



PHILIPPINE NATIONAL VOLUNTEER SERVICE
COORDINATING AGENCY

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

Promote and coordinate volunteer programs and services in the country to maximize the benefits that may be derived from volunteer assistance and properly gauge the contributions of volunteers to national development and international cooperation. It is for the above reason that PNVSCA is placed as an attached agency of the National Economic and Development Authority (NEDA).

PNVSCA as coordinating agency is tasked with the following mandates:

- Review and formulate policies and guidelines concerning the national volunteer service program consistent with national development priorities;
- Coordinate, monitor and evaluate the national volunteer service program in order that volunteer assistance may fit into the total national development goals;
- Act as clearinghouse for matters pertaining to international volunteer services;
- Develop and implement prototypes and models of volunteering for adoption by institutions and communities;
- Provide technical services and support for capability-building of volunteers and volunteer organizations;
- Undertake advocacy for the promotion and recognition of volunteerism as a tool for development;
- Establish and maintain a national network of volunteer organizations and serve as liaison between and among local and foreign governmental and private voluntary organizations including the United Nations Volunteers (UNV);
- Administer all PNVSCA funds from all sources including foreign aid in accordance with accounting and auditing requirements.

II. 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.

III. 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.

IV. Service 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.

Our Officer of the day is available at all times, even during lunch break to attend to your query.



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Central Office
External Services



1. 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

Office or Division:	Program Coordination, Monitoring and Evaluation Division			
Classification:	G2C (Government to Citizen)			
Type of Transaction:	Simple			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Inquiry Form		Public Assistance & Complaints Desk		
2. 1 Original Copy of Client Feedback Form				
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Go to the Public Assistance & Complaints Desk and fill up inquiry (walk in) or send an email to inquiry@pnvsca.gov.ph	1. Record the transaction/inquiry and refer the client to concerned staff	30 Minutes	Officer of the Day	None
2. Wait at the visitor's reception area (walk in)	2. Provide the information needed	30 Minutes	Senior Volunteer Service Officer / Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	
3. Fill-up client feedback form	3. Get client's filled-up feedback form	2 Minutes	Senior Volunteer Service Officer / Volunteer Service Officer II (Program Coordination, Monitoring and	



			Evaluation Division)	
	Total	1 Hour, 2 Minutes		None

2. Processing of Request for Foreign Volunteer Assistance

Description of Service:

PNVSCA acts as clearing house for matters pertaining to international volunteer services as mandated in RA 9418 which is operationalized through the International Volunteer Service (IVS). The IVS is anchored on technical cooperation between the Philippines and partner countries as well as a window for cultural sharing and sustaining global goodwill. One of the program components is the deployment foreign volunteers in the Philippines.

Foreign volunteers assist programs projects and activities as requested by NGAs, LGUs, academic institutions and NGOs (referred to as local partner institutions (LPIs)) to contribute to the achievement of the Philippine Development goals and objectives. The foreign volunteers provide technical assistance to PLIs in sectors and areas that need complementary support in terms of project management and capacity building of local staff and their beneficiaries.

This processing of request for foreign volunteers details how a prospective LPI can avail of foreign volunteer assistance from PNVSCA partner international volunteer service organizations (IVSO). Requests is subject to the National Volunteer Deployment Framework (NVDF) anchored on the PDP and the institutional readiness provide the necessary support to maximize the assistance of a foreign volunteer.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Program Coordination, Monitoring and Evaluation Division	
Classification:	G2B (Government to Business) and G2G (Government to Government)	
Type of Transaction:	Highly Technical	
Who may avail:	National Government Agencies, Local Government Units, Non-Government Organizations, Academic Institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 1 Original Copy of Letter of Intent	Requesting Organization	



2. 1 Xerox Copy of SEC Registration, Articles of Incorporation and By-Laws if NGO		Securities and Exchange Commission		
3. 1 Original Copy of Request Form		PNVSCA website and Office, PCMED		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Go to the Public Assistance & Complaints Desk and fill up inquiry form	1. Record the transaction/inquiry and refer the client to concerned staff	3 Minutes	Officer of the Day	None
2. Wait at the visitors reception area	2. Provide forms and information materials on the foreign/international volunteer program and explain the processes and requirements.	5 Minutes	Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	
3. Submit the required forms and supporting documents	3. Conduct initial review of Volunteer Request Form and supporting documents.	30 Minutes	Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	
	3.1 Advise client of result of initial review.	1 Day (for mailed transaction)		
4. Wait for result/final action on the request.	4. If found in order in the initial review, coordinate with concerned IVSO for technical assessment.	3 Days	Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	
	4.1 Discuss and agree with	3 Hours		



