



**Philippine National Volunteer Service
Coordinating Agency**

CITIZEN'S CHARTER HANDBOOK

2024 3rd 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:

A leading institution coordinating and advocating volunteerism towards a self-reliant, empowered and progressive society.

III. Mission:

Promote and harness voluntary services and resources through relevant and responsive plans, policies, advocacy, technical assistance and coordination services.

IV. Service Pledge:

We are committed to provide 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

Inquiries refer to the process by which the public/clients can seek information, clarification, or assistance from the agency regarding its services, programs, policies, or procedures. This service is designed to provide timely and accurate responses to queries raised by the public/clients, thereby promoting transparency, accountability, and accessibility in governance.

Description of Service:

- Inquiries on Volunteer Awards
PNVSCA leads the Annual Search for Outstanding Volunteers (SOV), which serves as the centerpiece of the National Volunteer Month (NVM) observed every December pursuant to Presidential Proclamation No. 55, s. 1998. The Search aims to identify and recognize outstanding Filipino volunteers and volunteer organizations for their exemplary performance and achievements in empowering communities and promoting volunteerism as a way of life, contributing to nation-building. The Agency also provides technical assistance to other government agencies implementing similar Awards on Volunteerism.
- Inquiries on Volunteer Events/Activities
PNVSCA conducts different volunteer events and activities (i.e. fora, webinars, etc.), which may be face-to-face or online. The event aims to reach out to various groups and individuals to raise knowledge of the Agency, gain support for the partners' and the PNVSCA's volunteerism efforts, and get commitments to initiate programs or promote volunteering as a development strategy. Topics usually include understanding volunteerism concepts, benefits, and its importance in national development; how and where to participate in volunteering efforts, among others.

Volunteer Program and Services

PNVSCA is mandated to coordinate, monitor and evaluate the national volunteer service program in order that volunteer assistance may fit into the total national development. In this regard the Agency provides policies and guidelines on volunteering for development.

Schedule of Availability of Service:

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

Office or Division:	Policy, Advocacy and Technical Services Division / Program Coordination, Monitoring and Evaluation Division
Classification:	Simple



Type of Transaction:		G2G (Government to Government) G2B (Government to Business); G2C (Government to Transacting Public)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished inquiry form or inquiry letter		Inquiry form: Public Assistance and Complaints Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Online Transaction</i>				
1. Send a letter/email *for Inquiries on Volunteer Program and Services: pcmed@pnvsc a.gov.ph *for Inquiries on Volunteer Awards and or Volunteer Events/ Activities: info@pnvsca.gov.ph or patstd@pnvsca.gov.ph	1. Acknowledge receipt of the letter via email, and review the inquiry received	None	1 day	Volunteer Service Officer (VSO) I or VSO II



2. Wait for a reply from PNVSCA	2. Send a reply via email together with the necessary information materials if needed, with a request to accomplish the customer feedback/ evaluation form (as an attachment or with the link to the online form)	None	1 day	Volunteer Service Officer (VSO) I or VSO II
3. Accomplish and submit the client feedback/ evaluation form	3. Monitor and acknowledge receipt of the accomplished feedback/evaluation form	None	5 minutes	Volunteer Service Officer (VSO) I or VSO II
Total		None	2 days, 5 minutes	
<i>For Onsite Transaction</i>				
1. Go to the Public Assistance & Complaints Desk and fill up the inquiry form	1. Record the transaction/inquiry and refer the client to the concerned staff if needed	None	5 minutes	Officer of the Day
2. Wait at the visitor's reception area	2. Provide the needed information	None	5 minutes	VSO I or VSO II



3. Accomplish and submit the Client Feedback Form	3. Receive the accomplished Client Feedback Form	None	5 minutes	VSO I or VSO II
Total		None	15 minutes	



2. Provision of Technical Assistance

Description of Service:

