




GOVERNANCE COMMISSION FOR GOVERNMENT-  
OWNED OR -CONTROLLED CORPORATIONS  
(GCG)

**CITIZEN'S CHARTER**  
2024



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GOVERNANCE COMMISSION FOR GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GCG)	
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## I. Mandate

The Commission is mandated under Republic Act (R.A.) No. 10149 to have the following powers and functions:

### With Respect to GOCCs as Public Institutions:

(a) Properly classify GOCCs into:

- Development/Social Corporations;
- Proprietary Commercial Corporations;
- Government Financial, Investment and Trusts Institutions;
- Corporations with Regulatory Functions; and
- Other as may be determined by GCG;

(b) Adopt within 180 days from its constitution (20 October 2011) an Ownership and Operations Manual and the Government Corporate Standards governing GOCCs, with shall be consistent with the Medium-Term Philippine Development Plan of the NEDA;

(c) Establish the performance evaluation systems including performance scorecards which shall apply to all GOCCs in general and to the various GOCC classifications;


(d) Evaluate the performance and determination of the relevant of GOCCs, to ascertain whether any of them should be reorganized, merged, streamlined, abolished or privatized;

(e) Conduct periodic study, examination, evaluation and assessment of the performance of the GOCCs, receive, and in appropriate cases, require reports on the operations and management of GOCCs including, but not limited to, the management of the assets and finances of the GOCCs;

(f) Coordinate and monitor the operations of GOCCs, ensuring alignment and consistency with the national development policies and programs, and meeting quarterly to review strategy maps and performance scorecards of all GOCCs; review and assess existing performance-related policies, prepare performance reports of the GOCCs for submission to the President;

(h) Review the functions of each of the GOCC and, upon determination that there is a conflict between the regulatory and commercial functions of a GOCC, recommend to the President in consultation with the government agency to which the GOCC is attached, the privatization of the GOCCs commercial operations, or the transfer of the regulatory functions to the appropriate government agency, or such other plan of action to ensure that the commercial functions of the GOCC do not conflict with such regulatory functions;

(i) Provide technical advice and assistance to the government agencies to which the GOCCs are attached in setting performance objectives and targets for the GOCCs and in monitoring GOCCs performance vis-a-vis established objectives and targets; and

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(k) Coordinate and monitor the operations of GOCCs, ensuring alignment and consistency with the national development policies and program, and shall meet at least quarterly to:

- Review strategy maps and performance scorecards of all GOCCs;
- Review and assess existing performance-related policies including the compensation/remuneration of Board of Directors/Trustees and Officers and recommend appropriate revisions and actions;
- Prepare performance reports of the GOCCs for submission to the President;

(j) Prepare a semi-annual progress report to be submitted to the President and the Congress, providing therein its performance assessment of the GOCCs and recommend clear and specific actions; and within one-hundred-twenty (120) days from the close of the year, shall prepare an annual report on the performance of the GOCCs and submit it to the President and the Congress.

**With Respect to GOCCs Directors and Trustees**

(c) In addition to the qualifications required under the individual charter of the GOCCs and in the bylaws of GOCCs without original charters, identify necessary skills and qualifications required for Appointive Directors and recommend to the President a shortlist of suitable and qualified candidates for Appointive Directors;

(d) Without prejudice to the filing of administrative and criminal charges, recommend to the Board of Directors/Trustees of GOCCs the suspension of any member of the Board who participated by commission or omission in the approval of the act giving rise to the violation or noncompliance with the ownership manual for a period depending on the nature and extent of damage caused, during which period the director or trustee shall not be entitled to emolument;


**With Respect to GOCCs Officers and Employees**

(a) Conduct compensation studies, develop and recommend to the President a competitive compensation and remuneration system which shall attract and retain talent, at the same time allowing the GOCC to be financially sound and sustainable;

(b) After conducting a compensation study, develop a Compensation and Position Classification System which shall apply to all officers and employees of the GOCCs whether under the Salary Standardization Law or exempt therefrom and shall consist of classes of positions grouped into such categories as the Commission may determine, subject to the approval of the President.

**II. Vision**

By 2028, GCG shall be the leading and recognized institution for corporate governance in the stewardship of GOCCs in instilling accountability, economic viability, and responsiveness to the needs of public interest.

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### **III. Mission**

The GCG is an efficient and effective central advisory, oversight, and monitoring body with authority to formulate and implement policies in the active exercise of State's ownership rights over GOCCs, thereby ensuring their economic viability and fiscal discipline through adherence to the highest standards of corporate governance.

### **IV. Service Pledge/Quality Policy**

GCG is committed to be the leading and recognized institution for corporate governance, exemplifying the highest levels of professionalism in the stewardship of GOCCs in instilling accountability, economic viability, and responsiveness to the needs of public interest.


To uphold this commitment, we shall –

- Institutionalize the highest standards of corporate governance for GOCCs;
- Promote integrity and accountability through participatory governance;
- Guarantee effective, efficient, and innovative delivery of services;
- Ensure compliance with applicable quality, statutory, and regulatory requirements;
- Reengineer processes with innovative technology to eliminate red tape and enhance internal controls;
- Elevate and retain corporate governance specialists by establishing an ideal professional work environment and culture.



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# **Head Office**

## **External Services**



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## 1. Accreditation of Training Providers


The purpose of this service is to provide accreditation to training providers who wish to provide corporate governance training to appointive directors as required under the Fit and Proper Rule for Appointive Directors and CEOs of GOCCs (GCG Memorandum Circular No. 2012-05).

<b>Office or Division:</b>	Corporate Standards Office (CSO) – Selection and Nomination Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	Any government or business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written application for accreditation (1 original copy)		Requesting Party		
SEC Registration of Certification, together with Articles of Incorporation, By-Laws and latest General Information Sheet (GIS) (1 photocopy)		Requesting Party		
Corporate Governance Training experience (1 original copy)		Requesting Party		
Certification that it meets the requirements of the Commission (1 <u>original</u> copy)		Requesting Party		
Details of proposed training program on corporate governance including proposed line up of trainers (1 <u>original</u> copy)		Requesting Party		
Supporting documents (i.e., summary of business experience, summary of business plan, credentials of resource persons, course program and training materials) (1 original copy)		Requesting Party		
Payment of Accreditation Fee		GCG Office – Cashier, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	15 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	20 minutes	<i>Records Officer, Records Management Section</i>



2. Pay the accreditation fee at the GCG Cashier	2. Receive accreditation fee, issue acknowledgment receipt, and inform the Selection and Nomination Division of the payment	₱10,000.00 accreditation fee	1 hour	<i>Administrative Officer, Administrative Division, Administrative and Finance Office</i>
	2.1 Route the documents to the Corporate Standards Office	None	45 minutes	<i>Head Executive Assistant, Executive Assistants, Office of the Commission Proper</i>
	2.2 Route the letter to the concerned Division	None	4 hours	<i>Director IV or Assigned Routing officer, Corporate Standards Office</i>
	2.3 Validate the documentary requirements	None	1 working day	<i>Corporate Governance Officer, Selection and Nomination Division, Corporate Standards Office</i>
	2.4 Conduct a dry-run	None	5 working days	<i>Corporate Governance Officer, Selection and Nomination Division, Corporate Standards Office</i>
	2.5 Evaluate the dry-run and the request for renewal of accreditation. Submit evaluation report to OCP for review and approval.	None	3 working days	<i>Corporate Governance Officer, Selection and Nomination Division, Corporate Standards Office</i>
	2.6 Review and approve action documents	None	4 working days	<i>Head Executive Assistant, Executive Assistants, and Chairperson and/or Commissioners,</i>

				Office of the Commission Proper
	2.7 Send the signed document/s to the concerned Office for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants, and Administrative Assistant/s, Office of the Commission Proper</i>
	2.8 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant/s, Corporate Standards Office and Records Officer, Records Management Section</i>
	2.9 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Total	₱10,000.00 Accreditation fee	15 working days, 20 minutes	

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## 2. Application for the Authority to Grant the Performance-Based Bonus (PBB)

This service covers the processing of applications for authorization to grant the Performance-Based Bonus (PBB) to Officers and Employees of eligible Government-Owned or Controlled Corporations (GOCCs). GOCCs with a validated Performance Evaluation System (PES) Rating of at least 90%, and all Good Governance Conditions (GGC) specific to GOCCs are eligible to apply for authorization to grant the PBB.


<b>Office or Division:</b>	Corporate Governance Office A, Corporate Governance Office B Corporate Governance Office C	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Eligible GOCCs (with GCG-Validated Rating of at least 90%, IATF-compliant, GCG GGC-compliant)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
a. Board Resolution authorizing the grant of PBB in accordance with applicable laws, rules and regulations, signed by the Principal Board Members ( <b>PBB Form 1</b> ) – (1 original hard copy)	GCG website under GCG Memorandum Circular No. 2021-02.	
b. Omnibus Certification ( <b>PBB Form 2</b> ) – (1 original hard copy)	GCG website under GCG Memorandum Circular No. 2021-02.	
c. Schedule and summary of the distribution of the PBB to qualified Officers and Employees who will receive the PBB and those who are in the “Below Satisfactory” category ( <b>PBB Forms 3a and 3b</b> ) – (1 original electronic and 1 original hard copy)	GCG website under GCG Memorandum Circular No. 2021-02.	
d. Payment of all statutory liabilities: <ul style="list-style-type: none"> <li>• Tax clearance from BIR indicating that the GOCC has satisfied <i>all taxes due including all liabilities that are under dispute</i> – (1 original hard copy or Certified True Copy);</li> <li>• Certification/Validation from DOF on the payment of dividends and NG advances - (1 original hard copy or Certified True Copy);</li> </ul>	<ul style="list-style-type: none"> <li>• Bureau of Internal Revenue (BIR)</li> <li>• Department of Finance (DOF) – Corporate Affairs Group</li> <li>• Government Service Insurance System (GSIS)/ Social Security System (SSS)</li> </ul>	



<ul style="list-style-type: none"> <li>• Certification/Validation from GSIS/SSS – (1 original hard copy or Certified True Copy);</li> <li>• Certification/Validation from Pag-IBIG – (1 original hard copy or Certified True Copy); and</li> <li>• Certification/Validation from PhilHealth – (1 original hard copy or Certified True Copy).</li> </ul>		<ul style="list-style-type: none"> <li>• Home Development Mutual Fund (Pag-IBIG)</li> <li>• Philippine Health Insurance Corporation (PhilHealth)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the PBB application to the GCG Front Desk	1 Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	45 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the PBB application to the concerned Office	None	4 hours	<i>Head Executive Assistant, Executive Assistant, Office of the Commission Proper</i>
	1.3 Route the PBB application to the concerned Division	None	4 hours	<i>Director IV, Corporate Governance Office</i>
	1.4 Route the PBB application to the concerned employee for action	None	1 hour	<i>CGO V, Division-in-Charge, Corporate Governance Office</i>
	1.5 Evaluate and process the PBB application and send to the CGO V for review	None	5 working days	<i>CGO-in-Charge, Corporate Governance Office</i>
	1.6 Review PBB authorization or letter of denial, whichever is applicable, and send to the	None	5 working days	<i>CGOV, Division-in-Charge, Corporate Governance Office</i>



	Director-in-charge for review.			
	1.7 Review PBB authorization or letter of denial, whichever is applicable, and route to GCG Commission for approval and signature	None	3 working days	<i>Director IV, Corporate Governance Office</i>
	1.8 Review and sign the PBB authorization or letter of denial, whichever is applicable, for transmittal to the GOCC	None	4 working days	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	1.9 Route the signed document/s to the Corporate Governance Office for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants, and Administrative Assistant/s, Office of the Commission Proper</i>
	1.10 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant/s, Corporate Governance Office and Records Officer, Records Management Section</i>
	1.11 Deliver the document/s to the requestor	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Total	None	19 working days, 4 hours and 5 minutes	

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### 3. Application for the Authority to Grant the Performance-Based Incentive (PBI) of GOCC Appointive Directors *(Applied for Multi-Stage System – Pending Approval of ARTA)*

The Performance-Based Incentive (PBI) is one of two compensation items that may be given to GOCC Appointive Directors under Executive Order No. 24, s.2011. It is the reward system for the GOCC Directors for their satisfactory performance in the conduct of their duties.

<b>Office or Division:</b>	Corporate Standards Office (CSO) - Operations and Compensation Standards Division (OCSD)
<b>Classification:</b>	Highly Technical (Multi-Stage)
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	GOCCs that are Authorized to Grant the Performance-Based Bonus
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
a. Application letter (1 original copy)	Requesting GOCC
b. Board Resolution authorizing the grant of the PBI to the GOCC's Appointive Directors/Trustees in accordance with applicable laws, rules and regulations (PBI Form 1) – (1 photocopy)	GCG website under GCG Memorandum Circular No. 2018-04.
c. Certification under oath from the Corporate Secretary on the Authorized Per Diems Received by Appointive Directors (PBI Form 2) – (1 original copy)	GCG website under GCG Memorandum Circular No. 2018-04.
d. Certified True Copy of Board Attendance Sheets and/or relevant pages of the Minutes of the Board Meetings (1 Certified True copy)	Requesting GOCC
e. Certified True Copy of proof of payment of <i>per diems</i> to Board Members, when applicable (1 Certified True copy)	Requesting GOCC
f. Oath of Office of all appointive Board Members (1 photocopy)	Requesting GOCC
g. Resignation letter of the Board Member (1 photocopy)	Requesting GOCC
h. Appointment paper of all Board Members appointed within the applicable year (1 photocopy)	Requesting GOCC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>For submissions that are COMPLETE and COMPLIANT</i></b>				
1. Submit application letter and PBI Forms to the GCG Front Desk	1. Check completeness of PBI application based on Checklist	None	2 hours	<i>Corporate Governance Officer (CGO)-in-Charge, Corporate Standards Office</i>
	1.1 Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	45 minutes	<i>Records Officer, Records Management Section</i>
	1.3 Route the PBI application to the Corporate Standards Office	None	4 hours	<i>Head Executive Assistant, Executive Assistants, Office of the Commission Proper</i>
	1.4 Route PBI application to the OCSD	None	4 hours	<i>Director IV, Corporate Standards Office</i>
	1.5 Route document to the CGO-in-Charge for action	None	1 hour	<i>CGO V, Operations and Compensation Standards Division, Corporate Standards Office</i>
	1.6 Evaluate and process the PBI application and send to the CGO V for review	None	5 working days	<i>CGO-in-Charge, Operations and Compensation Standards Division, Corporate Standards Office</i>
	1.7 Review PBI authorization documents and send to the CSO Director for review	None	5 working days	<i>CGO V, Operations and Compensation Standards Division, Corporate Standards Office</i>
	1.8 Review PBI authorization documents and	None	3 working days	<i>Director IV, Corporate Standards Office</i>






	route to GCG Commission for approval and signature			
	1.9 Review and sign PBI authorization letter for transmittal to the GOCC	None	4 working days	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	1.10 Route the signed document/s to the Corporate Standards Office for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants, Administrative Assistants, Office of the Commission Proper</i>
	1.11 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant, Corporate Standards Office Records Officer, Records Management Section</i>
	1.12 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Total	None	19 working days, 6 hours, 5 minutes	

