSC-Property Section | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 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 | Erwin Guillermo Head, Property Section |
| | 2. Receive, review, and decide on the request and forward to Property Section. | None | 2 hours | Paulo Francisco Tatad Executive Director |



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|--|--|------|------------------------|---------------------------------|
| | 3. Retrieve the approved certificate of donation and gate pass from the Office of the Executive Director | None | 10 minutes | Clarisse Quinto 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 | Clarisse Quinto Staff |
| 3. Pick up the approved items for donation from the Property Section | 5. Release the approved items to requesting party | None | 20 minutes | Clarisse Quinto Staff |
| TOTAL: | | None | 3 hours and 30 minutes | |



Property Section

| 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> |
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List of Offices

| Office | Address | Contact Number |
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| 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