PNVSCA offers technical assistance to its stakeholders through policy review; orientations on Volunteerism 101, Volunteer Management Systems, Volunteerism Mainstreaming; and follow-through activities.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Policy, Advocacy and Technical Services Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government) G2B (Government to Business); G2C (Government to Transacting Public)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Online: http://bit.ly/PNVSCAsupport-request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online request form	1.1 Acknowledge receipt of the request and notify the client that a preliminary review shall be carried out	None	10 minutes	Volunteer Service Officer (VSO) I
	1.2 Conduct a preliminary review of the request,	None	30 minutes	VSO II



	<p>based on the completeness and accuracy of response entries.</p> <p>Seek clarifications with the client if necessary</p>			
	1.3 Upon approval and with the instructions to proceed, brief the assigned resource persons (RPs)	None	30 minutes	Senior VSO
	1.4 Notify the client of the results in relation to the request	None	10 minutes	VSO I
2. Send conforme	2.1 Receive conforme	None	10 minutes	VSO I
3. Coordinate for request initiation and completion	3.1 Initiate request	None	7 days	Assigned RPs
	3.2 Complete request	None	1-5 days	Assigned RPs
4. Acknowledge completion of the request. Accomplish feedback form	4. Receive and/or encode feedback form	None	10 minutes	VSO I
Total		None	8-12 days, 1 hour, 40 minutes	



3. Processing of Request for Foreign Volunteer Assistance (Clearing of International (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 development 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.

The service is the complete and timely clearing of international volunteer assistance. This covers the process of programming and deployment planning of international volunteer assistance aligned with the National Volunteer Deployment Framework (NVDF) anchored on the Philippine Development Plan (PDP) and Ambisyon 2040. It also includes the review and approval of requests for volunteer assistance from local partner institutions (LPI), and facilitation of international/foreign volunteer assignments.

Schedule of Availability of Service:

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

Office or Division:	Program Coordination, Monitoring and Evaluation Division
Classification:	Highly Technical
Type of Transaction:	Government to Business (NGOs) and G2G (Government to Government)
Who may avail:	Government Agencies, Local Government Units, Non-Government Organizations, Academic Institutions as Local Partner Institutions (LPIs) in coordination with International Volunteer Service Organizations (IVSO)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For LPIs:</p> <ol style="list-style-type: none"> 1. Letter of Intent 2. Request for Volunteer <p>For NGOs on 1st request only:</p> <ol style="list-style-type: none"> 1. Copy of SEC Certificate of Registration, Articles of Incorporation and By Laws 2. Copy of Accreditation from the relevant government agency e.g. DSWD, DTI, DOLE, CDA 		<p>Prepared by the LPI with template/Form available on PNVSCA website and from IVSOs</p> <p>From LPI files</p>		
<p>From IVSOs</p> <ol style="list-style-type: none"> 1. Volunteer Deployment Framework 2. Volunteer Deployment/Site Matrix 3. Copy of Site Assessment Report 4. Proposed Scheduled Volunteer Deployment 5. Volunteer Qualification Matching Matrix 6. Volunteer Curriculum Vitae 7. Copy Volunteer Passport details 		<p>1 - 5 with templates for provided by PNVSCA</p> <p>1 & 2 are submitted only once a year</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance & Complaints Desk	1. Record the transaction and refer the client to concerned staff	None	3 Minutes	Officer of the Day
2. Submit the required forms	2.1 Conduct initial review of	None	30 Minutes	



and supporting documents (<i>can be done via email to oed@pnvsca.gov.ph & international@pnvsca.gov.ph</i>)	Volunteer Request Form and supporting documents.		1 Day (for mailed transaction)	Volunteer Service Officer II
	2.2 Advise client of result of initial review.			
3. Wait for result/ final action on the request.	3.1 If found in order in the initial review, coordinate with concerned IVSO for technical assessment	None	3 Days	Volunteer Service Officer II
	3.2 Discuss and agree with concerned IVSO action on the request in the Bilateral Programming (BP) and prepare report/highlights.		3 Hours	Senior Volunteer Service Officer
	3.2.1 For requests not considered or disapproved in the agreed BP, inform LPI of the action with reason for disapproval.		3 Days	Volunteer Service Officer II