***For submissions that are COMPLETE but NON-COMPLIANT (Multi-Stage)***

1. Submit the PBI application to the GCG Front Desk	1. Check completeness of PBI Application based on checklist	None	2 hours	<i>Corporate Governance Officer (CGO)-in-Charge, Corporate Standards Office</i>
	1.1 Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	45 minutes	<i>Records Officer, Records Management Section</i>
	1.3 Route the PBI application to the Corporate Standards Office	None	4 hours	<i>Head Executive Assistant, Executive Assistant, Office of the Commission Proper</i>
	1.4 Route the PBI application to the OCSD	None	4 hours	<i>Director IV, Corporate Standards Office</i>
	1.5 Route the PBI application to the concerned employee for action	None	1 hour	<i>CGO V, Operations and Compensation Standards Division, Corporate Standards Office</i>
<b>-submissions are found non-compliant (form and substance) and need further revisions</b>	1.6 Evaluate and process the PBI application. Draft a letter addressed to the GOCC informing them of deficiencies in their PBI application and instructing them to submit revised application.	None	3 working days	<i>CGO-in-Charge, Operations and Compensation Standards Division, Corporate Standards Office</i>
	1.7 Review the letter and submit to the CSO Director for review	None	1 working days	<i>CGO V, Operations and Compensation Standards Division, Corporate Standards Office</i>

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	1.8 Review the letter and route to GCG Commission for approval and signature	None	1 working day	<i>Director IV, Corporate Standards Office</i>
	1.9 Review and sign the letter	None	4 working day	<i>Head Executive Assistant, Executive Assistants Chairperson and Commissioners, Office of the Commission Proper</i>
	1.10 Route the signed document/s to the Corporate Standards Office for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants Administrative Assistants, Office of the Commission Proper</i>
	1.11 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant, Corporate Standards Office Records Officer, Records Management Section</i>
	1.12 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	<b>Stage 1 Total</b>	None	11 working days, 6 hours and 5 minutes	



2. Submit revised PBI Application to the GCG Front Desk	2. Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	2.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	45 minutes	<i>Records Officer, Records Management Section</i>
	2.2 Route the PBI application to the Corporate Standards Office	None	4 hours	<i>Head Executive Assistant, Executive Assistant, Office of the Commission Proper</i>
	2.3 Route the PBI application to the OCSD	None	4 hours	<i>Director IV, Corporate Standards Office</i>
	2.4 Route the PBI application to the concerned employee for action	None	1 hour	<i>CGO V, Operations and Compensation Standards Division, Corporate Standards Office</i>
	2.5 Evaluate and process the PBI application and send to the CGO V for review	None	5 working days	<i>CGO-in-Charge, Operations and Compensation Standards Division, Corporate Standards Office</i>
	2.6 Review PBI authorization documents and send to the CSO Director for review	None	5 working days	<i>CGO V, Operations and Compensation Standards Division, Corporate Standards Office</i>
	2.7 Review PBI authorization documents and route to GCG Commission for approval and signature	None	3 working days	<i>Director IV, Corporate Standards Office</i>
	2.8 Review and sign the PBI authorization letter for transmittal to the GOCC	None	4 working days	<i>Head Executive Assistant, Executive Assistants Chairperson and Commissioners,</i>

				Office of the Commission Proper
	2.9 Route the signed document/s to the CSO for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants Administrative Assistants, Office of the Commission Proper</i>
	2.10 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant, Corporate Standards Office Records Officer, Records Management Section</i>
	2.11 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Stage 2 Total	None	19 working days, 4 hours, 5 minutes	

***For PBI Applications that are INCOMPLETE***

1. Submit the PBI application to the GCG Front Desk	1. Check completeness of PBI Application based on checklist	None	2 hours	<i>Corporate Governance Officer (CGO)-in-Charge, Corporate Standards Office</i>
	1.1 Return the PBI Application and provide a copy of the checklist	None	5 minutes	<i>CGO-in-Charge, Corporate Standards Office</i>

	*For submissions through courier, CGO-in-charge to print return-to-sender notice (in lieu of acknowledgement receipt).			
	Total	None	2 hours, 5 minutes	

#### 4. Handling of Whistleblowing Reports (WBR) / Referral *(Applied for Multi-Stage System – Pending Approval of ARTA)*

##### Stage 1: Evaluation of the WBR/Referral

This service covers the handling of whistleblowing reports against GOCCs, their Directors/Trustees, Officers and Employees including the Chairperson, Commissioners, Officers and Employees of the Governance Commission.

<b>Office or Division:</b>	Office of the General Counsel (OGC) - Integrity Division
<b>Classification:</b>	Highly Technical (Multi-Stage)
<b>Type of Transaction:</b>	G2C – Government to Transacting Citizen G2G – Government to Government
<b>Who may avail:</b>	All stakeholders: The general public, other government agencies, whistleblowers and complainants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written Complaint and/or complaint submitted through other reporting channels (whistleblowing web portal, face-to-face, e-mail, telephone, fax) (1 original copy or 1 soft copy)	For written, face-to-face, e-mail, telephone and fax: Created by the Complainant/Whistleblower/Government Agency  For whistleblowing web portal: Created by the Complainant/Whistleblower/Government Agency in <a href="https://whistleblowing.gcg.gov.ph/">https://whistleblowing.gcg.gov.ph/</a>
Supporting documents to the complaint/report as may be deemed necessary by the complainant (1 photocopy or 1 soft copy)	Complainant

##### ***For Complaints Submitted via Written Letter***

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.1. Scan the document and endorse to the	None	40 minutes	<i>Records Officer,</i>



	Head Executive Assistant of the Chairperson			Records Management Section
	1.2 Route the Whistleblowing Report(s) (WBR) to the Office of the General Counsel	None	4 hours	<i>Head Executive Assistant or Executive Assistant, Office of the Commission Proper</i>
	1.3 Route the WBR to the Integrity Division	None	1 hour, 30 minutes	<i>Director IV or Assigned Routing officer, Office of the General Counsel</i>
	1.4 Route the WBR to the handling lawyer	None	1 hour, 30 minutes	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.5 Evaluate and assess the WBR as to sufficiency and adequacy.  If found meritorious: Draft a Referral Letter to the GOCC and a Reply Letter to the complainant  If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents	None	5 working days	<i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i>
	1.6 Review the letter/s and send to the OGC Director for review	None	4 working days	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.7 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature	None	4 working days	<i>Director IV, Office of the General Counsel</i>





	<i>or</i> route to the GCG Commission for approval and signature			
	1.8 Review and sign the letter/s	None	4 working days	<i>Head Executive Assistant, Office of the Commission Proper</i>  <i>or</i> <i>Chairperson and Commissioners, Office of the Commission Proper</i>
	1.9 Route the signed letter/s to the OGC for sending out	None	4 hours	<i>Head Executive Assistant, Executive Assistants, and Administrative Assistant/s, Office of the Commission Proper</i>
	1.10 Submit the signed letter/s and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	<i>Administrative Assistant, Office of the General Counsel</i>  <i>Records Officer, Records Management Section</i>
	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>



	<b>Stage 1 Total</b>	None	20 working days	
<b>For Complaints Submitted via Face-to-Face</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Records Officer at the Reception of GCG Office for the whistleblowing report	1. Log the complainant's information	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Endorse the complainant to the Head Executive Assistant of the Chairperson	None	40 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Prepare the document containing the report, scan the said document and route the whistleblowing Report(s) (WBR) to the Office of the General Counsel	None	4 hours	<i>Head Executive Assistant or Executive Assistant, Records Officer, Records Management Section</i>
	1.3 Route the WBR to the Integrity Division	None	1 hour, 30 minutes	<i>Director IV or Assigned Routing officer, Office of the General Counsel</i>
	1.4 Route the WBR to the handling lawyer	None	1 hour, 30 minutes	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.5 Evaluate and assess the WBR as to sufficiency and adequacy  If found meritorious: Draft a Referral Letter to the GOCC and a Reply Letter to the complainant	None	5 working days	<i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i>



	If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents			
	1.6 Review the letter/s and send to the OGC Director for review	None	4 working days	<i>Attorney V,</i> Integrity Division, Office of the General Counsel
	1.7 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature  <i>or</i> route to the GCG Commission for approval and signature	None	4 working days	<i>Director IV,</i> Office of the General Counsel
	1.8 Review and sign the letter/s	None	4 working days	<i>Head Executive Assistant,</i> Office of the Commission Proper  <i>or</i> <i>Chairperson, and Commissioners,</i> Office of the Commission Proper
	1.9 Route the signed letter/s to the OGC for sending out	None	4 hours	<i>Head Executive Assistant, Executive Assistants, and Administrative Assistant/s,</i> Office of the Commission Proper
	1.10 Submit the signed letter/s and receiving copies to the GCG Front	None	4 hours	<i>Administrative Assistant,</i> Office of the General Counsel

	Desk and log the same for transmittal			<i>Records Officer, Records Management Section</i>
	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Stage 1 Total	None	20 working days	
<b><i>For Complaints Submitted via E-mail</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies to the GCG e-mail (feedback@gcg.gov.ph)	1. Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.1. Scan the document and endorse to the Head Executive Assistant of the Chairperson,	None	40 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the Whistleblowing Report(s) (WBR) to the Office of the General Counsel	None	4 hours	<i>Head Executive Assistant or Executive Assistant, Office of the Commission Proper</i>



	1.3 Route the WBR to the Integrity Division	None	1 hour, 30 minutes	<i>Director IV or Assigned Routing officer, Office of the General Counsel</i>
	1.4 Route the WBR to the handling lawyer	None	1 hour, 30 minutes	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.5 Evaluate and assess the WBR as to sufficiency and adequacy  If found meritorious: Draft a Referral Letter to the GOCC and a Reply Letter to the complainant  If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents	None	5 working days	<i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i>
	1.6 Review the letter/s and send to the OGC Director for review	None	4 working days	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.7 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature  <i>or</i>  route to the GCG Commission for approval and signature	None	4 working days	<i>Director IV, Office of the General Counsel</i>

	1.8 Review and sign the letter/s	None	4 working days	<i>Head Executive Assistant, Office of the Commission Proper</i>  or <i>Chairperson, and Commissioners, Office of the Commission Proper</i>
	1.9 Route the signed letter/s to the OGC for sending out	None	4 hours	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper</i>
	1.10 Submit the signed letter/s and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	<i>Administrative Assistant, Office of the General Counsel</i>  <i>Records Officer, Records Management Section</i>
	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Stage 1 Total	None	20 working days	
<b><i>For Complaints Submitted via E-mail</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies via the GCG telephone number (02) 5328-2030 to 34</p>	<p>1. Issue Official Acknowledgement Receipt</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Records Officer, Records Management Section</i></p>
	<p>1.1. Scan the document and endorse to the Head Executive Assistant of the Chairperson,</p>	<p>None</p>	<p>40 minutes</p>	<p><i>Records Officer, Records Management Section</i></p>
	<p>1.2 Route the Whistleblowing Report(s) (WBR) to the Office of the General Counsel</p>	<p>None</p>	<p>4 hours</p>	<p><i>Head Executive Assistant or Executive Assistants, Office of the Commission Proper</i></p>
	<p>1.3 Route the WBR to the Integrity Division</p>	<p>None</p>	<p>1 hour, 30 minutes</p>	<p><i>Director IV or Assigned Routing officer, Office of the General Counsel</i></p>
	<p>1.4 Route the WBR to the handling lawyer</p>	<p>None</p>	<p>1 hour, 30 minutes</p>	<p><i>Attorney V, Integrity Division, Office of the General Counsel</i></p>
	<p>1.5 Evaluate and assess the WBR as to sufficiency and adequacy</p> <p>If found meritorious: Draft a Referral Letter to the GOCC and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for</p>	<p>None</p>	<p>5 working days</p>	<p><i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i></p>



	supporting documents			
	1.6 Review the letter/s and send to the OGC Director for review	None	4 working days	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.7 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature  <i>or</i>  route to the GCG Commission for approval and signature	None	4 working days	<i>Director IV, Office of the General Counsel</i>
	1.8 Review and sign the letter/s	None	4 working days	<i>Head Executive Assistant, Office of the Commission Proper</i>  <i>or</i> <i>Chairperson, and Commissioners, Office of the Commission Proper</i>
	1.9 Route the signed letter/s to the OGC for sending out	None	4 hours	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper</i>
	1.10 Submit the signed letter/s and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	<i>Administrative Assistant, Office of the General Counsel</i>  <i>Records Officer, Records Management Section</i>





	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	Chief Administrative Officer, Administrative and Finance Office
	Stage 1 Total	None	20 working days	
<b><i>For Complaints Submitted via Fax</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complaint [Whistleblowing Report(s) (WBR)] from complainant or referral from other government agencies via the GCG fax number (02) 5328-2030 to 34 local 301	1. Issue Official Acknowledgement Receipt	None	20 minutes	Records Officer, Records Management Section
	1.1. Scan the document and endorse to the Head Executive Assistant of the Chairperson,	None	40 minutes	Records Officer, Records Management Section
	1.2 Route the Whistleblowing Report(s) (WBR) to the Office of the General Counsel	None	4 hours	Head Executive Assistant or Executive Assistants, Office of the Commission Proper
	1.3 Route the WBR to the Integrity Division	None	1 hour, 30 minutes	Director IV or Assigned Routing officer, Office of the General Counsel



	1.4 Route the WBR to the handling lawyer	None	1 hour, 30 minutes	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.5 Evaluate and assess the WBR as to sufficiency and adequacy  If found meritorious: Draft a Referral Letter to the GOCC and a Reply Letter to the complainant  If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents	None	5 working days	<i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i>
	1.6 Review the letter/s and send to the OGC Director for review	None	4 working days	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.7 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature  <i>or</i>  route to the GCG Commission for approval and signature	None	4 working days	<i>Director IV, Office of the General Counsel</i>
	1.8 Review and sign the letter/s	None	4 working days	<i>Head Executive Assistant, Office of the Commission Proper</i>  <i>or</i>



				Chairperson, and Commissioners, Office of the Commission Proper
	1.9 Route the signed letter/s to the OGC for sending out	None	4 hours	Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper
	1.10 Submit the signed letter/s and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	Administrative Assistant, Office of the General Counsel  Records Officer, Records Management Section
	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	Chief Administrative Officer, Administrative and Finance Office
	Stage 1 Total	None	20 working days	

**For Complaints Submitted via Whistleblowing Web Portal**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complaint [Whistleblowing Report(s) (WBR)] to the Whistleblowing (WB) Portal ( <a href="https://whistleblowing.gcg.gov.ph/">https://whistleblowing.gcg.gov.ph/</a> )	1.1 Route the Whistleblowing Report(s) (WBR) to the Integrity Division	None	1 hour, 30 minutes	Director IV, Office of the General Counsel



