

P N V S C A
**CITIZEN'S
CHARTER**



REPUBLIC OF THE PHILIPPINES
NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY
**PHILIPPINE NATIONAL VOLUNTEER
SERVICE COORDINATING AGENCY**

ABOUT PNVSCA

The Philippine National Volunteer Service Coordinating Agency (PNVSCA) is the government agency mandated to promote volunteerism as a strategy for development and coordinate the national volunteer service program. The PNVSCA is an attached agency of the National Economic and Development Authority (NEDA).

VISION

We foresee PNVSCA as an institution locally and globally recognized as a champion and advocate of volunteerism.

We foresee a society made self-reliant, empowered and progressive through volunteerism.

MISSION

We promote and harness voluntary services and resources toward empowering individuals, families, groups, and communities for self-sufficiency and self-governing development.

We forge dynamic partnerships between and among government with academe, corporate sector, not-for-profit organizations, community-based and volunteer service organizations to attain unity of purpose through concerned effort and commitment.

We build staff and volunteer capabilities and optimally utilize their services to meet the needs of our stakeholders.

VALUES

To realize our Mission we shall be guided and adhere to the following values:

integrity
dedication
competence
teamwork
innovativeness
responsiveness
respect

PERFORMANCE PLEDGE

We are committed to providing you quality service from Monday to Friday starting at eight in the morning to five thirty in the afternoon.

We will always have a staff to attend to your requests even during lunch and snack time.

In no way will we refuse acceptance of your written application, requests and complete documents.

Our officer manning the Public Assistance Desk is available at all times for consultation and advice.

LIST OF FRONTLINE SERVICES

Type of Frontline Service	Fees	Forms	Processing Time	Person in Charge
A. Inquiries on volunteer programs	none		1 hour	Danica Q. Pacardo, Ma. Karen R. Serreno
B. Processing of request for VIDA volunteer	none	Application for <u>VIDA volunteer</u> Volunteer Request Form	1 ½ to 3 months including site assessment and clearance process	Fe T. Nadado
C. Processing of request for foreign volunteer	none	Volunteer Request Form	1 ½ to 3 months including site assessment and clearance process	Teresita R. Bahom
D. Registration of local volunteer organization	none	Volunteer Organization Registration Form No. 2	1 month	Fe T. Nadado

For compliments, suggestions and complaints, please fill-up the attached Feed Back Form and submit to Ms. Vida V. Nebreja, AFMD.

INQUIRIES ON VOLUNTEER PROGRAM AND SERVICES

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:30 p.m. without noon break

Who May Avail of the Service: General Public

What are the requirements: None

Fees: None

Duration: 1 hour

How to avail of the service:

No	Client Step	Agency Action	Person in Charge	Location	Duration	Form	Remarks
1	Register with the Guard	Give Visitor's ID	Guard	Lobby	5 minutes		
2	Go to the Public Assistance Desk	Refer to Policy, Advocacy and Technical Services Division	PACO	Information Unit Visitors Area	5 minutes		
3	Go to the Information Unit	Provide briefing on PNVSCA programs and services	Danica Q. Pacardo, Ma. Karen R. Serreno	Information Unit Visitors Area	50 minutes		
END OF TRANSACTION							

PROCESSING OF REQUEST FOR VIDA VOLUNTEER

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:30 p.m. without noon break

Who May Avail of the Service:

- | | |
|---------------------------------|---------------------------------|
| 1) National Government Agencies | 3) Non-Government Organizations |
| 2) Local Government Units | 4) Academic Institution |

What are the requirements:

- 1) Accomplished Volunteer Request Form with letter of intent
- 2) SEC Registration (for NGOs)
- 3) Personal Data Sheet of VIDA applicant
- 4) VIDA Screening Report

Fees: None

Duration:

3 months including site assessment and clearance process subject to submission of complete documents

How to avail of the service:

No	Client Step	Agency Action	Person in Charge	Location	Duration	Form	Remarks
1	Register with the Guard	Give Visitor's ID	Guard	Lobby	5 minutes		
2	Go to the Public Assistance Desk (PACO)	Refer to Program Coordination, Monitoring and Evaluation Division	PACO	Program Coordination, Monitoring and Evaluation Division	5 minutes		

3	Get information materials and forms	Give PNVSCA forms and VIDA information materials	Lynne F. Velacruz		5 minutes	Volunteer Request Form VIDA Personal Data Sheet VIDA Screening Report	The accomplished forms may be submitted at a later date.
4	Fill out and submit the required forms and supporting documents	Conduct initial review of Volunteer Request Form and supporting documents	Fe Nadado		1 day		
5	Wait for result of review	Advise client of result of initial review If approved in the initial review, coordinate with concerned agencies for clearance process and technical assessment Conduct site assessment and interview of volunteer candidates Prepare assessment report	Fe Nadado		1 hour (for personal transaction) 1 day (for mailed transaction) 3 days 1 month to 2 ½ months 5 days		Site assessment conducted by PNVSCA and/or NEDA Regional Office
6	Wait for result of action on request	If request is approved, send copy of approved VRF, Contract of Assignment and letter of instruction to the VIDA. If request is disapproved, send letter with reason for disapproval.	Lynne F. Velacruz		3 days	Approved VRF	