	3.2.2 For requests agreed/ approved for volunteer assistance in the BP, wait for the IVSO submission of 1. Proposed Scheduled Volunteer Deployment; 2. Site Assessment Report; and 3. Volunteer Credentials & Qualification Matrix			Volunteer Service Officer II
	3.3 Prepare assessment on IVSO proposed volunteer deployment.		3 Days	Senior VSO/ VSO II
	3.4 Review qualification & facilitate security clearance & visa issuance of qualified volunteer candidates		Simultaneous with the above	VSO II & Admin Aide IV
	3.5 If all documents are in order, inform IVSO of its approval of proposed volunteer		3-10 days depending on the number of proposed placement	VSO I/II



	deployment together with the endorsement of the requests from LPIs			
	3.6 Inform LPI on the approval of their request and request their acceptance on the identified volunteer and their concurrence to the MoU on the volunteer assistance.		Simultaneous with above	VSO I/II
4. Review and accept identified volunteer candidate (sign conformee letter & MoU)	4.1 Provide LPI and IVSO copy of notarized MoU	None	1 day	Admin Aide IV
5. Fill up and submit Client Feedback form	5.1 Send and retrieve client feedback form	None	2 Minutes	Volunteer Service Officer I
Total		None	12-20 days	



4. Registration of Volunteer Service Organization (VSO)

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 national registration of volunteer service organizations is implemented by PNVSCA to provide government recognition to volunteer service organizations and recognize the contributions of volunteerism to development.

Registration refers to the process by which a volunteer service organization is recognized by the PNVSCA in accordance with the policies, standards and procedures set in the PNVSCA Office Circular No. X series of 2014 or the Guidelines on the National Registration of Volunteer Service Organizations.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Program Coordination, Monitoring and Evaluation Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Business (NGOs)	
Who may avail:	Non-government Organizations (NGOs) whose SEC registered mandate includes the implementation of volunteer programs and services	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Original Copy of Accomplished and notarized application for registration	Prepared by applicant form available on the PNVSCA website
	2. Copy of Philippine SEC Registration, Articles of Incorporation and By-Laws	SEC or Organization files
	3. SEC Certification of Good Standing	Securities and Exchange Commission



4. Copy of Certificate of Registration or Accreditation with other government agencies (e.g. DSWD, LGU, CDA, DOLE)		Organization files		
5. Volunteer Service Program Documents and Reports		Organization files		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance & Complaints Desk	1. Record the transaction and refer the client to concerned staff	None	3 Minutes	Officer of the Day
2. Get information materials and forms	2. Provide Volunteer Organization Registration Form and guidelines	None	5 Minutes	Senior VSO/ VSO II
3. Submit application together with all required documents	3. Conduct initial review on the completeness of application information and documents. Acknowledge application, advice client on findings of initial review and provide guidance on how to complete requirements, if necessary, Secures background	None	3 Days	Senior VSO/ VSO II



	information on the applicant from a government security agency			
4. Wait for result of technical assessment and comply/complete requirements as needed	4.1 Conduct detailed review/evaluation of the organization's merit to be a VSO	None	3 Days	Senior VSO/ VSO II
	4.2 Continuing communication with applicant for clarifications and completion of required information/documents including validation of information given.		3 Days	
	4.3 Advise applicant on final action. 4.3.1 If approved, send approval letter together with the Certificate of Registration & execution of a MOA if implementing international volunteer program. 4.3.2 If		3 Days	Senior VSO/ VSO II



	disapproved, send letter with reason for disapproval.			
5. Fill-up client feedback form	5. Get client's filled-up feedback form	None	2 Minutes	VSO I
Total		None	15 Days, 10 Minutes	



5. Processing of Request for Clearance/Endorsement of Filipinos Volunteering Overseas

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 development cooperation between the Philippines and partner countries as well as a window for cultural sharing and sustaining global goodwill. One of the components is the deployment Filipino volunteers overseas.