	1.2 Route the WBR to the handling lawyer	None	1 hour, 30 minutes	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.3 Evaluate and assess the WBR as to sufficiency and adequacy  If found meritorious: Draft a Referral Letter to the GOCC and a Reply Letter to the complainant  If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents	None	5 working days	<i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i>
	1.4 Review the letter/s and send to the OGC Director for review	None	4 working days	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.5 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature  <i>or</i>  route to the GCG Commission for approval and signature	None	4 working days	<i>Director IV, Office of the General Counsel</i>
	1.6 Review and sign the letter/s	None	4 working days	<i>Head Executive Assistant, Office of the Commission Proper</i>  <i>or</i>

				Chairperson, and Commissioners, Office of the Commission Proper
	1.7 Route the signed letter/s to the OGC for sending out	None	4 hours	Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper
	1.8 Submit the signed letter/s and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	Administrative Assistant, Office of the General Counsel  Records Officer, Records Management Section
	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	Chief Administrative Officer, Administrative and Finance Office
	Stage 1 Total	None	19 working days and 3 hours	
<b>For Complaints Submitted via 8888 Citizens Complaint Center</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complaint [Whistleblowing Report(s) (WBR)] to the 8888 Hotline	1.1 Prepare the Action letter/s addressed to the appropriate GOCC, agency, and to the complainant	None	4 hours	Handling Lawyer and Legal Assistant, Office of the General Counsel




	1.2 Review the letter/s and send to the OGC Director for review	None	4 hours	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.3 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature  or  route to the GCG Commission for approval and signature	None	4 hours	<i>Director IV, Office of the General Counsel</i>
	1.4 Review and sign the letter/s	None	2 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>  or <i>Chairperson, and Commissioners, Office of the Commission Proper</i>
	1.5 Route the signed letter/s to the OGC for sending out	None	2 hours	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper</i>
	1.6 Submit the signed letter/s and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	<i>Administrative Assistant, Office of the General Counsel</i>  <i>Records Officer, Records Management Section</i>
	1.11 Deliver the letter/s to the concerned recipient	None	4 hours	<i>Chief Administrative Officer,</i>

	<i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>			Administrative and Finance Office
	Stage 1 Total	None	3 working days	
<b><i>For Complaints Submitted via Other Complaint Centers</i></b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complaint [Whistleblowing Report(s) (WBR)] to Complaint Centers such as but not limited to CSC Contact Center ng Bayan, Presidential Action Center, etc.	1. Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.1. Scan the document and endorse to the Head Executive Assistant of the Chairperson,	None	40 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the Whistleblowing Report(s) (WBR) to the Office of the General Counsel	None	4 hours	<i>Head Executive Assistant or Executive Assistants, Office of the Commission Proper</i>
	1.3 Route the WBR to the Integrity Division	None	1 hour, 30 minutes	<i>Director IV or Assigned Routing officer, Office of the General Counsel</i>
	1.4 Route the WBR to the handling lawyer	None	1 hour, 30 minutes	<i>Attorney V, Integrity Division, Office of the General Counsel</i>



	<p>1.5 Evaluate and assess the WBR as to sufficiency and adequacy</p> <p>If found meritorious: Draft a Referral Letter to the GOCC and a Reply Letter to the complainant</p> <p>If found without merit: Draft a reply to the complainant stating inadequacy and/or request for supporting documents</p>	<p>None</p>	<p>6 working days</p>	<p><i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i></p>
	<p>1.6 Review the letter/s and send to the OGC Director for review</p>	<p>None</p>	<p>4 working days</p>	<p><i>Attorney V, Integrity Division, Office of the General Counsel</i></p>
	<p>1.7 Review the letter/s for approval and signature and route to the Head Executive Assistant for approval and signature</p> <p><i>or</i></p> <p>route to the GCG Commission for approval and signature</p>	<p>None</p>	<p>3 working days</p>	<p><i>Director IV, Office of the General Counsel</i></p>
	<p>1.8 Review and sign the letter/s</p>	<p>None</p>	<p>4 working days</p>	<p><i>Head Executive Assistant, Office of the Commission Proper</i></p> <p><i>or</i></p> <p><i>Chairperson, and Commissioners,</i></p>



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				Office of the Commission Proper
	1.9 Route the signed letter/s to the OGC for sending out	None	4 hours	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper</i>
	1.10 Submit the signed letter/s and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	<i>Administrative Assistant, Office of the General Counsel</i>  <i>Records Officer, Records Management Section</i>
	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Stage 1 Total	None	20 working days	

## Stage 2: Evaluation of the GOCC's reply/comment on the WBR/referral

This covers the evaluation and handling of WBR/referral in view of the GOCC's official reply/comment to the WBR/referral.

<b>Office or Division:</b>	Office of the General Counsel (OGC) - Integrity Division
<b>Classification:</b>	Highly Technical (Multi-Stage)
<b>Type of Transaction:</b>	G2C – Government to Transacting Citizen G2G – Government to Government
<b>Who may avail:</b>	All GOCCs
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

Official Reply/Comment/Formal Report to the WBR/Referral (1 original copy)		Transacting GOCC		
Supporting documents to the reply/comment/formal report that may substantiate the position or claim of the GOCC (1 original copy or 1 soft copy)		Transacting GOCC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the GOCC's reply/comment/formal report to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.1. Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	40 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the GOCC reply to the Office of the General Counsel	None	4 hours	<i>Head Executive Assistant or Executive Assistants, Office of the Commission Proper</i>
	1.3 Route the GOCC reply to the Integrity Division	None	1 hour, 30 minutes	<i>Director IV or Assigned Routing officer, Office of the General Counsel</i>
	1.4 Route the GOCC reply to the handling lawyer	None	1 hour, 30 minutes	<i>Attorney V, Integrity Division, Office of the General Counsel</i>
	1.5 Evaluate and assess the GOCC's response  If the response is adequate with adverse findings:  Prepare an Investigation Report in the form of a Memorandum	None	5 working days	<i>Attorney III or Attorney IV, Integrity Division, Office of the General Counsel</i>



	<p>for the Commission Proper (MFCP), or any other form that may be required by the Commission and draft a reply to the complainant of actions taken.</p> <p>If the response is adequate and complaint is resolved: Draft a closing reply letter for transmittal of the GOCC's reply to the complainant</p> <p>If the response is inadequate: Transmit the GOCC reply to the complainant, and request the GOCC to provide substantive answer and/or supporting documents</p>			
	1.6 Review the necessary document	None	4 working days	<i>Attorney V,</i> Integrity Division, Office of the General Counsel
	<p>1.7 Review the necessary document for approval and signature and route to the Head Executive Assistant for approval and signature</p> <p style="text-align: center;"><i>or</i></p> <p>route to the GCG Commission for</p>	None	4 working days	<i>Director IV,</i> Office of the General Counsel


	approval and signature			
	1.8 Review and sign the necessary document	None	4 working days	<i>Head Executive Assistant, Office of the Commission Proper</i>  or <i>Chairperson, and Commissioners, Office of the Commission Proper</i>
	1.9 Route the signed necessary document to the OGC for sending out	None	4 hours	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper</i>
	1.10 Submit the signed necessary document and receiving copies to the GCG Front Desk and log the same for transmittal	None	4 hours	<i>Administrative Assistant, Office of the General Counsel</i>  <i>Records Officer, Records Management Section</i>
	1.11 Deliver the letter/s to the concerned recipient  <i>*If possible, an advance barcoded copy will be sent by the concerned Office via email (if available) to the requesting party prior to the delivery of the physical copy of the document</i>	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Stage 2 Total	None	20 working days	

## 5. Renewal of Accreditation of Training Providers


The purpose of this service is to provide re-accreditation to training providers of corporate governance training to appointive directors as required under the Fit and Proper Rule for Appointive Directors and CEOs of GOCCs (GCG Memorandum Circular No. 2012-05).

<b>Office or Division:</b>	Corporate Standards Office (CSO) – Selection and Nomination Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	Any government or business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written intention to renew accreditation (1 original copy)		Requesting Party		
Details of proposed training program on corporate governance including proposed line up of trainers (1 original copy)		Requesting Party		
Supporting documents (i.e., summary of business experience, summary of business plan, credentials of resource persons, course program and training materials) (1 original copy)		Requesting Party		
Payment of Accreditation Fee		GCG Office – Cashier, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documentary requirements to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	15 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	20 minutes	<i>Records Officer, Records Management Section</i>
2. Pay the accreditation fee at the GCG Cashier	2. Receive accreditation fee and inform the Selection and Nomination Division of the payment	₱5,000.00 Renewal of Accreditation Fee	1 hour	<i>Administrative Officer, Administrative Division, Administrative and Finance Office</i>
	2.1 Route the documents to the	None	45 minutes	<i>Head Executive Assistant, Executive</i>

	Corporate Standards Office			Assistants, Office of the Commission Proper
	2.2 Route the letter to the concerned Division	None	4 hours	<i>Director IV or Assigned Routing officer,</i> Corporate Standards Office
	2.3 Validate the documentary requirements	None	1 working day	<i>Corporate Governance Officer,</i> Selection and Nomination Division, Corporate Standards Office
	2.4 Evaluate the request for renewal of accreditation	None	3 working days	<i>Corporate Governance Officer,</i> Selection and Nomination Division, Corporate Standards Office
	2.5 Draft, review, and send a Memorandum for the Commission Proper (MFCP) regarding results of evaluation for approval of the Office of the Commission Proper	None	3 working days	<i>Corporate Governance Officer and Director IV/III,</i> Selection and Nomination Division, Corporate Standards Office
	2.6 Review and approve action documents	None	4 working days	<i>Head Executive Assistant, Executive Assistants and Chairperson and/or Commissioners,</i> Office of the Commission Proper
	2.7 Send the signed document/s to the concerned Office for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s,</i> Office of the Commission Proper

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	2.8 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant/s, Corporate Standards Office and Records Officer, Records Management Section</i>
	2.9 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	<i>Chief Administrative Office, Administrative and Finance Office</i>
	Total	₱5,000.00 Renewal of Accreditation Fee	13 working days, 20 minutes	

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## 6. Requests for Clarification, Comments, Confirmation, and Review

This service covers all requests for clarification, comments, confirmation, review and all other requests requiring the technical expertise of the Governance Commission. This does not, however, cover:

- requests for reconsideration or appeal on matters falling under the Performance Evaluation System (PES) for GOCCs,
- requests for reconsideration or appeal on matters falling under the Compensation and Position Classification System (CPCS) for GOCCs,
- complaints (except replies to GOCCs in relation to complaints),
- requests for Comments on Bills,
- Freedom of Information (FOI) requests, and
- requests for Confidential Funds Clearance and Subpoenas.

<b>Office or Division:</b>	Corporate Governance Office A (CGO-A) Corporate Governance Office B (CGO-B) Corporate Governance Office C (CGO-C) Corporate Standards Office (CSO) Office of the General Counsel (OGC) <u>Disposition and Assets Management Office (DAMO)</u>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entities G2C – Government to Transacting Citizen			
<b>Who may avail:</b>	All Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request and all supporting documents as may be deemed necessary by the Requesting Party (1 original copy)			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	45 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the letter request to the concerned Office	None	4 hours	<i>Head Executive Assistant, Executive Assistants,</i>





				Office of the Commission Proper
	1.3 Route the letter request to the concerned Division	None	4 hours	<i>Director IV or Assigned Routing officer, Concerned Office</i>
	1.4 Route the letter to the concerned employee for action	None	1 hour	<i>Corporate Governance Officer V or Attorney V, Concerned Office</i>
	1.5. Evaluate and process the letter request	None	5 working days	<i>Corporate Governance Officer or Attorney, Concerned Office</i>
	1.6. Review the document/s and submit for review of the Director-in-Charge	None	5 working days	<i>Corporate Governance Officer V or Attorney V, Concerned Office</i>
	1.7. Review the document/s and submit for approval and signature of the GCG Commission	None	3 working days	<i>Director IV, Concerned Office</i>
	1.8. Review and sign the document/s for transmittal to the Requesting Party	None	4 working days	<i>Head Executive Assistant, Executive Assistants Chairperson and Commissioners, Office of the Commission Proper</i>
	1.9. Route the signed document/s to the concerned Office for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper</i>
	1.10. Submit the signed document/s and receiving copy to the GCG Front Desk and log the	None	1 hour	<i>Administrative Assistant/s or Corporate Governance Officer, Concerned Office and Records Officer,</i>

	same for transmittal			Records Management Section
	1.11. Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	Chief Administrative Officer, Administrative and Finance Office
	Total	None	19 working days, 4 hours, 5 minutes	

**For Requests for Clarification, Comments, Confirmation, and Review Submitted via Email**

1. Submit letter request to the GCG Front Desk via <a href="mailto:feedback@gcg.gov.ph">feedback@gcg.gov.ph</a>	1. Issue Official Acknowledgement Receipt via email	None	20 minutes	Records Officer Officer, Records Management Section
	1.1 Upload the document and endorse to the Head Executive Assistant of the Chairperson	None	45 minutes	Records Officer, Records Management Section
	1.2 Route the letter request to the concerned Office	None	4 hours	Head Executive Assistant, Executive Assistants, Office of the Commission Proper
	1.3 Route the letter request to the concerned Division	None	4 hours	Director IV or Assigned Routing officer, Concerned Office



	1.4 Route the letter to the concerned employee for action	None	1 hour	<i>Corporate Governance Officer V or Attorney V, Concerned Office</i>
	1.5. Evaluate and process the letter request	None	5 working days	<i>Corporate Governance Officer or Attorney, Concerned Office</i>
	1.6. Review the document/s and submit for review of the Director-in-Charge	None	5 working days	<i>Corporate Governance Officer V or Attorney V, Concerned Office</i>
	1.7. Review the document/s and submit for approval and signature of the GCG Commission	None	3 working days	<i>Director IV, Concerned Office</i>
	1.8. Review and sign the document/s for transmittal to the Requesting Party	None	4 working days	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	1.9. Submit the document/s to the GCG Front Desk and Administrative Assistant of the Office of the Commission Proper for electronic barcoding, and return to the Concerned Office for transmittal	None	1 hour	<i>Administrative Assistant/s and Records Officer, Records Management Section</i>
	1.10. Send the document/s to the requestor via email.*	None	1 working day	<i>Assigned Officer, Concerned Office</i>

	*Soft copies shall be treated as the official transmittal. Hard copies shall be physically delivered to the requestor on the next delivery date.			
	Total	None	19 working days, 3 hours, 5 minutes	

## 7. Request for Comments on Pending Bills

To provide the procedures for processes relative to the role of OGC as legislative liaison.