END OF TRANSACTION

PROCESSING OF REQUEST FOR FOREIGN VOLUNTEER

Schedule of availability of Service:

Monday to Friday

8:00 a.m. to 5:30 p.m. without noon break

Who May Avail of the Service:

- 1) National Government Agencies
- 2) Local Government Units
- 3) Non-Government Organizations
- 4) Academic Institutions

What are the requirements:

- 1) Accomplished Volunteer Request Form with cover letter
- 2) SEC Registration (for NGOs)

Fees: None

Duration:

3 months including site assessment and clearance process subject to submission of complete documents

How to avail of the service:

No	Client Step	Agency Action	Person in Charge	Location	Duration	Form	Remarks
1	Register with the Guard.	Give Visitor's ID.	Guard	Lobby	5 minutes		
2	Go to the Public Assistance Desk	Refer to Program Coordination, Monitoring and Evaluation Division	PACO	Program Coordination, Monitoring and Evaluation Division	5 minutes		

3	Get information materials and forms	Give PNVSCA forms and information materials on the foreign/international volunteer program.	Teresita R. Bahom	Program Coordination, Monitoring and Evaluation Division	5 minutes	Volunteer Request Form	The accomplished form may be submitted at a later date.
4	Fill out and submit the required forms and supporting documents	Conduct initial review of Volunteer Request Form and supporting documents.	Fe Nadado		1 day		
5	Wait for result of review	Advise client of result of initial review. If approved in the initial review, coordinate with concerned agencies for clearance process and technical assessment. Conduct site assessment, as necessary. Prepare assessment report	Fe Nadado		1 hour (for personal transaction) 1 day (for mailed transaction) 3 days 1 month to 2 ½ months 5 days		Site assessment conducted by PNVSCA and/or NEDA Regional Office
6	Wait for result of action on request.	If request is approved, endorse the request to the concerned foreign volunteer service organization. If request is disapproved, send letter with reason for disapproval.	Teresita R. Bahom		3 days	Approved VRF	

END OF TRANSACTION

REGISTRATION OF LOCAL VOLUNTEER SERVICE ORGANIZATION

Schedule of availability of Service:

Monday to Friday

8:00 a.m. to 5:30 p.m. without noon break

Who May Avail of the Service:

Local Volunteer Service Organizations

What are the requirements:

- 1) Accomplished Volunteer Service Organization Registration Form
- 2) Copy/ies of organization's registration or accreditation with SEC and/or other government agencies
- 3) Information materials about the organization

Fees: None

Duration:

One (1) month including clearance process subject to submission of complete documents

How to avail of the service:

No	Client Step	Agency Action	Person in Charge	Location	Duration	Form	Remarks
1	Register with the Guard	Give Visitor's ID	Guard	Lobby	5 minutes		
2	Go to the Public Assistance Desk	Refer to Program Coordination, Monitoring and Evaluation Division	PACO	Program Coordination, Monitoring and Evaluation Division	5 minutes		

3	Get information materials and forms	Give Volunteer Organization Registration Form and information materials	Fe Nadado		5 minutes	Volunteer Organization Registration Form	The accomplished form may be submitted at a later date
4	Fill out and submit Volunteer Organization Registration Form	Conduct initial review of Volunteer Organization Registration Form and documentary requirements.	Fe Nadado		1 day		
5	Wait for result of review	<p>Advise client of result of initial review</p> <p>If approved in the initial review, coordinate with concerned agencies for clearance process and conduct of technical assessment.</p> <p>Conduct technical assessment.</p> <p>Prepare assessment report.</p>	Fe Nadado		<p>1 hour (for personal transaction)</p> <p>1 day (for mailed transaction)</p> <p>3 days</p> <p>Two (2) weeks</p> <p>5 days</p>		
6	Wait for result of technical assessment	<p>Advise client of action on application for registration.</p> <p>If approved, send letter with copies of Volunteer Registration Form and Certificate of Registration.</p> <p>If disapproved, send letter with reason for disapproval.</p>	Fe Nadado		3 days	Certificate of Registration	Advice will be sent through mail.

END OF TRANSACTION



FEEDBACK FORM

Please let us know how we have served you. You may use this form for complaints, or suggestions. Simply check the corresponding box.

Compliment Complaint Suggestion

Person(s)/Unit/Office Concerned or Involved: _____

Facts or Details Surrounding the Incident:

(Please use additional sheet if necessary)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Please use additional sheet if necessary)

Name: (Optional) _____ Office/Agency: _____

Address: _____

Contact Number(s) (if any) _____

E-mail Address (if any) _____

Signature: _____ Date: _____

For more information, please contact:

**PHILIPPINE NATIONAL VOLUNTEER
SERVICE COORDINATING AGENCY**

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