The Filipino volunteer overseas deployment/assignment aims to provide support to the development process of the receiving countries and communities; promotion of human capital build-up; and strengthening of international solidarity and 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 volunteering overseas. Prerequisite to the clearance/endorsement 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 5:00 p.m. without noon break

Office or Division:	Program Coordination, Monitoring and Evaluation Division	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	Registered volunteer of PNVSCA Registered International Volunteer Service Organizations (IVSO)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Copy of Placement Description and Confirmation of Acceptance	Sponsoring IVSO	
2. Curriculum Vitae	Applicant	
3. Copy of passport with visa and plane ticket	Sponsoring IVSO	



4. Police or NBI Clearance		Local Police Office or NBI		
5. Local Volunteering Certificate (for repeat volunteers only)		Organization where volunteer work was performed		
6. Accomplished PNVSCA Registration		Form provided by PNVSCA		
7. Attendance to the PNVSCA Orientation		PNVSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1. Review the submitted documents. If found complete prepare endorsement documents.	None	5 hours	Volunteer Service Officer II (Program Coordination, Monitoring and Evaluation Division)
2. Attend PNVSCA Institutional Orientation	2. Schedule and provide orientation	None	1.5 hours	VSO I
3. Wait for endorsement documents	3.1 Send to the endorsement documents – Endorsement to BI; PNVSCA Volunteer Registration and ID card	None	1 hour	Senior VSO/VSO II
	3.2 Email copy of endorsement to BI-TCEU		Simultaneous with the above	



4. Fill-up client feedback form	4. Get client's filled-up feedback form	None	2 Minutes	VSO I
Total		None	1 day	



Central Office Internal Services



1. Processing of Leave Application

Description of Service:

Leave of absence is a privilege granted to officials and employees not to report for work with or without pay as may be provided by law and as the rules prescribed in Rule XVI of the Omnibus Rules Implementing Book V of EO 292.

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:00 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
Original copy of Medical Certificate for sick leave incurred for 5 days or more		Public Health Center/Hospital/Lying-in/Clinic
For Maternity leave application:		
1. Original copy of Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated date of delivery		Public Health Center/Hospital/Lying-in/Clinic
2. Solo parent I.D. for solo parents who want to avail the additional maternity leave of 15 days (original and 1 photocopy of I.D)		Municipal Social Welfare and Development (MSWD)
For Paternity Leave:		
1. PSA marriage certificate (1 photocopy)		Philippine Statistics Authority (PSA)



2. Birth certificate of newly born child (1 photocopy)		Hospital/Lying-in/Local Civil Registry		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. File Application for Leave thru HRIS * for vacation leave: filing should be at least 5 calendar days before actual leave * for sick leave/paternity leave: filing should be immediately upon reporting to office * for maternity leave: filing should be at least 30 calendar days in advance	1.1 Receive notifications upon filing of requests	1 minute	Administrative Assistant II	None
	1.2 Click the link sent for certification	2 minutes		
	1.3 Review completeness of information details, and attachments, if any.	5 minutes		
	1.4 Check accumulated leave balances. a. If leave balance is sufficient, certify the application b. If leave is insufficient, inform the applicant that he/she will be tagged as "without pay"	5 minutes		
	1.5 Receive notifications for recommendation of application	1 minute	Division Chief	
	1.6 Click the link sent for recommendation	2 minutes		



	1.7 Review application details.	5 minutes		
	1.8 Recommend the application for leave. a. If approved, click “Confirm Recommendation” b. If disapproved, indicate reasons for disapproval.	2 minutes		
	1.9 Receive notifications for approval of application	1 minute	Executive Director	
	1.10 Click the link sent for approval.	2 minutes		
	1.11 Review application details a. If approved click icon “✓” b. If disapproved, the applicant will be notified by the system	2 minutes		
2. Print the approved leave application in duplicate	2.1 Secure copy for the personal copy and one copy for HR file	3 minutes		
	Total	31 minutes		None



2. Issuance of Certificate of Employee Record

Description of Service:

The AFMD issues Certificate of Employment, Certificate of Employment with Compensation and Allowances, Service Record among others, as requested by the PNVSCA employees.