	<p>concerned IVSO action on the request in the Bilateral Programming (BP).</p> <p>4.2 For requests not considered or disapproved in the agreed BP, inform LPI of the action with reason for disapproval.</p> <p>4.3 For requests agreed/approved for volunteer assistance in the BP, wait for the IVSO Site Assessment Report</p> <p>4.4 Prepare foreign volunteer assignment checklist</p> <p>4.5 If all documents are in order, endorse the request to the concerned IVSO and inform LPI on the action.</p>	<p>3 Days</p> <p>20 Working Days, subject to extension of another 20 working days if necessary</p> <p>3 Days</p> <p>3 Days</p>	<p>Senior Volunteer Service Officer (Program Coordination, Monitoring and Evaluation Division)</p> <p>Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)</p> <p>Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)</p> <p>Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)</p>	<p>None</p> <p>None</p>
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5. Review and accept identified volunteer candidate (sign conforme letter & MOA)	5. Review qualification & facilitate security clearance & visa issuance of qualified volunteer candidates	3 Days	Senior Volunteer Service Officer (Program Coordination, Monitoring and Evaluation Division)	
	5.1 Nominate (conforme letter) selected volunteer to the LPI with a MOA with PNVSCA & IVSO on the volunteer assistance.	1 Hour	Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	
6. Fill up and submit Client Feedback form	6. Send and retrieve client feedback form	2 Minutes	Volunteer Service Officer I	
Total		39 Days, 4 Hours, 10 Minutes(Walk-in) or 39 Days, 3 Hours, 40 Minutes(Mailed)		None

3. Registration of Volunteer Service Organization

Description of Service:

RA 9418 mandates PNVSCA to “develop and establish a system of national registration and networking to improve coordination of volunteers and volunteer service organizations to widen horizon for sharing and complementing information, experiences and resources.” The registration of volunteer service organizations and recognize the contributions of volunteerism to development.

The national registration of volunteer service organizations is implemented by PNVSCA to promote and enhance professionalism, facilitation and recognition



of volunteer service organizations. Registration of Volunteer Service Organizations is covered by the Agency Office Circular no. 10 series of 2014.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Program Coordination, Monitoring and Evaluation Division			
Classification:	G2B (Government to Business)			
Type of Transaction:	Highly Technical			
Who may avail:	Non-government Organizations (NGOs) whose SEC registered mandate includes the implementation of volunteer programs and service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Accomplished and notarized application for registration		PNVSCA		
2. 1 Xerox Copy of Philippine SEC Registration, Articles of Incorporation and By-Laws		Securities and Exchange Commission		
3. 1 Xerox Copy of Certification of Good Standing from the SEC		Securities and Exchange Commission		
4. 1 Xerox Copy of Certificate of Registration or Accreditation with other government agencies (for local organization if applicable)		Local government where the volunteer service organization is located		
5. 1 Xerox Copy of Certificate of Accreditation/Attestation concerned foreign ministry embassy (for foreign organization)		Embassy of concerned country		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Go to the Public Assistance & Complaints Desk and fill up inquiry form	1. Record the transaction/inquiry and refer the client to concerned staff	3 Minutes	Officer of the Day	None
2. Get information materials and forms	2. Provide Volunteer Organization Registration	5 Minutes	Senior Volunteer Service Officer / Volunteer	



	Form and guidelines		Service Officer II (Program Coordination, Monitoring and Evaluation Division)	
3. Submit application together with all required documents	3. Conduct initial review on the completeness of application information and documents. Acknowledge application, advise client on findings of initial review and provide guidance on how to complete requirements, if necessary, Secures background information on the applicant from a government security agency	3 Days	Senior Volunteer Service Officer / Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	None
4. Wait for result of technical assessment and comply/complete requirements as needed	4. Conduct detailed review/evaluation of the organization's merit to be a VSO 4.1 Continuing communication with applicant for clarifications and completion of required information/documents	3 Days 3 Days	Senior Volunteer Service Officer / Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	



	including validation of information given. 4.2 Advise applicant on final action. If approved, send approval letter together with the Certificate of Registration & execution of a MOA if implementing international volunteer program. If disapproved, send letter with reason for disapproval.	3 Days		None
5. Fill-up client feedback form	5. Get client's filled-up feedback form	2 Minutes	Senior Volunteer Service Officer / Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)	
Total		15 Days, 10 Minutes		None

4. Request for Orientation on Volunteerism

Description of the Service:

PNVSCA provides orientation on volunteerism to government agencies and private organizations to implement its mandate under Republic Act 9418 to undertake advocacy for the promotion and recognition of volunteerism as a tool for development. The orientation includes concepts and principles of volunteering and the modalities by which different sectors participate in volunteerism and work together to support the national development agenda.



Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Policy, Advocacy and Technical Services Division			
Classification:	G2G (Government to Government)and G2B (Government to Business)			
Type of Transaction:	Simple			
Who may avail:	National Government Agencies, Local Government Units, Non-Government Organizations, Academic Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Letter of Request		Client Policy, Advocacy and Technical Services Division (PATSD)		
2. 1 Original Copy of PNVSCA Request Form for Orientation on Volunteerism				
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Go to the Public Assistance & Complaints Desk and fill up inquiry form	1. Record the transaction/inquiry and refer the client to concerned staff	3 Minutes	Officer of the Day	None
2. Wait at the visitors reception area	2. Discuss the requirement of the request	1 hour	Senior VSO (Policy, Advocacy and Technical Services Division)	
3. Submit letter of request and request form or letter of request for resource person on volunteerism	3. Receive letter of request and request form or letter of request	5 Minutes	Senior VSO (Policy, Advocacy and Technical Services Division)	



4. Wait for final actions whether approved/disapproved	4. Evaluate the request and prepare the appropriate response	2 Days, 4 Hours	Senior VSO (Policy, Advocacy and Technical Services Division)	None
5. Fill out and submit Client Feedback Form.	Get Client Feedback Form.	2 Minutes	Senior VSO (Policy, Advocacy and Technical Services Division)	
Total		2 Days, 5 Hours, 10 Minutes		None

5. Request for Technical Services

Description of the Service:

PNVSCA provides technical assistance in in setting-up and/or strengthening the volunteer program of government agencies and private organizations. The technical assistance includes policy advice, volunteer management sessions and provision of resource persons and reference materials.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Policy, Advocacy and Technical Services Division	
Classification:	G2G (Government to Government) and G2B (Government to Business)	
Type of Transaction:	Complex	
Who may avail:	National Government Agencies, Local Government Units, Non-Government Organizations, Academic Institutions, Corporate Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Copy of Letter of request		Client Policy, Advocacy and Technical Services Division (PATSD)



2. Original Copy of PNVSCA Request Form for Technical Assistance on Volunteerism				
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Go to the Public Assistance & Complaints Desk and fill up inquiry form	1. Record the transaction/inquiry and refer the client to concerned staff	3 Minutes	Officer of the Day	None
2. Wait at the visitors reception area	2. Discuss the requirement of the request	1 Hour	Senior VSO (Policy, Advocacy and Technical Services Division)	
3. Submit letter of request and request form for technical assistance on volunteerism to the Policy, Advocacy and Technical Services Division.	3. Receive letter of request or request form	5 Minutes	Senior VSO (Policy, Advocacy and Technical Services Division)	
4. Wait for the action/response to the request.	4. Evaluate the request and prepare the appropriate response.	2 Days, 4 Hours	Senior VSO (Policy, Advocacy and Technical Services Division)	None
5. Fill out and submit Client Feedback Form.	5. Get Client Feedback Form.	2 Minutes	Senior VSO (Policy, Advocacy and Technical Services Division)	
Total		2 Days, 5 Hours, 10 Minutes		None

6. Processing of Request for Clearance of Filipino Overseas Volunteers

Description of Service:



PNVSCA acts as clearing house for matters pertaining to international volunteer services as mandated in RA 9418 which is operationalized through the International Volunteer Service (IVS). The IVS is anchored on technical cooperation between the Philippines and partner countries as well as a window for cultural sharing and sustaining global goodwill. One of the program components is the deployment Filipino overseas volunteers.

The Filipino overseas volunteer deployment/assignment aims to provide technical assistance to the development programs and/or projects of disadvantaged countries and promotion of international solidarity and cultural understanding between the Philippines and the host country.