<b>Office or Division:</b>	Office of the General Counsel (OGC) - Legislative Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Senate of the Philippines, House of Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request for comments (1 original copy)			Submitted by the requesting agency	
Copy of the proposed bill (1 photocopy)			Websites of the Senate & House of Representatives	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the copy of the proposed Bill to the GCG Front Desk	1. Receive the copy of the proposed bill and issue an Acknowledgement Receipt	None	15 minutes	<i>Records Officer, Records Management Section</i>
	1.1. Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the letter request to the Office of the General Counsel	None	45 minutes	<i>Head Executive Assistant, Executive Assistants, Office of the Commission Proper</i>
	1.3 Route the letter to the concerned division	None	4 hours	<i>Director IV or Assigned Routing officer, Office of the General Counsel</i>
	1.4 Route the letter to the concerned employee for action	None	2 hours	<i>Division Chief, Office of the General Counsel</i>
	1.5 Evaluation and drafting of official comments	None	13 working days	<i>Assigned Lawyer, Division Chief, Office of the General Counsel</i>

	1.6 Approval of draft official comments	None		<i>Director IV, Office of the General Counsel</i>
	1.7 Review, approval, and signing of official comments	None	4 Working days	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	1.8 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant/s, Office of the General Counsel and Records Officer, Records Management Section</i>
	1.9 Deliver the document/s to the requestor*  *An advance barcoded copy must be emailed to the requesting party	None	1 working day	<i>Chief Administrative Officer / Administrative Aide, Administrative and Finance Office</i>
	Total	None	19 working days, 20 minutes	

## 8. Request for Extension to Submit Requirements

This service covers the processing of requests for extension to submit requirements for the Performance Evaluation System (PES), Performance Evaluation for Directors (PED), Performance-Based Bonus (PBB), Performance-Based Incentive (PBI), Reorganization and Restructuring, Integrated Corporate Reporting System (ICRS), and GOCC Leadership Management System – Appointive Director's Data Form (GLMS-ADDF), and all other submissions as may be required by the Governance Commission.

<b>Office or Division:</b>	Corporate Governance Office A (CGO-A) Corporate Governance Office B (CGO-B) Corporate Governance Office B (CGO-C) Corporate Standards Office (CSO) Disposition and Assets Management Office (DAMO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	GOCCs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request (1 original copy)			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><i>For requested extension of 15 days or less</i></b>				
1. Submit letter request to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	15 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the letter request to the concerned Office	None	45 minutes	<i>Head Executive Assistant, Executive Assistants, Office of the Commission Proper</i>
	1.3 Route the letter to the concerned Division	None	4 hours	<i>Director IV or Assigned Routing officer, Concerned Office</i>
	1.4 Route the letter to the concerned	None	2 hours	<i>Division Chief, Concerned Office</i>




	employee for action			
	1.5 Draft, review and approve the response	None	2 working days and 4 hours	<i>Concerned Officer and Director IV/III, Concerned Office</i>
	1.6 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant/s or Concerned Officer, Concerned Office and Records Officer, Records Management Section</i>
	1.7 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Total	None	4 working days, 4 hours, 20 minutes	
<b><i>For requested extension of 16 to 30 days</i></b>				
1. Submit letter request to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	15 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the letter request to the concerned Office	None	45 minutes	<i>Head Executive Assistant, Executive Assistants, Office of the Commission Proper</i>





	1.3 Route the letter to the concerned Division	None	4 hours	<i>Director IV or Assigned Routing officer, Concerned Office</i>
	1.4 Route the letter to the concerned employee for action	None	2 hours	<i>Division Chief, Concerned Office</i>
	1.5 Draft and review the response	None	2 working days and 4 hours	<i>Concerned Officer and Director IV/III, Concerned Office</i>
	1.6 Review and approve response	None	4 working days	<i>Head Executive Assistant, Executive Assistants and Chairperson and/or Commissioners, Office of the Commission Proper</i>
	1.7 Send the signed document/s to the concerned Office for sending out	None	1 hour	<i>Head Executive Assistant, Executive Assistants and Administrative Assistant/s, Office of the Commission Proper</i>
	1.8 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	1 hour	<i>Administrative Assistant/s or Concerned Officer, Concerned Office and Records Officer, Records Management Section</i>
	1.9 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>

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	physical copy of the document			
	Total	None	8 working days, 6 hours, 20 minutes	


## 9. Request for a Meeting, Response to Invitations and Similar Letters

This service covers responses to requests for a meeting, invitations, and similar letters to the Governance Commission and/or with any of its Divisions and officers.

<b>Office or Division:</b>	Office of the Commission Proper (OCP) Corporate Governance Office A (CGO-A) Corporate Governance Office B (CGO-B) Corporate Governance Office C (CGO-C) Corporate Standards Office (CSO) Disposition and Assets Management Office (DAMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Transacting Citizen G2B – Government to Business Entities			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter request (1 original copy)			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the GCG Front Desk	1. Issue Official Acknowledgement Receipt	None	15 minutes	<i>Records Officer, Records Management Section</i>
	1.1 Scan the document and endorse to the Head Executive Assistant of the Chairperson	None	20 minutes	<i>Records Officer, Records Management Section</i>
	1.2 Route the letter request to the concerned Office	None	25 minutes	<i>Head Executive Assistant, Executive Assistants, Office of the Commission Proper</i>
	1.3 Route the letter to the concerned employee for action	None	2 hours	<i>Director IV or Assigned Routing officer, Concerned Office</i>
	1.4 Draft the response	None	4 hours	For invitations to the Chairperson and/or Commissioners: <i>Executive Assistant VI, Office of the Commission Proper</i>



				For invitations to other Offices, Divisions, or officers: <i>Concerned Officer, Concerned Office</i>
	1.5 Review and sign the response	None	1 working day	For invitations to the Chairperson and/or Commissioners: <i>Head Executive Assistant, Office of the Commission Proper</i>  For invitations to other Offices, Divisions, or officers: <i>Director IV, Concerned Office</i>
	1.6 Send the signed document/s to the concerned Officer for sending out	None	30 minutes	<i>Administrative Assistant/s, Concerned Office</i>
	1.7 Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal	None	30 minutes	<i>Concerned Officer and Records Officer, Concerned Office and Records Management Section</i>
	1.8 Deliver the document/s to the requestor*  *An advance barcoded copy must be sent by the concerned Office via email to the requesting party prior to the delivery of the physical copy of the document	None	1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Total	None	3 working days	

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## 10. Request for Other Personnel Planning Actions

This service covers requests for minor or isolated alterations or modifications in the Organizational Structure and Staffing Pattern (OSSP)<sup>1</sup> of GOCCs covered by R.A. No. 10149 such as creation of new units/positions, reclassification of positions (change in any or all of the position attributes such as position title, salary grade or position level), conversion of positions, abolition of positions, regularization of casual positions, and upgrading of units.

<b>Office or Division:</b>	Corporate Governance Office A Corporate Governance Office B Corporate Governance Office C
<b>Classification:</b>	Highly Technical (Multi-Stage)
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	GOCCs covered by R.A. No. 10149
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Board Resolution Approving the Request for Other Personnel Planning Action - ( <u>1 original hard copy and 1 scanned copy</u> )	Board of Directors of the GOCC Availing the Service
2. Copy of the Existing Organizational Structure and Staffing Pattern (OSSP) - ( <u>1 Certified True Copy of Original OSSP in hard copy and 1 scanned copy</u> )	GOCC Availing the Service
3. Proposed OSSP ( <b><i>Annexes 9 and 11 of Guidebook for Reorganization for GOCCs</i></b> ) - ( <u>1 original hard copy and 1 soft copy in editable form</u> )	GOCC Availing the Service
4. Proposed Functional Description of the Proposed Unit(s) and/or Job Description of Proposed Position(s) ( <b><i>Annexes 12 and/or 13 of Guidebook for Reorganization for GOCCs</i></b> ) - ( <u>1 original hard copy and 1 soft copy in editable form</u> )	GOCC Availing the Service

<sup>1</sup> Pursuant to the authority granted under Section 5(a) of Republic Act (R.A.) No. 10149, the GCG shall approve the changes in the Organizational Structure and Staffing Pattern (OSSP) of all GOCCs covered by R.A. No. 10149 prior to their implementation. However, not all modifications to the OSSP are considered as reorganization. Section IV.1.1 of the GCG's Guidebook for Reorganization for GOCCs (Guidebook) provides that "isolated changes" in the OSSP do not constitute a reorganization. While the aforementioned Guidebook did not provide a definition for "isolated changes", the term may be interpreted based on the context of the discussion in the Guidebook. As provided in the Guidebook, reorganization and rationalization was defined as the substantial modification of the OSSP of a GOCC, while changes in the OSSP that are not substantial are considered "isolated changes". Following General Register (G.R.) No. 133132, Canonizado v. Aguirre, substantial changes may pertain to an alteration of the existing structure of offices or units, including lines of control, authority, and responsibility between them. It involves a reduction of personnel, consolidation of offices, or abolition thereof by reason of economy or redundancy of functions. Isolated changes, on the other hand, pertain to minor alterations in the GOCC's existing OSSP through personnel planning actions. Thus, changes that involve almost all units of the organization, prompting the GCG to necessarily evaluate the organization as a whole, and not only in part, are not considered "isolated changes".

5. Scrap and Build Plan for proposed creation under the scrap and build policy <sup>2</sup> ( <b>Form 6 of Guidebook for Reorganization for GOCCs</b> ) - (1 original hard copy and 1 scanned copy)		GOCC Availing the Service		
6. Board-approved Corporate Operating Budget (COB) for the applicable year - (1 Certified True Copy in hard copy and 1 scanned copy)		GOCC Availing the Service		
7. Cost-Benefit Analysis of the Proposal ( <b>Annex 6 of Guidebook for Reorganization for GOCCs</b> ) - (1 original hard copy and 1 scanned copy)		GOCC Availing the Service		
8. Justification/rationale/background on the Requested Other Personnel Planning Action/s - (1 original hard copy and 1 soft copy)		GOCC Availing the Service		
9. Time and motion study, deployment schedule and/or other relevant information, documents, and data necessary in the evaluation of the request - (1 original hard copy and 1 soft copy in editable form)		GOCC Availing the Service		
10. Attendance in meetings set by the GCG, if applicable		Venue set by the GCG		
Applicable for request for <i>reclassification</i> of positions <b>only</b> :				
11. Statement of functions of the unit where the position belongs - (1 original hard copy and 1 soft copy in editable form)		GOCC Availing the Service		
12. Certification that the incumbent fully meets the qualification standards set by the CSC for the position as reclassified - (1 original hard copy and 1 scanned copy)		GOCC Availing the Service		
13. If no amount is appropriated specifically for the reclassification of positions, identification of vacant positions to be offered for abolition which shall be used as funding source for said purpose in accordance with the scrap and build policy - (1 original hard copy and 1 soft copy in editable form)		GOCC Availing the Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for personnel planning with complete set of requirements to the GCG Front Desk	1.1. Issue acknowledgement letter		20 minutes	Records Officer, Records Management Section

<sup>2</sup> Also applicable for requests for *conversion* of positions




	1.2. Scan the documents and endorse to the Head Executive Assistant of the Chairperson		45 minutes	<i>Records Officer, Records Management Section</i>
	1.3. Route the request to the concerned Office		4 hours	<i>Head Executive Assistant, Executive Assistants, Office of the Commission Proper</i>
	1.4. Route the request to the concerned Division		4 hours	<i>Director IV or Assigned Routing Officer, Corporate Governance Office</i>
	1.5. Route the request to the concerned employee for action		1 hour	<i>CGO V, Division-in-Charge, Corporate Governance Office</i>
	1.6. Evaluate and process the request Based on the evaluation of the CGO, clarificatory meeting/s may be scheduled with the GOCC. If deemed necessary, inform the GOCC of the proposed schedule of meeting then proceed to Step 2, otherwise, proceed to 1.7.		14 working days	<i>CGO-in-Charge and Director IV/III, Corporate Governance Office</i>
	1.7. Review and approve action documents		4 working days	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	1.8. Route the signed document/s to the concerned Office for sending out		1 hour	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>



	1.9. Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal		1 hour	<i>Administrative Assistant/s or Corporate Governance Officer, Concerned Office and Records Officer, Records Management Section</i>
	1.10. Deliver the document/s to the requestor		1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Total	None	19 working days, 12 hours, 5 minutes	
2. Submit letter of confirmation or request to reschedule to a later date the clarificatory meeting	2.1. Issue acknowledgement letter	None	20 minutes	<i>Records Officer, Records Management Section</i>
	2.2. Scan the documents and endorse to the Head Executive Assistant of the Chairperson		45 minutes	<i>Records Officer, Records Management Section</i>
	2.3. Route the request to the concerned Office		4 hours	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	2.4. Route the request to the concerned Division		4 hours	<i>Director IV or Assigned Routing Officer, Concerned Office</i>
	2.5. Confirm final schedule of the clarificatory meeting (e-mail confirmation)		1 working day	<i>CGO-in-Charge and Director IV/III, Corporate Governance Office</i>
	Total	None	1 working day, 9 hours, 5 minutes	
3. GOCC presents the proposed personnel planning action to the	3.1. Discuss initial findings on the proposed personnel planning action	None	1 working day	<i>CGO-in-Charge and Director IV/III, Corporate Governance Office</i>



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	3.2. Re-evaluate the request based on discussions during the clarificatory meeting.		13 working days	<i>CGO-in-Charge and Director IV/III, Corporate Governance Office</i>
	3.3. Review and approve action documents.		4 working days	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	3.4. Route the signed document/s to the concerned Office for sending out		1 hour	<i>Head Executive Assistant, Executive Assistants, Chairperson and Commissioners, Office of the Commission Proper</i>
	3.5. Submit the signed document/s and receiving copy to the GCG Front Desk and log the same for transmittal		1 hour	<i>Administrative Assistant/s or Corporate Governance Officer, Concerned Office and Records Officer, Records Management Section</i>
	3.6. Deliver the document/s to the requestor		1 working day	<i>Chief Administrative Officer, Administrative and Finance Office</i>
	Total	None	19 working days, 2 hours	



**Head Office**  
**Internal Services**

## 1. ICT Application Support and Maintenance – Bug Defect

This service refers to the provision of corrective maintenance in addressing defects, potential defects, and minor improvements found on all available applications of the Governance Commission. The implementation of defect management ensures the software being used by the Governance Commission continues to perform based on its intended purpose and possible service interruption will either be prevented or resolved in a short period of time.