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:00 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		
HR Request Form (the employee can also request through email following the details of request in the printed HR Request Form)		AFMD-Personnel		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit the filled up HR Request Form or e-mail to Human Resource (HR) Personnel	1.1 Acknowledge request and gather data if necessary and prepare and print the certification, affix initial and forward to the Chief Administrative	4 hours	Administrative Officer I	None



	Officer for signature			
	1.2 Sign the certification document	10 Minutes	Chief Administrative Officer	
2. Receive a copy of requested document	2. Issue signed/approved certification to requesting employee	1 Minute	Administrative Officer I	None
Total		4 hours and 11 Minutes		None

Same client steps with inactive employees (retired, separated), however it takes 1 to 2 days to process and issue the requested document. The gathering of data/information takes time depending upon the completeness of information available in their 201 folders and index of salary and compensation.



3. Request for Personnel Pass for Official Business

Description of Service:

This process pertains to attending activity outside the office premises on official business and entitle to travel expense. The process allows the staff to file and view his/her personnel pass for official business.

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 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 employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRIS Account		AFMD-Personnel		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. File for request for personnel pass for official business a. Choose nature of pass (Official or Personal) b. If requesting for multiple	1.1 Receive notifications upon filing of requests	2 minutes	Administrative Assistant II; Division Chief	None
	1.2 Click the link sent for recommendation	2 minutes	Division Chief	
	1.3 Review completeness of information details, and attachments, if any.	5 minutes		
	1.4 Click the icon “👉” adjacent to	2 minutes		



staff, tick the box adjacent to names of requesting staff	the record and click “Confirm Recommendation”			
	1.5 Receive notifications upon recommendation	2 minutes	Executive Director	
	1.6 Click the link sent for approval	2 minutes		
	1.7 Click the icon “✓” adjacent to the record and click “ Confirm Approval”			
2. Print copy of approved personnel pass a. Provide copy for Security Guard b. If requesting for transport/ vehicle, forward copy to assigned personnel for the preparation of trip ticket	2.1 Receive copy of approved Personnel Pass for Official Business	5 minutes	Administrative Assistant III	None
Total		20 Minutes		None



4. Request for Office Clearance

Description of Service:

Office clearance from money, property and work related accountabilities is secured by employees who are retiring, being separated, transferring to other government agencies, leaving the Philippines and going to leave of absence for more than one (1) month e.g. maternity leave, etc.

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 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. Original Copy of Clearance Form		AFMD-Personnel		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Fill out clearance form and submit to Human Resource (HR) Unit with attach letter/memo addressed to the Head of the Agency	1. The HR Personnel shall check the clearance form, if not properly filled up, he/she return it to the client/employee, if properly filled up, indicate the control number of the clearance form	10 Minutes	Administrative Officer I	None



2. Return all property accountabilities to Property Unit	2. The Property Unit check the condition of the returned property and acknowledge receipt and sign the clearance	1 hour	Administrative Officer I	
3. Secure the signature of other accountable officers indicated in the clearance form	3. The accountable officers shall affix their signatures in the clearance form if the applicant has no obligation and/or assignment to be accomplished/s ubmitted.	2 days	Accountable Officers	None
4. Furnish the HR Personnel a copy of the duly signed Office Clearance	4. The copy of the clearance must be kept in the 201 file of the client	10 Minute	Administrative Officer I	None
Total		2 days, 1 hour and 20 Minutes		None



5. Processing of Payments of Claims of PNVSCA employees and suppliers

Description of Service:

This service pertains to financial transactions or request by employees and suppliers relative to, among others, claims for delivered goods/services, or grant of cash advance/liquidations/reimbursement of expenditures incurred in the course of official business. The applicable set of documentary requirements may vary according to the type of transaction.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G - Government to Government), G2B - Government to Business, G2C - Government to Citizen			
Type of Transaction:	Complex to Highly Technical			
Who may avail:	<ol style="list-style-type: none"> 1. PNVSCA officials and employees 2. Suppliers, Contractors 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Table 1 for the applicable requirements based on the type of transaction		AFMD		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit original copies of supporting documents required (Table 1. Checklist of Requirements) for budget	1.1 Receive, check and review documents submitted for processing of payment. Prepare and	15 Minutes	Budget Officer II	None