PNVSCA clears/endorse Filipino overseas volunteers to recognize their work in international development cooperation and ensure their protection and safety while doing their volunteer efforts overseas. Prerequisite to the clearance of individual volunteer is the registration of the volunteer sending organization with PNVSCA.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Program Coordination, Monitoring and Evaluation Division	
Classification:	G2C (Government to Citizen)	
Type of Transaction:	Simple	
Who may avail:	Registered volunteer of Voluntary Service Overseas (VSO) and United Nations Volunteer (UNV)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. 1 Xerox Copy of passport, visa and ticket	VSO or UNV where the volunteer is a member.
	2. 1 Original Copy of BI Clearance	
	3. If government employee, 1 Original Copy of approved leave of absence for the duration of volunteer assignment	
	4. 1 Xerox Copy of the confirmation of acceptance, includes the summary of finance and insurance package of support as attachment to the confirmation and the volunteer's	



<p>commitment form that he/she will return to the Philippines after completion of service to be signed between the volunteer and VSOB. The confirmation of acceptance should include the specific host country organization of the volunteer and some stipulations of the assignments.</p>				
<p>5. 1 Xerox Copy of Description of assignment</p>				
<p>6. 1 Xerox Copy of Certification form for returned volunteer signed by LPI hosting the volunteer (for returned volunteer)</p>				
<p>7. Registration form</p>		<p>PNVSCA</p>		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
<p>1. Submit the checklist of requirements</p>	<p>1. Review the submitted documents</p>	<p>1 Day</p>	<p>Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)</p>	<p>None</p>
<p>2. Pick-up the endorsement letter to Bureau of Immigration (BI) and PNVSCA issued ID</p>	<p>2. Release of the endorsement letter to BI and issued ID as volunteer</p>	<p>5 Minutes</p>	<p>Senior Volunteer Service Officer (Program Coordination, Monitoring and Evaluation Division)</p>	
<p>3. Fill-up client feedback form</p>	<p>3. Get client's filled-up feedback form</p>	<p>2 Minutes</p>	<p>Senior Volunteer Service Officer (Program Coordination, Monitoring and Evaluation Division)</p>	
<p>Total</p>		<p>1 Day, 7 Minutes</p>		<p>None</p>



Central/Head Office Internal Services



1. Processing of Leave Application

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G (Government to Government)			
Type of Transaction:	Simple			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Leave Application Form		Common Rack in the Admin Division		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit 2 copies of leave application form to Human Resource (HR) Personnel	1. Accept leave application form and indicate the accumulated VL and SL balances as of end of the previous month and assign control number and return back to client	1 Minute	HR Personnel	None
2. Submit to Division Chief the leave application form	2. The DC affix his/her signature for recommending approval, forward the leave application form to the Office of the ED	1 Minute	DC concern	None
	2.1 The Admin. Asst. (AA) of the OED accept the leave application and secure the	2 Minutes	Administrative Assistant	



	signature of the OED for approval/disapproval. If disapproved, indicate the reason. The AA shall forward the approved/disapproved leave application to the HR Personnel			
	2.2 The HR Personnel file a copy and furnish the client the other copy.	1 Minute	HR Personnel	
Total		5 Minutes		None

2. Request for Local Travel Order (LTO)

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G (Government to Government)			
Type of Transaction:	Simple			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Request note of DC with details of travel and attach letter of invitation if applicable		Division Chief Concerned		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit the request note of DC to Human Resource (HR) Personnel with	1. Prepare the LTO and submit to DC concerned for initials	5 Minutes	HR Personnel	None



attachment of letter of invitation if applicable	1.1 The DC affix his/her initials for recommending approval, forward the LTO form to the Office of the ED	1 Minute	DC concern	
	1.2 The Admin. Asst. (AA) of the OED accept the LTO form and secure the signature of the OED for approval/disapproval. If disapproved, indicate the reason. The AA shall forward the approved/disapproved LTO to the HR Personnel for assigning the control number	2 Minutes	Administrative Assistant	
2. Get a copy of LTO from HR Personnel	2. The HR Personnel file a copy and furnish the client the other copy.	1 Minute	HR Personnel	None
Total		9 Minutes		None

3. Request for approval of GSIS Loan

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division
Classification:	G2G (Government to Government)



Type of Transaction:	Simple			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Xerox Copy of Payslip of the current month		HR Personnel		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Inform the Authorized Administrative Officer (AAO) that loan application was filed in the GSIS website platform	1. The AAO will open the GSIS website and check if loan was filed. If filed, approve or disapprove. If the loan was disapproved inform the member on the reason	5 Minutes	Authorized Administrative Officer	None
2. Check the GSIS-UMID-ATM card for the loan proceeds	2. Deduct from the payroll the monthly amortization based on the monthly billing from GSIS	5 Minutes	HR Personnel	None
Total		10 Minutes		None