<b>Office or Division:</b>	Strategy, Communications, and Information Technology Office (SCITO) – Applications Management Division (AMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Offices/ All GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Information and Communications Technology (ICT) Bug Form			GCG Intranet – Documents – Forms	
Bug Form (1 original copy)			Application Management Division (AMD)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Bug Form	1. Receive, replicate, and evaluate the bug details on the Bug Form	None	1 hour	<i>Information Technology Officer (ITO)-in-Charge/ Support Engineer In-Charge, Management Information Systems Division, Strategy, Communications, and Information Technology Office</i>
<b>For MINOR bug</b>				
	1.2 Address and fix the identified bug.	None	5 working days	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>



	1.3 Perform system testing to verify the effectiveness of the fix	None	2 working days	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
	1.4 Once resolved, immediately verify the provided resolution with the end-user before closing the service request	None	15 minutes	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
2. Verify the provided solution in the application	2. Provide Bug Resolution details	None	2 minutes	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
	2.1 Close the ticket via service desk and deploy the fix on the production environment.	None	1 hour	<i>Information Technology Officer (ITO)-in-Charge/ Support Engineer In-Charge Management Information Systems Division, Strategy, Communications, and Information Technology Office</i>

	Total	None	7 working days, 2 hours, 17 minutes	
<b>For MAJOR bug</b>				
	1.2 Address and fix the identified bug.	None	10 working days	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
	1.3 Perform system testing to verify the effectiveness of the fix	None	3 working days	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge, Application Management Division, Strategy, Communication and Information Technology Office</i>
	1.4 Once resolved, immediately verify the provided resolution with the end-user before closing the service request	None	15 minutes	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
2. Verify the provided solution in the application	2. Provide Bug Resolution details	None	2 minutes	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer-in-Charge,</i>

				Application Management Division, Strategy, Communications, and Information Technology Office
	2.1 Close the ticket via service desk and deploy the fix on the production environment.	None	1 hour	<i>Information Technology Officer (ITO)-in-Charge/ Support Engineer In-Charge</i> Management Information Systems Division, Strategy, Communications, and Information Technology Office
	Total	None	13 working days, 2 hours, 17 minutes	

## 2. ICT Application Support and Maintenance – Change Request Approval

This refers to the approval process of Change Request, which is an essential creative process in enhancing a software application. The process for Change Request under the Application Support and Maintenance outlines how a client and/or the Process Owner can request for changes (e.g. *user interface, logic, system flow*) for an existing software application of the Governance Commission.

<b>Office or Division:</b>	Strategy, Communications, and Information Technology Office (SCITO) – Applications Management Division (AMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Information and Communications Technology (ICT) Change Request Form (1 original copy)			GCG Intranet – Documents – Forms	
Change Request Form (1 original copy)			Application Management Division (AMD)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Change Request Form	1. Receive and verify the correctness and completeness of the Change Request details	None	1 hour	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer In-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
	1.2. Review and assess the feasibility, risk, and impact of the requested change	None	3 working days	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer In-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>

	1.3 Fill-out and sign the 2 <sup>nd</sup> page of the Change Request Form	None	5 minutes	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer In-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
2. Close ICT Service Request	2. Process Owner will be notified via email regarding the approval status of the requested change.	None	2 minutes	<i>Information Technology Officer (ITO)-in-Charge/ Software Engineer In-Charge, Application Management Division, Strategy, Communications, and Information Technology Office</i>
	Total	None	6 working days, 4 hours, 9 minutes	



### 3. ICT Service Desk Support

The primary objective of this process is to immediately resolve the issues and concerns of GCG employees and officials to minimize the possible impact on business operations. This procedure shall cover the day-to-day ICT service operation within and outside GCG premises and shall be limited to the ICT Service Catalog and operational working days of the GCG.

<b>Office or Division:</b>	Strategy, Communications, and Information Technology Office (SCITO) – Management Information Systems Division (MISD) and Applications Management Division (AMD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Offices/ All GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished ICT Service Request e-Form			GCG Intranet – Documents – Forms	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit an accomplished ICT Service e-Form.	1. The ICT Service Desk Administrator shall acknowledge, evaluate, review the completeness of the ICT Service Request details, and assign a ticket number.	None	1 hour	<i>ICT Service Desk Administrator (Computer Maintenance Technologist III), SCITO-MISD</i>
	1.1 The ICT Service Desk Administrator shall determine the priority of each ICT Service Request Ticket and assign it to the Level 1 Service Support.	None		
<b>For Level 1 Service Support Escalation</b>				
	1.2 The Level 1 Service Support shall assess the assigned ICT	None	5 working days	<i>Assigned Level 1 Service Support, SCITO-MISD and AMD</i>



	Service Request Ticket upon receipt from the ICT Service Desk Administrator. The Level 1 Service Support shall coordinate and provide the necessary resolution on the ICT Service Request Ticket of the end-user.			
	Total	None	5 working days And 1 hour	
<b><i>For Level 2 Service Support Escalation</i></b>				
	<p>1.3 If the ICT Service Request Ticket cannot be resolved, the Level 1 Service Support shall check if the machine/ equipment is under warranty and/or the service has an existing Service Level Agreement (SLA) with third-party provider.</p> <p>1.4 If the said warranty or support services agreement exists, the ICT Service Request Ticket shall be immediately escalated to the</p>	None	12 working days	<i>Assigned Level 1 Service Support, SCITO-MISD and AMD</i>



	<p>respective third-party provider as the Level 2 Service Support.</p> <p>1.5 Only the assigned Level 1 Service Support shall be designated as the single point of contact of the Level 2 Service Support. The Level 1 Service Support shall maintain its chain of ownership and oversee the process of service resolution from the Level 2 Service Support.</p>			
	<p>1.6 Once resolved, the Level 1 Service Support shall immediately coordinate the provided resolution with the end-user before closing the ICT Service Request Ticket.</p>	None	1 hour	<p><i>Assigned Level 1 Service Support, SCITO-MISD and AMD</i></p>
<p>2. The end-user shall confirm if the Level 1 and Level 2 Service Support were able to provide or resolved the escalated ICT Service Request.</p>	<p>2. Once confirmed by the end-user, the Level 1 Service Request shall notify the ICT Service Desk Administrator that the assigned ICT Service Request Ticket has been</p>	None	1 working day	<p><i>Assigned Level 1 Service Support, SCITO-MISD and AMD</i></p>



	<p>resolved and is now ready for closure.</p> <p>2.1 The assigned Level 1 Service Support shall ensure the completeness of the details on the provided resolution before its submission to the ICT Service Desk to close the ICT Service Request Ticket.</p>			
	<p>2.1 Upon receipt, the ICT Service Desk Administrator shall now proceed in closing the ICT Service Request Ticket.</p> <p>2.2 The ICT Service Desk Administrator shall log the details of each ICT Service Request Ticket in the ICT Service Desk Monitoring Sheet.</p>	None	4 hours	<p><i>ICT Service Desk Administrator (Computer Maintenance Technologist III), SCITO-MISD</i></p>
	Total	None	18 working days and 6 hours	

#### 4. Issuance of Inspection and Acceptance Report

This service refers to the examination, evaluation and testing of the goods and services delivered or rendered as to conformity with the technical specifications, and quantity, if applicable, and issuance of Inspection and Acceptance Report.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Employees (All end-users of their respective projects)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished and signed Purchase Request (1 original) or Purchase Order (1 original copy)		GCG Intranet – Documents – Forms		
Delivery Receipt (1 original copy) or Itemized Sales Invoice (1 original copy) or Official Receipt (1 original copy) or Service Report (if Service) (1 original copy)		Suppliers/Service Providers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Purchase Request together with the Delivery Receipt/ Itemized Sales Invoice, Official Receipt whichever is applicable to the Office of the Administrative Division	1. Receive the Purchase Receipt together with the Delivery Receipt/Itemized Sales, Official Receipt whichever is applicable	None	2 working days	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	1.1 Inspect the goods and services rendered as to conformity with the technical specification and quantity	None		<i>Administrative Officer III, Administrative Division, Administrative and Finance Office</i>
	1.2 Prepare the Inspection and Acceptance Report (IAR) and sign the "Inspection" portion	None		<i>Administrative Officer III, Administrative Division, Administrative and Finance Office</i>
	1.3 Forward the IAR for the signature of the "Acceptance" portion by the	None		<i>Administrative Officer III, Administrative Division, Administrative and Finance Office</i>

	Administrative Officer V			
	1.4 Check the correctness of the details indicated in the IAR through the supporting documents received	None		<i>Administrative Officer V, Administrative Division, Administrative and Finance Office</i>
	1.5 Receive the IAR signed by the Administrative Officer V. Issue the Inspection and Acceptance Report to the end-user	None		<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
2. Receive and sign the "received" portion of the IAR delivered by the Administrative Division	2. File a copy of the IAR for documentation	None	1 working day	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	Total	None	3 working days	

## 5. Issuance of Office Order

This service refers to the issuance of a written document prepared by the Human Capital Management Division and signed by the Chairperson to communicate internal administrative concerns such as, but not limited to, the following:


- a. Creation, composition and/or reconstitution of an internal committee or board;
- b. Designation of Officer-in-Charge (OIC) or Acting Officer in an office or division;
- c. Designation of a Special Disbursing Officer (SDO) and Petty Cash Fund Custodian (PCFC);
- d. Reassignment of personnel under a different division or office; and
- e. Authority to render overtime work.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Personnel of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Memorandum Request (1 original copy)			Requesting Party	
Supporting Documents to the request as may be deemed necessary by the requesting employee (1 original copy)			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements to the HCMD	1. Receive the complete requirements from the requesting party	None	5 minutes	<i>Administrative Assistant,</i> –Human Capital Management Division, Administrative and Finance Office
	1.1 Draft and submit the Office Order to Administrative Officer IV for review	None	7 hours and 55 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	1.2 Review and submit the Office Order to Administrative Officer V	None	2 hours	<i>Administrative Officer IV,</i> Human Capital Management Division, Administrative and Finance Office



	1.3 Endorse the Office Order to the Supervising Administrative Officer for review	None	2 hours	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>
	1.4 Endorse the Office Order to the Chief Administrative Officer final review and endorsement	None	3 hours	<i>Supervising Administrative Officer, Human Capital Management Division, Administrative and Finance Office</i>
	1.5 Endorse the Office Order to the AFO Director IV	None	4 hours	<i>Chief Administrative Officer, Human Capital Management Division, Administrative and Finance Office</i>
	1.6 Endorse the authorized Office Order to the Office of the Chairperson	None	4 hours	<i>Director IV, Administrative and Finance Office</i>
	1.7 Review and approve the Office Order	None	4 Working Days	<i>Chairperson or the Head Executive Assistant Office of the Commissioner Proper</i>
	1.8 Endorse the approved Office Order to HCMD	None		<i>Head Executive Assistant/Administrative Assistant/s Office of the Commissioner Proper</i>
	1.9 Submit and endorse the signed Office Order to the Records Management Section for barcoding and uploading	None	30 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office–</i>




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	2 Notify the requestor through the Document Management System (DMS)	None	30 minutes	<i>Records Officer, Records Management Section</i>
	Total	None	7 working days	


## 6. Issuance of Office Supplies

This service refers to the issuance of common office supplies as requested by a GCG Office per an approved Requisition and Issue Slip (RIS).

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Offices/ All GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished and signed Requisition and Issue Slip (RIS) (1 original copy)			GCG Intranet – Documents – Forms	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished RIS signed or approved by their immediate supervisor to the Administrative Division at the Admin. and Finance Office	1. Receive the Requisition and Issuance Slip (RIS)	None	3 working days	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	1.1 Review and verify the submitted RIS as to completeness of information	None		<i>Administrative Officer V or III, Administrative Division, Administrative and Finance Office</i>
	1.2 Check the availability of supplies requested	None		<i>Administrative Officer V or III, Administrative Division, Administrative and Finance Office</i>
	1.3 Issue the supplies to the requesting office	None		<i>Administrative Officer V or III, Administrative Division, Administrative and Finance Office</i>
	1.4 If necessary, issue the Inventory Custodian Slip for semi-expendable items issued or Property Acknowledgment Receipt for equipment issued	None		<i>Administrative Officer V or III, Administrative Division, Administrative and Finance Office</i>

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2. Receive the supplies and sign the "received" portion of the RIS delivered by the Administrative Division	2. File a copy of the signed RIS for documentation	None		<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	Total	None	3 working days	

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## 7. Issuance of Special Order

This service refers to a written authority prepared by the Human Capital Management Division and signed by the Chairperson to direct the discharge of the Governance Commission's resources (i.e. personnel, funds) or for the conduct of an activity for a specific purpose, such as:

- a. Conduct of or participation in an activity, ocular visits, meetings, trainings, workshops, or seminars; and
- b. Designation of a Special Disbursing Officer (SDO) (same with Office Order, applicable specifically for **Activity Proposals with inclusion of SDO designation**).

<b>Office or Division:</b>	Administrative and Finance Office (AFO) Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Personnel of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Purpose A:				
Memorandum Request duly approved by Chairperson (1 original copy)		Requesting Party		
Invitation for activity, meeting, training, workshop, or seminars (1 original or photocopy)		Training/Seminar Provider		
For Purpose B:				
Memorandum Request duly approved by Chairperson (1 original copy)		Requesting Party		
Financial Plan / Activity Proposal (1 original copy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Special Order for the conduct of activities within the GCG Office</b>				
1. Submit the complete requirements to the HCMD	1. Receive the complete requirements from the requesting party	None	5 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Draft the Special Order	None	7 hours, 55 minutes	<i>Administrative Assistant,</i>



				Human Capital Management Division, Administrative and Finance Office
1.2	Review and submit the Office Order to Administrative Officer IV for review	None	3 hours	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
1.3	Endorse the Special Order to the Supervising Administrative Officer for further review	None	3 hours	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office–</i>
1.4	Endorse the Special Order to the Chief Administrative Officer for final review and endorsement	None	4 hours	<i>Supervising Administrative Officer, Human Capital Management Division, Administrative and Finance Office–</i>
1.5	Endorse the Special Order to the AFO Director IV	None	5 hours	<i>Chief Administrative Officer, Human Capital Management Division, Administrative and Finance Office–</i>
1.7	Review and approve the Office Order	None	4 working days	<i>Chairperson or the Head Executive Assistant Office of the Commissioner Proper</i>



	1.8 Endorse the approved Office Order to HCMD			<i>Head Executive Assistant/Administrative Assistant/s Office of the Commissioner Proper</i>
	1.7 Submit and endorse the signed Special Order to the Records Management Section for barcoding and uploading	None	30 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	2 Notify the requestor through the Document Management System (DMS)	None	30 minutes	<i>Records Officer Records Management Section</i>
	Total	None	7 working days	
<b>Special Order for the conduct of activities outside GCG Office</b>				
1. Submit all the requirements to the Administrative Division at the Admin. and Finance Office	1. Receive all requirements from the concerned Employee	None	15 minutes	<i>Administrative Assistant, Admin Division, Administrative and Finance Office</i>



	1.1 Draft the Special Order	None	1 working day	<i>Administrative Officer III, Admin Division, Administrative and Finance Office</i>
	1.2 Submit the Special Order to the Administrative Officer V for review	None	2 hours	<i>Administrative Officer III, Admin Division, Administrative and Finance Office</i>
	1.3 Endorse the Special Order to the Supervising Administrative Officer for review	None	2 hours	<i>Administrative Officer V, Admin Division, Administrative and Finance Office</i>
	1.4 Endorse the Special Order to the Chief Administrative Officer for review	None	2 hours	<i>Supervising Administrative Officer, Administrative Division, Administrative and Finance Office</i>
	1.5 Endorse the Special Order to the AFO Director IV for review	None	1 working day	<i>Chief Administrative Officer, Administrative Division, Administrative and Finance Office</i>
	1.7 Review and approve the Special Order	None	4 working days	<i>Chairperson or the Head Executive Assistant Office of the Commissioner Proper</i>
	1.8 Endorse the approved Special Order to Admin Division	None	20 minutes	<i>Head Executive Assistant/Administrative Assistant/s</i>