allocation and signature/approval to AFMD	sign the Obligation Request and Status (ORS). Forward the ORS to the accountable Chief of Division for approval			
	1.2 The Chief of Division sign/approve the ORS and forward it to the Disbursing Officer for the preparation of Disbursement Voucher (DV)	10 minutes	Division Chief	
	1.3 Prepare the DV and forward to authorized signatories:	15 minutes	Disbursing Officer	
	1.4 Sign at Box A	10 minutes	Division Chief of AFMD or PCMED or PATSD	
	1.5 Sign at Box C	15 minutes	Accountant III	
	1.6 Sign at Box D	10 minutes	Executive Director	
	1.7 Prepare, print and sign check/LDDAP-ADA and ACIC and forward to co-signee/signatory	20 minutes	Division Chief	



	1.8 Sign check/ LDDAP-ADA and ACIC	20 minutes	Authorized Signatory	
	1.9 Deliver the check, LDDAP- ADA and ACIC with USB to LBP for processing	15 minutes	Disbursing Officer II	
2. Receive payment	2.a. For payment through LDDAP- ADA, credit payment to client's account 2.b For check payment, inform the client that the check is available for pick up	1 working day	Land Bank of the Philippines	None
Total		1 day, 2 hrs and 10 minutes		None

Table 1. CHECKLIST OF REQUIREMENTS

Type of Transaction	Checklist of Requirements	Where to Secure
1. Local Travel	<p>CASH ADVANCE</p> <ol style="list-style-type: none"> 1. Travel Order 2. Itinerary of Travel 3. Letter of Invitation, if applicable 4. Certification by the Accountant of no Outstanding Cash Advance <p><i>Note: The allowable transportation expenses and</i></p>	End user

	<p><i>Daily Travel Expenses (DTE) shall be based on Executive Order No. 77, series of 2019</i></p> <p>LIQUIDATION/REIMBURSEMENT</p> <ol style="list-style-type: none"> 1. Travel Order 2. Revised Itinerary of Travel, if not the same of the actual itinerary 3. Letter of Invitation, if applicable 4. Certificate of Travel completed 5. Transportation Receipt such as but not limited to: <ul style="list-style-type: none"> ● Taxi Official Receipt ● Bus Ticket ● Toll receipt and Trip Ticket ● Official Receipt of Plane Ticket ● Boarding Pass ● Boat Ticket ● Terminal Fees Stub/Receipt 6. Certificate of Appearance <p>If the expenses exceeded the allowable DTE, additional requirements are as follows:</p> <ol style="list-style-type: none"> 1. Official Receipt or Cash/Sales Invoice of meals 2. Official receipt or Cash Invoice of hotel 3. Certification from the Executive Director as to the absolute necessity of expenses incurred 4. Justifications if there is a change of schedule as stated in the LTO e.g. cancelled flight due to 	
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	typhoon, etc.	
2. Rental of Motor Vehicle	<p>CASH ADVANCE</p> <ol style="list-style-type: none"> 1. Special Order as Special Disbursing Officer 2. Purchase Request (PR) 3. Draft Contract 4. Canvass of at least three (3) suppliers (optional) <p>LIQUIDATION/REIMBURSEMENT</p> <ol style="list-style-type: none"> 1. Copy of the SO 2. Copy of the PR 3. Signed Contract 4. Abstract of Canvass 5. Official Receipt 6. Certification of Completion of Hired Vehicle by the DC/ED 	End user and AFMD
3. Procurement through Lease of Real Property/Venue	<p>Below P50,000.00</p> <ol style="list-style-type: none"> 1. Approved Activity Design 2. Approved Purchase Request 3. Canvass/quotation from 3 suppliers/vendors, if amount is P1,000.00 and above. 4. Abstract/Summary of Canvass 5. Contract if applicable 6. Purchase Order 7. Notice of Meeting, if applicable 8. Copy of Program of Activity 9. Attendance of Participants 10. Certification that meals were satisfactory served (if catered outside office) 11. Inspection & Acceptance Report (if meeting inside the office) 12. Official Receipt or Sales/Cash Invoice <p>For P50,000.00 and above</p>	End-user and AFMD