4. Request for Office Clearance

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division
Classification:	G2G (Government to Government)
Type of Transaction:	Simple



Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Clearance Form		HR Personnel		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit the clearance form to Human Resource (HR) Personnel with attach letter/memo addressed to the Head of the Agency	1. The HR Personnel shall indicate the control number of the clearance form and sign the portion for HR concerned	10 Minutes	HR Personnel	None
2. Secure the signature of all accountable officers indicated in the clearance form	2. The accountable officers shall affix their signatures in the clearance form if the client has no obligation and/or assignment to be accomplished/s ubmitted.	5 Minutes	Accountable Officer	None
3. Furnish the HR Personnel a copy of the duly signed Office Clearance	3. The copy of the clearance must be kept in the 201 file of the client	1 Minute	HR Personnel	None
Total		16 Minutes		None

5. Request for Authority to Travel Abroad

Schedule of Availability of Service:

Monday to Friday

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



Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G (Government to Government)			
Type of Transaction:	Simple			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Leave Application Form		HR Common File Rack		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly approved leave application form to Human Resource (HR) Personnel	1. Prepare 2 copies Authority to Travel Abroad with control number and ask the Chief AO to affix his initials and return back to the client	1 Minute	HR Personnel	None
2. Submit the Authority to Travel Abroad to the DC concerned	2. The DC affix his/her initials for recommending approval, forward the Authority to Travel Abroad Form to the OED	1 Minute	DC concern	None
3. Get a copy of Travel Order from the HR	3. The Admin. Asst. (AA) of the OED accept the Authority to Travel Form and secure the signature of the OED for approval/disapproval. If	2 Minutes	Administrative Assistant	None



	disapproved, indicate the reason. The AA shall forward the approved/disapproved Authority To Travel to the HR Personnel			
	3.1 The HR Personnel file a copy and furnish the client the other copy.	1 Minute	HR Personnel	None
Total		5 Minutes		None

6. Request for Transport Service

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G (Government to Government)			
Type of Transaction:	Simple			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Request Form		Common File Rack		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly filled-up Request Form to Chief Administrative Officer.	1. The Chief AO review the Request Form and affix his initials in the name of ED and forward to OED	30 Seconds	Chief Administrative Officer	None
2. Forward the initialed request form to	2. The Admin. Asst. (AA) of the OED accept the	1 Minute	Administrative Assistant	None



<p>the Office of the Executive Director.</p>	<p>Request Form and secure the signature of the OED for approval/disapproval. If disapproved, indicate the reason. The AA shall forward the approved/disapproved Request Form to the Chief AO</p> <p>2.1 The Chief AO will assign a driver to provide transport support to the client.</p>	<p>30 Seconds</p>	<p>Chief Administrative Officer</p>	
<p>3. Wait for the notice of driver or Admin. Asst. on the approval or disapproval of request.</p>	<p>3. The assign Driver will prepare/fill-up trip ticket and forward the same to the Chief AO for his review and initials.</p> <p>3.1. The Chief AO forward the Trip Ticket to the OED for approval</p> <p>3.2 The Admin. Asst. (AA) of the OED accept the Trip Ticket and secure the signature of the OED for approval/disapproval. If disapproved,</p>	<p>1 Minute</p> <p>30 Seconds</p> <p>1 Minute</p>	<p>Driver</p> <p>Chief Administrative Officer</p> <p>Administrative Assistant</p>	<p>None</p>



	<p>indicate the reason. The AA shall forward the approved Trip Ticket to the assigned driver</p> <p>3.3 The driver will inform the client on the approval of his/her request for transport service</p>	1 Minute	Driver	
Total		5 Minutes, 30 Seconds		None

7. Request for Office Supply

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G (Government to Government)			
Type of Transaction:	Simple			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Requisition and Issue Slip (RIS)		HR Common File Rack		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly approved Requisition and Issue Slip to AO I in the GS	1. Review the requisition form and issue the office supplies requested if available	5 Minutes	Administrative Officer I	None



2. Receive the office supplies requested	2. If the requested supplies is not available, the AO I shall prepare the required Purchase Request, Conduct Canvass and Post to PhilGEPS if required and follow the processes of alternative mode of procurement	7 Days	Administrative Officer I	None
	2.1 Receive and Issue the office supplies delivered	1 Hour	Administrative Officer I	
Total		7 Days, 1 Hour, 5 Minutes		None