				Office of the Commissioner Proper
	1.7 Submit and endorse the signed Special Order to the Records Management Section	None	25 minutes	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	2 Notify the requesting party through the Document Management System (DMS)	None	1 hour	<i>Records Officer Records Management Section</i>
	Total	None	7 working days	




## 8. Issuance of Vehicle Carpool

This service refers to the scheduling and assigning of the available GCG Vehicle carpool for official trips to transport people, goods, documents or other needs of the Commission pursuant to its mandate and other day to day business.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished and signed Trip Ticket and Pool Car Use Permission Slip (TTPCUPS) (1 original)			GCG Intranet – Documents – Forms	
Special Order if beyond fifty (50) km radius or outside National Capital Region (NCR) (1 photocopy)			Document Management System (DMS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the duly accomplished TTPCUPS together with, if applicable, a Special Order to the office of the Admin. Division	1. Receive the TTPCUPS and check the availability of a driver or vehicle	None	2 working days	<i>Administrative Aide IV,</i> Administrative Division, Administrative and Finance Office
	1.1 If a driver or vehicle is available, record the trip in the Schedule Dispatch Calendar	None		<i>Administrative Aide IV,</i> Administrative Division, Administrative and Finance Office
	1.2 If there is no driver or vehicle available, immediately inform the requesting party by issuing a Certification of Non-availability	None		<i>Administrative Aide IV,</i> Administrative Division, Administrative and Finance Office
2. If the service is not available, receive the Certification of Non-availability from the Administrative Division	2. File the receiving copy of the Certification of non-availability for documentation	None	4 hours	<i>Administrative Aide IV,</i> Administrative Division, Administrative and Finance Office

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3. If the service is available, provide service rating to the assigned driver through the TTPCUPS	3. Receive the TTPCUPS with service rating	None	4 hours	<i>Administrative Aide IV, Administrative Division, Administrative and Finance Office</i>
4. Receive Daily Mileage Report if request has been served	4. File the receiving copy of the Daily Mileage Report	None		<i>Administrative Aide IV, Administrative Division, Administrative and Finance Office</i>
	Total	None	3 working days	

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## 9. Monetization of Leave Credits

This service refers to the processing of monetization of leave credits of the GCG officials and employees who requested to monetize a portion of their leave credits for specific and justifiable reasons, provided, that at least five (5) vacation leave (VL) credits is retained after monetization. These GCG officials and employees must have accumulated fifteen (15) days of VL or more. The Human Capital Management Division, Administrative Division, and Finance Division assist the requesting employee in facilitating their request and process the pay-out of the same upon receipt of the Special Allotment Release Order (SARO) from the Department of Budget and Management (DBM).

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)
<b>Who may avail:</b>	All Plantilla Employees of the GCG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly signed and approved Leave Form (3 photocopies)	Requesting Party
Duly signed and approved Memorandum for the Chairperson for the availment of monetization of leave credits under Section 22 or 23 of the Omnibus Rules on Leave (3 copies, 1 original, 2 photocopies)	Requesting Party
If monetization is more than 50% of the VL/SL credits or more than 30 days VL/SL, proof to justify the reason for the availment of monetization under section 23 of the Omnibus Rules on Leave (1 original copy)	Requesting Party
Leave Card	Human Capital Management Division
Payroll Sheet	Human Capital Management Division
Latest Notice of Salary Adjustment (NOSA) (2 Certified True Copies)	Document Management System (DMS)

### **Phase 1: Processing of Leave Monetization Application**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to HCMD	Receive the complete requirements and forward to	None	15 minutes	<i>Administrative Officer II, Human Capital Management Division,</i>



	Administrative Officer IV			Administrative and Finance Office
	1.2 Compute the monetary equivalent of the leave credits to be monetized and endorse to Administrative Officer V for review	None	2 Working Days, 7 hours, 25 minutes	<i>Administrative Officer IV,</i> Human Capital Management Division, Administrative and Finance Office
	1.3 Review the documents and endorse to Supervising Administrative Officer for final review and initial signature	None	1 working day	<i>Administrative Officer V,</i> Human Capital Management Division, Administrative and Finance Office
	1.4 Review and endorse the documents with initial signature to Chief Administrative Officer	None	1 working day	<i>Supervising Administrative Officer</i> Human Capital Management Division, Administrative and Finance Office
	1.5 Sign the computation form and endorse to the AFO Director IV	None	1 working day	<i>Chief Administrative Officer,</i> Human Capital Management Division, Administrative and Finance Office
	1.6 Sign the computation form	None	1 working day	<i>Director IV,</i> Administrative and Finance Office
	1.7 Submit the computation form to the Administrative Division (AD) for the request letter to DBM for cash allocation	None	5 minutes	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office


	1.8 Notify the Requesting Party that the leave application for monetization has been forwarded to AD for processing of SARO	None	15 minutes	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	Total	None	7 working days	

**Phase 2: Processing of Leave Monetization Payment**


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly signed and approved Leave Form (3 photocopies)	Requesting Party
Duly signed and approved Memorandum for the Chairperson for the availment of monetization of leave credits under Sec. 22 or 23 of the Omnibus Rules on Leave (3 copies, 1 original, 2 photocopies)	Requesting Party
If monetization is more than 50% of the VL/SL credits or more than 30 days if VL/SL, proof to justify the reason for the availment of monetization under Sec. 23 of the Omnibus Rules on Leave (1 original copy)	Requesting Party
Duly signed computation Form (2 original copies)	Human Capital Management Division
Latest Notice of Salary Adjustment (NOSA) (2 Certified True Copies)	Document Management System
Special Allotment Release Order (SARO) (1 Certified True Copy)	Administrative Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>GCG receives the Department of Budget and Management (DBM) Special Allotment Release Order (SARO) and Notice of Cash Allotment (NCA)</i>			
1. Submit all the requirements to the office of the Human	1.1 Prepare and submit the Disbursement	None	2 working days, 7 hours	<i>Administrative Officer IV,</i>

Capital Management Division	Voucher (DV) and other documents to Administrative Officer V for review			Human Capital Management Division, Administrative and Finance Office
	1.2 Review and endorse the DV and other documents to Chief Administrative Officer	None	2 working days	Administrative Officer V, Supervising Administrative Officer Human Capital Management Division, Administrative and Finance Office
	1.3 Review and sign the DV	None	1 working day	<i>Chief Administrative Officer,</i> Human Capital Management Division, Administrative and Finance Office
	1.4 Submit DV and other documents to the Administrative Division for Obligation Request Status (ORS)	None	15 minutes	<i>Administrative Officer IV,</i> Human Capital Management Division, Administrative and Finance Office
	1.5 Sign Box A of the ORS	None	1 working day	<i>Chief Administrative Officer,</i> Human Capital Management Division, Administrative and Finance Office
	1.6 Submit DV and signed ORS to the Finance Division for processing of payment	None	15 minutes	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office

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	1.7 Notify the Requesting Party that the leave application for monetization has been approved and forwarded to FD for final processing.	None	30 minutes	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	Total	None	7 working days	

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## 10. Processing of Attendance to External Training/Seminar


This service refers to the processing of Request/s for Participation in an external training/seminar that is not included in the Annual Training Plan.

<b>Office or Division:</b>	Administrative and Finance Office - Human Capital Management Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Plantilla Employees of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Memorandum Request to attend, which includes a list of employees who will attend and the details of the training and seminar (1 original copy)			Requesting Party	
Training Invitation/Brochure (1 original or photocopy)			Training/Seminar Provider	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PHASE I</b>				
1. Submit the complete requirements to the HCMD	1. Receive complete requirements from the requesting party and endorse the same to Administrative Officer IV	None	30 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Craft the Memorandum of Evaluation and submit the same to the Administrative Officer V	None	5 working days and 7 hours	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Review and endorse the Memorandum of Evaluation to the Supervising Administrative Officer	None	1 working day	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>
	1.3 Validate and endorse the Memorandum of Evaluation to the	None	1 working day	<i>Supervising Administrative Officer,</i>





	Chief Administrative Officer			Human Capital Management Division, Administrative and Finance Office
	1.4 Finalize and endorse the Memorandum of Evaluation to the AFO Director IV and sign the same <i>*If External Training/Seminar amounts to Php 20,000.01 and more, a Memorandum of Evaluation is endorsed to the Directors Committee for evaluation and a Training Contract is signed by the Chairperson and the Employee</i>	None	1 working day	<i>Chief Administrative Officer, Human Capital Management Division, Administrative and Finance Office &amp; Director IV, Administrative and Finance Office</i>
	1.5 Endorse the Memorandum of Evaluation to the Chairperson / Directors' Committee (DCOM) for final approval and prepare the Special Order / Service Obligation Contract (if applicable) for the Chairperson's signature	None		<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>

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	Review and approve the Memorandum for Evaluation and the Special Order/Service Obligation Contract	None	4 working days	<i>Head Executive Assistant, Executive Assistants and Chairperson and/or Commissioners, Office of the Commission Proper</i>
	Notify the requestor regarding the approval/disapproval of the Memorandum of Evaluation	None	30 minutes	<i>Administrative Assistant Human Capital Management Division, Administrative and Finance Office</i>
	Total	None	13 working days	
<b>PHASE II</b>	If Service Obligation Contract is required			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepare the Service Obligation Contract for review of the Administrative Officer V	None	2 hours	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Review and endorse to the AFO and Office of the General Counsel Directors for parallel review	None	2 hours	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Review the Contract and revert to HCMD – AFO (Parallel review)	None	1 working day and 3 hours	<i>Director IV Office of the General Counsel</i>
	1.3 Forward to the Chairperson, Requesting Party and Witnesses for signature	None		<i>Director IV, Administrative and Finance Office</i>
				<i>Administrative Officer II, Human Capital Management Division,</i>

				Administrative and Finance Office
	1.4 Review and approve the contract.	None	4 working days	<i>Chairperson or the Head Executive Assistant</i> Office of the Commissioner Proper
	1.5 Route the approved contract to HCMD	None		<i>Head Executive Assistant or Administrative Assistant</i> Office of the Commissioner Proper
	1.63 Furnish the Requesting Party a signed copy of the contract for notarization	None	1 working day	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	1.74 Forward the notarized contract along with the signed Memo Request from the Requesting Party, Special Order and Memo Evaluation signed by the DCOM to the Records Management Section for barcoding and uploading	None	30 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	2 Notify the requesting party through the Document Management System (DMS)	None	30 minutes	<i>Records Officer</i> Records Management Section
	Total	None	7 working days	

## 11. Processing of Certificate of Compensatory Overtime Credits (COC)

This service refers to the processing and issuance of a Certificate of COC of Personnel who rendered authorized overtime services. A Certificate of COC is provided when overtime services are rendered. The COC is based on the number of Compensatory Time-Off (CTO) credits earned by the requesting personnel. The Certificate of COC is a supporting document when filing for a CTO.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All GCG Employees (Plantilla, Contract of Service)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly signed Daily Time Record (DTR) for the ensuing month (2 copies, 1 original and 1 photocopy)			Employee Information Management System, Requesting Party	
Duly signed Access Pass (if applicable) (2 copies, 1 original and 1 photocopy)			Document Management System, Requesting Party	
Office Order (if applicable) (2 Certified True Copies)			Document Management System, Requesting party	
Certificate of Appearance/Attendance (if applicable) (2 Certified True Copies)			Requestor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements to the HCMD	1. Receive and endorse the complete requirements to Administrative Officer II	None	5 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	1.1 Compute the overtime credits	None	2 working days	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
	1.2 Prepare the Certificate of COC	None	1 working day, 6 hours, 50 minutes	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office

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	1.3 Submit the Certificate of COC to the Administrative Officer V for initial review	None	5 minutes	<i>Administrative Officer II, Human Capital Management Division, Administrative and Finance Office</i>
	1.4 Review the document and endorse to Supervising Administrative Officer for final review	None	1 working day	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>
	1.5 Final review and endorse to AFO Director IV for signature	None	1 working day	<i>Supervising Administrative Officer, Human Capital Management Division, Administrative and Finance Office</i>
	1.6 Sign the document	None	1 working day	<i>Director IV, Administrative and Finance Office</i>
	1.4 Release the Certificate of COC to the requestor	None	30 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
2. Receive the copy of the Certificate of COC and sign the logbook of the HCMD	2. Record and keep the proof of receipt of the Certificate of COC	None	30 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	Total	None	7 working days	

## 12. Processing of Certificate of Employment (CoE)

This service refers to the processing of a Certificate of Employment (CoE), which indicates the information of the requesting personnel's assumption date in GCG, position, and place of assignment.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) Human Capital Management Division (HCMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Plantilla Employees of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Fully accomplished HCMD Request Form (1 original copy)			GCG Intranet – 201 Documents – Forms Human Capital Management Division,	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the fully accomplished HCMD Request Form the HCMD	1. Receive and endorse the duly accomplished request form to Administrative Officer II	None	5 minutes	<i>Administrative Assistant</i> Human Capital Management Division, Administrative and Finance Office
	1.1 Check the 201 file of the personnel concerned and forward to Administrative Officer V for reference	None	3 hours and 55 minutes	<i>Administrative Officer II</i> Human Capital Management Division, Administrative and Finance Office
	1.2 Prepare the document for signature and approval of the Chief Administrative Officer	None	1 working day	<i>Administrative Officer V,</i> Human Capital Management Division, Administrative and Finance Office
	1.3 Review and sign the requested document	None	1 working day	<i>Chief Administrative Officer,</i> Human Capital Management Division,


				Administrative and Finance Office
	1.4 Release the requested document to the requesting party	None	1 hour	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
2. Receive the copy of the Certificate of Employment and sign the HCMD request form and logbook for records management.	2. Record and keep the proof of receipt of the Certificate of Employment and the signed HCMD request form	None	3 hours	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
	Total	None	3 working days	

### 13. Processing of Certificate of Employment with Income

This service refers to the provision of a Certificate of Employment with Income, which indicates the requesting personnel's basic employment record such as the assumption date in GCG, position, place of assignment, compensation and other monetary benefits.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Plantilla Employees of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fully accomplished HCMD Request Form (1 original copy)		GCG Intranet – Documents – Forms Human Capital Management Division Requesting party		
201 File		Human Capital Management Division		
Payroll Sheet		Human Capital Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the fully accomplished HCMD Request Form to the HCMD	1. Receive the duly accomplished request form and endorse the same to Administrative Officer IV	None	5 minutes	<i>Administrative Officer II, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Check the 201 File/payroll sheet to ensure veracity of the data to be provided	None	1 working day, 6 hours, 55 minutes	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Prepare the document for review of Administrative Officer V, Supervising Administrative Officer	None	2 working days	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.3 Review and endorse the document to Chief Administrative Officer	None	2 working days	<i>Administrative Officer V, Supervising Administrative Officer Human Capital Management</i>



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				Division, Administrative and Finance Office
	1.4 Final review and sign the document	None	1 working day	<i>Chief Administrative Officer, HCMD, AFO</i>
	1.5 Release the requested document to the requesting party	None	30 minutes	<i>Administrative Officer II, Human Capital Management Division, Administrative and Finance Office</i>
2. Receive the copy of the Certificate of Employment with income and sign the logbook of HCMD	2. Record and keep the proof of receipt of the Certificate of Employment with Income	None	30 minutes	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	Total	None	7 working days	

## 14. Processing of Certified True Copy of 201 Documents

This service refers to the provision of a Certified True Copy of 201 Documents or any file of the requesting employee's 201 records.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All GCG Employees (Plantilla and Contract of Service)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Fully accomplished HCMD Request Form (1 original hard copy)			GCG Intranet – 201 Documents – Forms Human Capital Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit one (1) fully accomplished HCMD Request Form to the HCMD	1. Receive duly accomplished request form	None	5 minutes	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
	1.1 Check the 201 file of the requesting personnel	None	3 hours and 55 minutes	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
	1.2 Prepare the document for signature and verification of the Administrative Officer V	None	1 working day	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
	1.3 Review and sign the requested document	None	1 working day	Administrative Officer V, Human Capital Management Division, Administrative and Finance Office
	1.4 Release the requested document to the requesting party	None	1 hour	<i>Administrative Officer II,</i> Human Capital Management



				Division, Administrative and Finance Office
2. Receive and sign the 'received' portion of the Certified True Copy of 201 Documents delivered by the Human Capital Management Division and the HCMD request form for records management	2. File a copy of the signed document for documentation and the signed HCMD request form	None	3 hours	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
	Total	None	3 working days	

## 15. Processing of Disbursement Voucher

This process is used to pay an obligation to GCG employees, individuals, agencies, or creditors for goods purchased and services rendered.


<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Finance Division (FD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Forms enumerated in the finance checklist and other supporting documents as provided in the updated COA list of documentary requirements for common government transactions.			1. GCG Intranet – Documents – Forms/Files 2. COA Website – Issuances – Circulars	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to Accounting Analyst two (2) original copies of Disbursement Voucher (DV) and Obligation and Request Status (ORS) with complete, valid, proper, and legal supporting documents for evaluation.	1. Accounting Analyst to receive signed DV (Box A) and ORS with supporting documents from the End-User and attach routing slip to the DV.  1.1 Record the transaction in the monitoring file then assign control number and timestamp in the DV.  1.2 Fill-out the details in the Box B of the DV for the account codes and accounting entry.  1.3 Prepare BIR Form 2307, if applicable.	None	4 Hours	<i>Accounting Analyst, Finance Division, Administrative and Finance Office</i>



	<p>1.4 Forward the documents to Accountant II for complex transactions or to Administrative Officer V for highly technical transactions for initial review.</p>			
	<p>1.5. Review documents as to completeness of supporting documents, legality, validity, and correctness of claims then forward to Accountant IV for further review.</p> <p>1.6 Administrative Officer V to prepare BIR Form 2316, if applicable.</p>	<p>None</p>	<p>3 Working Days</p>	<p><i>Accountant II,</i> Finance Division, Administrative and Finance Office (Complex)</p> <p><i>Administrative Officer V,</i> Finance Division, Administrative and Finance Office (Highly Technical)</p>
	<p>1.7. Conduct pre-audit, check availability of funds, the appropriate mode of payment, the completeness of the supporting documents, and if the amount claimed is proper, then forward to Chief Accountant.</p> <p>1.8 If the documents have deficiencies,</p>	<p>None</p>	<p>2 Working Days 3 Hours</p>	<p><i>Accountant IV,</i> Finance Division, Administrative and Finance Office</p>



	forward it to the Accounting Analyst for return to the End-User for compliance and the process restarts to Step 1.			
	1.9. Sign the Box C of the DV and BIR Form 2307 or 2316, if applicable, then forward to Accounting Analyst.	None	1 Working Day	<i>Chief Accountant, Finance Division, Administrative and Finance Office</i>
	1.10. Forward the documents to the appropriate signatory of Box D of the DV.	None	1 Hour	<i>Accounting Analyst, Finance Division, Administrative and Finance Office</i>
2. Submit to Administrative Officer I the completely signed DV and ORS with complete supporting documents.	2. Administrative Officer I to receive completely signed DV and ORS with supporting documents from the End-User then prepare LDDAP-ADA or Check and ACIC.  2.1. Route the documents to the respective signatories of the LDDAP-ADA or Check and ACIC.  2.3 Forward the LDDAP-ADA or ACIC to LandBank for processing of payment.	None	4 Working Days	<i>Administrative Officer I, Administrative Division, Administrative and Finance Office</i>

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	<b>Total</b>	<b>None</b>	<b>11 Working Days</b>	
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## 16. Processing of Good Moral Character Certificate

This service refers to the provision of a Good Moral Character Certificate which infers that a personnel has not incurred any administrative sanction during their employment with GCG.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) – Human Capital Management Division (HCMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All GCG Employees (Plantilla and Contract of Service)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Fully accomplished HCMD Request Form (1 original copy)			GCG Intranet – Documents – Forms Human Capital Management Division Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a fully accomplished HCMD Request Form to the HCMD	1. Receive the duly accomplished request form	None	5 minutes	<i>Administrative Officer II / Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Check the 201 file of the employee concerned	None	3 hours and 55 minutes	<i>Administrative Officer II, Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Prepare the document for review of the Administrative Officer V	None	1 working day	<i>Administrative Officer II, Human Capital Management Division, Administrative and Finance Office</i>
	1.3 Review the document and endorse for signature and approval of the Chief	None	1 working day	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>




	Administrative Officer			
	1.4 Final review and sign the requested document	None	1 hour	<i>Chief Administrative Officer, Human Capital Management Division, Administrative and Finance Office</i>
	1.4 Release the requested document to the requestor	None	1 hour	<i>Administrative Officer II / Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
2. Receive and sign the 'received' portion of the Certificate of Good Moral Character and the HCMD request form for records management	2. File a copy of the signed document and HCMD request form for documentation	None	2 hours	<i>Administrative Officer II / Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	Total	None	3 working days	

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## 17. Processing of Issuance of Bureau of Internal Revenue (BIR) Tax Forms

This refers to the preparation and issuance of BIR Forms 2316 (Certificate of Compensation Payment/Tax Withheld) and 2307 (Certificate of Creditable Tax Withheld at Source).

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Finance Division (FD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All GCG Employees and Contract of Service (COS) Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Finance Document Request Form (1 original copy)			GCG Intranet – Documents – Forms	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Request Form (RF) to the Finance Division.	1. Receive the RF.	None	6 Hours	<i>Accounting Analyst,</i> Finance Division, Administrative and Finance Office
	1.1 Prepare BIR Form 2307 then forward to Accountant IV for initial review.			
	1.2 Forward the RF to Accountant III if BIR Form 2316 is requested.	None	6 Hours	<i>Accountant III,</i> Finance Division, Administrative and Finance Office
	1.3. Prepare BIR Form 2316 then forward to Accountant IV for initial review.			
	1.4. Review BIR Form 2307 or 2316 then forward to Chief Accountant for signature.			
1.5. Sign the BIR Form 2307 or 2316 then forward to Accounting Analyst for routing to the requesting personnel.	None	5 Hours	<i>Chief Accountant,</i> Finance Division, Administrative and Finance Office	
2. Receive and sign the	2. Scan and file the receiving copy of the	None	1 Hour	<i>Accounting Analyst,</i>

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“Conforme” part in the requested tax form.	signed tax form for archiving.			Finance Division, Administrative and Finance Office
	<b>Total</b>	<b>None</b>	<b>3 Days</b>	

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## 18. Processing of Leave Application

This service refers to the processing of leave applications of GCG personnel who intends to avail of a leave entitlement.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Plantilla Employees of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly accomplished Leave Application Form (1 original copy)			GCG Intranet – Documents – Forms Human Capital Management Division Requesting Party	
Duly signed Daily Time Records with complete attachments (1 original copy)			Employee Information Management System Requesting Party	
Leave Card			Human Capital Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements to the office of the HCMD	1. Receive duly accomplished Leave Application Form with complete attachments and endorse the same to Administrative Officer IV	None	5 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	1.1 Compute and certify the requestor's leave credit balance in Box 7.A of the Leave Application form		3 working days	<i>Administrative Officer IV,</i> Human Capital Management Division, Administrative and Finance Office
	1.2 Forward the Leave Application form with certification of leave credits to the Administrative Officer V for review		5 minutes	<i>Administrative Officer IV,</i> Human Capital Management Division, Administrative and Finance Office

	1.3 Review the Leave Application Form		1 working day	<i>Administrative Officer V</i> Human Capital Management Division, Administrative and Finance Office
	1.3 Route the Application for Leave form to the requesting party for signature of Recommending and Approving Authorities		5 minutes	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
2. Receive the Leave Application form from the HCMD with leave credit balance and submit to respective supervisor/s for signature.	2. Sign the Leave Application form	None	2 working days, 7 hours, 35 minutes	<i>Division Chief, Director III or IV, Commissioner or Chairperson, Concerned Office</i>
3. Return the completely signed leave application to the HCMD	3. Receive the duly signed Leave Application form and release the employee copy of the Leave Application form	None	5 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
4. Receive the Employee Copy of Leave Application Form and sign the logbook of the HCMD	4. File the HCMD copy of Leave Application form	None	5 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	Total	None	7 working days	

## 19. Processing of Publication of Personnel Request

This service refers to the processing of an Office request for the publication of a vacant Plantilla position within the Office or the engagement of a new Contract of Service (CoS) personnel.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	Directors or Requisitioning Office			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>- Personnel Requisition Form (PRF) (1 original copy)</li> <li>- Position Description Form (PDF) (1 original/photocopy)</li> <li>- Personal Services Itemization and Plantilla of Personnel (PSIPOP)</li> <li>- Civil Service Commission (CSC) approved Qualification Standards</li> </ul>			HCMD  Requesting Party  HCMD  CSC / HCMD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the signed and approved PRF and PDF to the office of the HCMD	1. Receive the signed and approved PRF and PDF and endorse the same to the Administrative Officer V	None	5 minutes	<i>Administrative Officer II, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Validate the Plantilla item number, position, and details of the vacant position for publication and posting	None	7 hours and 55 minutes	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Prepare the publication-related documents and details for posting in the job portals for review of the Supervising Administrative Officer	None	2 working days	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>



	1.3 Review the publication-related documents and endorse to the Chief Administrative Officer for finalization	None	1 working day	<i>Supervising Administrative Officer,</i> Human Capital Management Division, Administrative and Finance Office
	1.4 Final review and sign the publication-related documents for publication and posting	None	1 working day	<i>Chief Administrative Officer,</i> Human Capital Management Division, Administrative and Finance Office
	1.5 Forward the request for publication to the CSC and publish and post the job vacancy to three (3) conspicuous places (GCG website, Office Bulletin Boards, and other available job portals)	None	1 working day, 7 hours and 30 minutes	<i>Administrative Officer V,</i> Human Capital Management Division, Administrative and Finance Office
	1.6 Submit to Records Management Section for barcoding and safekeeping all received CSC publication-related documents	None	30 minutes	<i>Administrative Officer II,</i> Human Capital Management Division, Administrative and Finance Office
	Total	None	7 working days	

## 20. Processing of Service Record


This service refers to the provision of a Service Record which indicates the employment history in government of the requesting employee.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Plantilla Employees of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished HCMD Request Form (1 original copy)			GCG Intranet – Documents – Forms Human Capital Management Division Requesting party	
201 File			Human Capital Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit one (1) duly accomplished HCMD Request Form to the HCMD	1. Receive the duly accomplished request form and endorse the same to Administrative Officer IV	None	15 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Check the 201 File to ensure veracity of the data to be provided	None	2 working days	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Prepare the document for review and initial signature of Administrative Officer V and Supervising Administrative Officer	None	1 working day, 6 hours, 45 minutes	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.3 Review, initial signature and endorse the Service Record to the Chief Administrative		1 working day	<i>Administrative Officer V and Human Capital Management Division,</i>





	Officer for signature			Administrative and Finance Office
	1.4 Final review and endorse the service record with initial signature to the Chief Administrative Officer	None	1 working day	<i>Supervising Administrative Officer,</i> Human Capital Management Division, Administrative and Finance Office
	1.5 Sign the requested document	None	1 working day	<i>Chief Administrative Officer,</i> Human Capital Management Division, Administrative and Finance Office / <i>Director IV,</i> Administrative and Finance Office
	1.6 Release the requested document to requesting party	None	30 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
2. Receive the copy of the Service Record and sign the logbook of the HCMD	2. File a copy of the signed document for documentation	None	30 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	Total	None	7 working days	

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## 21. Processing of Travel Authority

This service refers to a written authority issued by the Commission for the purpose of allowing GCG personnel to travel abroad for personal or official purposes.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Plantilla Employees of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished and signed HCMD Request Form (1 original copy)		GCG Intranet – Documents – Forms Human Capital Management Division		
Itinerary/Trip ticket (1 original copy)		Requesting party		
Duly approved Leave Application Form (1 photocopy)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><i>For personal travel</i></b>				
1. Submit all the requirements to the office of the HCMD	1. Receive the request and complete requirements and endorse the same to Administrative Officer IV.	None	5 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	1.1 Prepare and endorse the Travel Authority to the Administrative Officer V and Supervising Administrative Officer for review	None	1 working day, 1 hour, 10 minutes	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Review and endorse the document to the Chief Administrative Officer	None	6 hours	<i>Administrative Officer V, Supervising Administrative Officer Human Capital Management Division, Administrative and Finance Office</i>
	1.2 Final review and endorse the	None	1 working day	<i>Chief Administrative Officer,</i>



	Travel Authority to the AFO Director IV			Human Capital Management Division, Administrative and Finance Office
	1.3 Endorse the Travel Authority to the Office of the Chairperson for signature	None	5 minutes	<i>Director IV, Administrative and Finance Office</i>
	1.5 Receive and forward the Travel Authority to the Head Executive Assistant	None	4 hours	<i>Senior Administrative Assistant III Office of the Commission Proper</i>
	1.6 Review and forward the Travel Authority to the Chairperson for signature		4 hours	<i>Head Executive Assistant Office of the Commission Proper</i>
	1.7 Approve and sign the Travel Authority	None	3 working days	<i>Chairperson, Office of the Commission Proper</i>
	1.8 Release the Duly approved Travel Authority from the Office of the Chairperson and endorse the duly signed document to the Information Management System for barcoding.	None	30 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i> <i>Information Officer, Strategy Communications and Information Technology Office</i>
2. Receive the copy of the Travel Authority	2. Record and keep the proof of	None	10 minutes	<i>Administrative Assistant,</i>

and sign the logbook of the HCMD	receipt of the Travel Authority			Human Capital Management Division, Administrative and Finance Office
	Total	None	7 working days	
<b>For Official Travel</b>				
1. Submit all the requirements to the Administrative Division at the Admin. and Finance Office	1. Receive all requirements from the concerned Employee and endorse the same to Administrative Officer III	None	15 minutes	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	1.1 Draft the Travel Authority	None	1 day	<i>Administrative Officer III, Admin Division, Administrative and Finance Office</i>
	1.2 Submit the Travel Authority to the Administrative Officer V for review	None	2 hours	<i>Administrative Officer III, Administrative Division, Administrative and Finance Office</i>
	1.3 Endorse the Travel Authority to the Supervising Administrative Officer for review	None	2 hours	<i>Administrative Officer V, Administrative Division, Administrative and Finance Office</i>
	1.4 Endorse the Travel Authority to the Chief Administrative Officer for review	None	2 hours	<i>Supervising Administrative Officer, Administrative Division, Administrative and Finance Office</i>
	1.5 Endorse the Travel Authority to the AFO Director IV for final review	None	1 day	<i>Chief Administrative Officer, Administrative Division, Administrative and Finance Office</i>
	1.6 Endorse the Travel Authority to the Office of the	None	4 days	Director IV, Administrative and Finance Office

	Chairperson for signature			
	1.7 Submit and endorse the signed duplicate copy of Travel Authority to the Records Management Section	None	15 minutes	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	1.8 Issue the signed original copy of Travel Authority to the Concerned Officer		15 minutes	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
2. Receive the copy of the Travel Authority and sign the logbook of the Administrative Division	2. Record and keep the proof of receipt of the Travel Authority	None	15 minutes	<i>Administrative Assistant, Administrative Division, Administrative and Finance Office</i>
	Total	None	7 working days	


## 22. Liquidation of Cash Advances

This service involves the processing of liquidation of cash advances granted to GCG employees, Petty Cash Custodians and Special Disbursing Officers (SDOs) or Accountable Officers (AOs).