**8. Request for meals and snacks to be served during meetings
(Total Cost is less than 50,000.00 pesos)**

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division
Classification:	G2G (Government to Government)
Type of Transaction:	Simple
Who may avail:	PNVSCA officials and employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. 1 Original Copy of Purchase Request Form		HR Common File Rack		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly approved Purchase Request to AO I in the GS	1.1 Review the Purchase Request and order the food	30 Minutes	Administrative Officer I	None
2. Wait for the food to be served	2.1 Received the delivered food and serve	5 minutes	Administrative Officer I	None
Total		35 Minutes		None

9. Request for rental of venue with meals and snacks or meals and snacks only to be served during meetings

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G (Government to Government)			
Type of Transaction:	Simple			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Purchase Request Form		HR Common File Rack		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly approved up Purchase Request to AO I in the GS	1.1 Review the Purchase Request and post to PhilGEPS the quotation (if required) and at the same time solicit	7 Days	Administrative Officer I	None



	quotations from suppliers/hotels and prepare documents for procurement			
	1.2 Coordinate with client the supplier/hotel who submitted the responsive quotation and conduct ocular inspection of the venue with the client to check /validate the specs required	1 Day	Administrative Officer I	
	1.3 Prepare the necessary documents for procurement	1 Hour	Administrative Officer I	
	1.4 Receive the delivery of goods/services requested	10 Minutes	Administrative Officer I	
	Total	8 Days, 1 Hour, 10 Minutes		None

10. Request for petty cash fund

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division
Classification:	G2G (Government to Government)
Type of Transaction:	Simple
Who may avail:	PNVSCA officials and employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Purchase Request Form		HR Common File Rack		
2. 1 Original Copy of Petty Cash Fund Form		HR Common File Rack		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly approved Purchase Request and Petty Cash Voucher (PCV)	1.1 Review the Purchase Request and PCV	3 Minutes	Disbursing Officer	None
2. Receive the cash	2.1 Issue the cash requested	1 Minute	Disbursing Officer	None
Total		4 Minutes		None



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD)</p> <p>Contact info: 8-927-68-47 or inquiry@pnvsca.gov.ph</p>
How feedback is processed	<p>Every Friday, the PACD opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8-927-68-47 or inquiry@pnvsca.gov.ph</p>
How to file a complaint	<p>Answer the Complaint Form and drop it at the designated drop box in PACD.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 8-927-68-47 or inquiry@pnvsca.gov.ph</p>
How complaints are processed	<p>The Chief Administrator Officer (CAO) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the CAO shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The CAO will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The CAO will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8-927-68-47 or inquiry@pnvsca.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2762)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office	Address	Contact Information
Office of the Executive Director	Ground Floor Philippine Sugar Center Building, North Avenue, Diliman, Quezon City, Philippines	8927-6847
Administrative, Financial and Management Division	Ground Floor Philippine Sugar Center Building, North Avenue, Diliman, Quezon City, Philippines	3454-8797
Policy, Advocacy and Technical Services Division	Ground Floor Philippine Sugar Center Building, North Avenue, Diliman, Quezon City, Philippines	8247-7934
Program Coordination, Monitoring and Evaluation Division	Ground Floor Philippine Sugar Center Building, North Avenue, Diliman, Quezon City, Philippines	3453-4726



Feedback Form

A. Transaction with PNVSCA. *Please check below.*

- ___ 1. Inquiries on Volunteer Program and Services.
- ___ 2. Processing of Request for Foreign Volunteer Assistance
- ___ 3. Registration of Volunteer Service Organization
- ___ 4. Request for Orientation on Volunteerism
- ___ 5. Request for Technical Services
- ___ 6. Processing of Request for Clearance of Filipino Overseas Volunteers

B. Feedback

Using the rating of 1 – 5 with 1 – Poor; 2 – Needs Improvement; 3 – Satisfactory; 4 – Very Satisfactory; and 5 – Outstanding, please rate the following aspects of handling your transaction with us.

Aspects	5	4	3	2	1
1. Clarity of information or instructions provided					
2. Response time					
3. Staff courtesy					
4. Overall experience					

Recommendations/Suggestions:

C. Complaints

Name of person being complained: _____

Facts or details of the incident:

(Please use additional sheet if necessary)

List of evidence if applicable:

D. Client Information

Name(optional): _____

Agency/Organization: _____

Address: _____

Contact No.: _____ Email: _____