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Finance Division (FD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>Report of Cash Disbursement (RCD) for liquidation of Cash Advances of Special Disbursing Officers (SDOs) and Petty Cash Fund Custodians (PCFCs).</li> <li>Liquidation Report (LR) for liquidation of Cash Advances related to official travels.</li> <li>Other supporting documents enumerated in the Finance Checklist or as provided in the updated COA list of documentary requirements for common government transactions.</li> </ol>			<ol style="list-style-type: none"> <li>GCG Intranet – Documents – Forms/Files</li> <li>COA Website – Issuances – Circulars</li> </ol>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the RCD or LR and other supporting documents provided in the checklist of requirements.	<ol style="list-style-type: none"> <li>Receive the RCD or LR with complete supporting documents. <ol style="list-style-type: none"> <li>Attach routing slip, record in the monitoring file, then assign control number.</li> <li>Forward the RCD with complete supporting documents to Administrative Officer V for initial review.</li> </ol> </li> </ol>	None	6 Hours	<i>Accounting Analyst, Finance Division, Administrative and Finance Office</i>




	1.3 Forward the LR with complete supporting documents to Accountant II for initial review.			
	1.4. Review the liquidation documents then forward to Accountant IV for review.	None	3 Days	<i>Accountant II,</i> Finance Division, Administrative and Finance Office (LR)  <i>Administrative Officer V,</i> Finance Division, Administrative and Finance Office (RCD)
	1.5. Review the liquidation documents then forward to Chief Accountant for signature.  1.6 If the liquidation documents have deficiencies, forward it to the Accounting Analyst for return to the End-User for compliance and the process restarts to Step 1.	None	2 Days 3 Hours	<i>Accountant IV,</i> Finance Division, Administrative and Finance Office
	1.7. Sign the RCD or LR then forward the liquidation documents to Accounting Analyst.	None	1 Day	<i>Chief Accountant,</i> Finance Division, Administrative and Finance Office
	1.8. Scan and file the liquidation documents for archiving and submission to COA.	None	1 Hour	<i>Accounting Analyst,</i> Finance Division, Administrative and Finance Office

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	<b>Total</b>	<b>None</b>	<b>7 Days</b>	
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### 23. Request for a Meeting with the Chairperson

This service refers to the request for meetings with the Chairperson from all the GCG Offices.

<b>Office or Division:</b>	Office of the Commission Proper (OCP)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proposed Agenda (1 original or 1 soft copy)			Requesting Party	
Names, number of attendees, time and venue of meeting (1 original or 1 soft copy)			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><i>For Requests Submitted via Written Letter</i></b>				
1. Send the requirements to the Office of the Commission Proper to request for a meeting	1. Receive the request and check the completeness of the requirements	None	2 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>
	1.1 Consult with the Chairperson on his availability and check the availability of the Directors who will be included in the meeting	None	4 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>
2. Receive via letter/e-mail/call the feedback of the Office of the Commission Proper as to the availability of the Chairperson	2. Confirm with the Chairperson the status of the meeting requested	None	2 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>
	Total	None	1 working day	
<b><i>For Requests Submitted via E-mail</i></b>				
1. Send the requirements to the e-mail address of the Head Executive Assistant to request for a meeting	1. Receive the request and check the completeness of the requirements	None	2 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>

	1.1 Consult with the Chairperson on his availability and check the availability of the Directors who will be included in the meeting	None	4 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>
2. Receive via letter/email/call the feedback of the Office of the Commission Proper as to the availability of the Chairperson	2. Confirm with the Chairperson the status of the meeting requested	None	2 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>
	Total	None	1 working day	
<b><i>For Requests Submitted via Telephone</i></b>				
1. Call the office telephone number of the Head Executive Assistant to request for a meeting. Send the requirements via letter to the Office of the Commission Proper or to the e-mail address of the Head Executive Assistant.	1. Receive the request and checks check the completeness of the requirements	None	2 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>
	1.1 Consult with the Chairperson on his availability and check the availability of the Directors who will be included in the meeting	None	4 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>
2. Receive via letter/email/call the feedback of the Office of the Commission Proper as to the availability of the Chairperson	2. Confirm with the Chairperson the status of the meeting requested	None	2 hours	<i>Head Executive Assistant, Office of the Commission Proper</i>

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	Total	None	1 working day	
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## 24. Request of Accumulated Leave Credit Balance

This service refers to the processing of the request for a copy of the Accumulated Leave Credit Balance that indicates the requesting personnel's vacation leave, sick leave, and other privileges.

<b>Office or Division:</b>	Administrative and Finance Office (AFO) - Human Capital Management Division (HCMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All Plantilla Employees of the GCG			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly signed Daily Time Records for the ensuing month (1 original copy)			Employee Information Management System	
Accomplished and signed HCMD Request Form (1 original copy)			GCG Intranet – Documents – Forms Human Capital Management Division	
Leave Card			Human Capital Management Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to the office of the HCMD	1. Receive all requirements from the requesting party	None	15 minutes	<i>Administrative Assistant,</i> Human Capital Management Division, Administrative and Finance Office
	1.1 Check, update the leave card, and prepare the Accumulated Leave Credit Balance	None	3 working days and 4 hours	<i>Administrative Officer IV,</i> Human Capital Management Division, Administrative and Finance Office
	1.2 Submit the Accumulated Leave Credit Balance to the Administrative Officer V for review	None	15 minutes	<i>Administrative Officer IV,</i> Human Capital Management Division, Administrative and Finance Office
	1.3. Initial review of the document	None	1 working day	<i>Administrative Officer V,</i> Human Capital Management Division,

				Administrative and Finance Office
	1.4. Endorse the reviewed Accumulated Leave Credit Balance to Supervising Administrative Officer and Chief Administrative Officer for signature	None	25 minutes	<i>Administrative Officer V, Human Capital Management Division, Administrative and Finance Office</i>
	1.5. Final review and sign the document	None	2 working days and 2 hours	<i>Supervising Administrative Officer, Chief Administrative Officer Human Capital Management Division, Administrative and Finance Office</i>
	1.6. Received the reviewed and signed Certificate of Accumulated Leave Balance	None	15 minutes	<i>Administrative Officer IV, Human Capital Management Division, Administrative and Finance Office</i>
	1.7. Release the duly signed Certification to the Requesting Party	None	20 minutes	<i>Administrative Assistant, Human Capital Management Division, Administrative and Finance Office</i>
2. Receive the copy of the certification of Accumulated Leave Credit Balance and sign the logbook of the HCMD	2. Record and keep the proof or receipt of the Accumulated Leave Credit Balance	None	30 minutes	<i>Administrative Officer Assistant, Human Capital Management Division, Administrative and Finance Office</i>
	Total	None	7 working days	


## 25. Request for Contract Review

This service covers the handling of Requests for Contract Review submitted by other GCG Offices to the Office of the General Counsel.

<b>Office or Division:</b>	Office of the General Counsel (OGC) – Legislative Division / Corporate and Litigation Division / Integrity Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	All GCG Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Draft Contract (1 photocopy or 1 soft copy)		Requesting Office		
Other supporting documents which serve as reference in reviewing (i.e. Secretary Certificate, Board Resolution and documents issued by the Bids and Awards Committee (BAC) relative to the contract submitted for review, Purchase Request) (1 photocopy or 1 soft copy)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request for contract review through a photocopy submission or via e-mail to the OGC	1.1 Log the contract review request into the logbook	None	5 minutes	<i>Administrative Assistant,</i> Office of the General Counsel
	1.2 Assign a lawyer to review the contract	None	15 minutes	<i>Director IV,</i> Office of the General Counsel
	1.3 Evaluate or review the contract, and formalize comments or observations through a Memorandum	None	3 working days	<i>Attorney III/IV/V,</i> Office of the General Counsel
	1.4 Review the draft Memorandum	None	3 working days	<i>Director IV,</i> Office of the General Counsel
	1.5 Print and process the Memorandum for the OGC	None	30 minutes	<i>Administrative Assistant,</i> Office of the General Counsel



	Director's signature			
	1.6 Transmit the printed and approved Memorandum to the GCG Front Desk for barcoding	None	3 hours, 10 minutes	<i>Administrative Assistant, Office of the General Counsel</i>
	1.7 Process the approved Memorandum for barcoding, uploading to the Document Management System (DMS), and transmittal to the requesting office		3 hours	<i>Records Officer, Records Management Section</i>
	Total	None	7 working days	

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## 26. Website Content Management

This service refers to the uploading of content, such as Circulars, News Articles, Press Releases, GCG Reports, to the GCG Website for the information of the General Public and other monitoring agencies.

<b>Office or Division:</b>	Strategy, Communications, and Information Technology Office (SCITO)– Strategy Management and Communications Division (SMCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government (Internal)			
<b>Who may avail:</b>	GCG Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished and signed Website Upkeep Request Form (1 original copy or 1 soft copy)			GCG Intranet – Documents – Forms Strategy Management and Communications Division (SMCD)	
File/s to be Uploaded (1 electronic copy)			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished and signed Website Upkeep Request Form to the office or e-mail address of the Strategy Management Division. Send the electronic copy of the file/s to be uploaded to the e-mail address of the Strategy Management Division.	1. Review and receive the accomplished and signed Website Upkeep Request Form and the Electronic copy of the file/s to be uploaded	None	30 minutes	<i>Public Relations Officer IV, Strategy Management and Communications Division, Strategy, Communications, and Information Technology Office</i>
	1.1. Prepare the content for uploading (e.g. reduce file size, draft or edit the write-up, create or edit the image)	None	1 hour	<i>Public Relations Officer IV and Planning Officer V, Strategy Management and Communications Division, Strategy, Communications, and Information Technology Office</i>
	1.2. Upload the content and	None	1 working day	<i>Public Relations Officer IV,</i>



	accomplish the Website Upkeep Request Form with the actions taken. Send the link to the uploaded content and the accomplished Website Upkeep Request Form to the Requesting Party.			Strategy Management and Communications Division, Strategy, Communications, and Information Technology Office <i>Head Executive Assistant</i> Office of the Commission Proper
2. Check if the file was uploaded correctly and sign the APPROVE box in the Website Upkeep Request Form. Submit the approved and signed Website Upkeep Request Form.	2. Receive and file the approved and signed Website Upkeep Request Form	None	1 hour	<i>Public Relations Officer IV,</i> Strategy Management and Communications Division, Strategy, Communications, and Information Technology Office
	Total	None	1 working day, 2 hours, 30 minutes	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Email your feedback at <a href="mailto:feedback@gcg.gov.ph">feedback@gcg.gov.ph</a>
<b>How feedbacks are processed</b>	<u>The Administrative Officer V from the Information Management Section of the Information and Communications Technology Group shall access the inbox of <a href="mailto:feedback@gcg.gov.ph">feedback@gcg.gov.ph</a>.</u> Feedbacks are forwarded to the concerned Offices and they are required to answer within three working (3) days upon receipt of the feedback.
<b>How to file a complaint</b>	Complaints may be sent through: - The Whistleblowing portal: <a href="https://whistleblowing.gcg.gov.ph/">https://whistleblowing.gcg.gov.ph/</a> - Email: <a href="mailto:feedback@gcg.gov.ph">feedback@gcg.gov.ph</a> - Mail: 3F <u>BDO Towers Paseo</u> , Paseo de Roxas, Makati City - Fax: (02) 5328-2030 local 301
<b>How complaints are processed</b>	The Handling of Whistleblowing Reports/Referral of Complaints shall be applied. (Please see Citizen's Charter)
<b>Contact information of CCB, PCC, ARTA</b>	Contact Center ng Bayan: 0908-881-6565 <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>  Presidential Complaints Center: 8888  Anti-Red Tape Authority: - Complaints portal: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a> - Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> - Phone: (02) 478-5091 / 478-5099 / 478-5093



<b>LIST OF OFFICES</b>		
<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Office of the Commission Proper (OCP)	<u>3/F BDO Towers Paseo, 8741 Paseo de Roxas, Makati City</u>	(632) 5328-2030 to 34 Loc. 436
Corporate Standards Office (CSO)		(632) 5328-2030 to 34 Loc. 310
Corporate Governance Office A (CGO-A)		(632) 5328-2030 to 34 Loc. 454
Corporate Governance Office B (CGO-B)		(632) 5328-2030 to 34 Loc. 456
Corporate Governance Office C (CGO-C)		(632) 5328-2030 to 34 Loc. 456
Strategy, Communications, and Information Technology Office (SCITO)		(632) 5328-2030 to 34 Loc. 301
Office of the General Counsel (OGC)	<u>8/F BDO Towers Paseo, 8741 Paseo de Roxas, Makati City</u>	(632) 5328-2030 to 34 Loc. 459
Administrative and Finance Office (AFO)		(632) 5328-2030 to 34 Loc. 471
Disposition and Asset Management Office (DAMO)		(632) 5328-2030 to 34 Loc. 301