	<ul style="list-style-type: none"> - same as above requirements and - Copy of PhilGEPS posting of invitation to suppliers - Mayor's Permit - PhilGEPS Registration - Omnibus Sworn Statement of Supplier 	
4. Honoraria of Resource Person/s or Coordinator/Facilitator during meeting or seminar-workshop/forum	<p>CASH ADVANCE</p> <ol style="list-style-type: none"> 1. Special Order as Disbursing Officer (DO) 2. Activity Design 3. Letter of Invitation Resource Person with rate per hour and Conforme if direct invitation 4. Letter of Invitation to the Agency/Org. 5. Response Letter from the Agency/Org. recommending the names of RP/Coordinator/Facilitator 6. CV of Resource Person (RP)/Facilitator/Coordinator <p>LIQUIDATION Same documents/requirements for Cash Advance and the ff:</p> <ol style="list-style-type: none"> 1. Certificate of Completion of the number of hours rendered signed by the Executive Director 2. Accomplishment Report of RP/Coordinator/Facilitator, if necessary 3. Payroll of RP/Coordinator and BIR Withholding Tax Certifications (BIR Form 2307) 4. Other pertinent documents to support validity of expenses/claims, if necessary 5. Report of Disbursement 	End-user
5. Procurement	P50,000.00 and below	AFMD



<p>through Shopping</p>	<ol style="list-style-type: none"> 1. Approved Purchase Request 2. Canvass/Quotation from 3 suppliers/vendors 3. Abstract/Summary of Canvass 4. Purchase Order 5. Inspection & Acceptance Report 6. Official Receipt/Cash/Sales Invoice <p>For P50,001.00 up to 1 Million</p> <ul style="list-style-type: none"> - same as above requirements and - copy of PhilGEPS posting invitation to suppliers - Mayor's Permit - PhilGEPS Registration 	
<p>6. Small Value Procurement</p>	<p>P50,000.00 and below</p> <ol style="list-style-type: none"> 1. Approved Purchase Request 2. Canvass/Quotation from 3 suppliers/vendors 3. Abstract/Summary of Canvass 4. Purchase Order 5. Inspection & Acceptance Report 6. Official Receipt/Cash/Sales Invoice 7. Distribution List of Token duly signed by recipient, if applicable <p>For P50,001.00 up to 1 Million</p> <ul style="list-style-type: none"> - same as above requirements and - copy of PhilGEPS posting invitation to suppliers - Mayor's Permit - PhilGEPS Registration - Omnibus Sworn Statement of Supplier 	<p>AFMD</p>

<p>7. Procurement through Public Bidding</p>	<ol style="list-style-type: none"> 1. Copy of approved APP and any amendments 2. Contract 3. Invitation to Apply for Eligibility to Bid 4. Letter of Intent 5. Results of Eligibility Check/Screening 6. Bidding Documents enumerated under Section 17.1 of the RIRR of RA No. 9184 which includes a complete set of approved plans/drawings and technical specifications infrastructure projects, complete technical description of equipment, and Terms of Reference (TOR) for consultancy services 7. Supplemental Bulletins, if any 8. Bidders Technical and Financial Proposals 9. Abstract of Bids 10. Post Qualification Report of Technical Working Group 11. BAC Resolution 12. Notice of Award 13. Performance Security 14. Notice to Proceed 15. Billing Statement 	<p>AFMD</p>
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6. Request for Transport Service

Description of Service:

The Office provides shuttle service on official business outside the office premises and official out-of-town travel of PNVSCA employees and officials.

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:00 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. Approved Personnel Pass for Official Business / Messengerial Request 2. Approved Local Travel Order (LTO) 3. HRIS Account		HRIS-AFMD		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit the approved LTO / Messengerial / OB Pass	1.1 Receive approved copy of request for transport/ vehicle	1 minute	Administrative Assistant III	None
	1.2 Creation of Driver's Trip ticket	5 minutes	Administrative Assistant III	

	<p>a. If trip ticket is requested thru OB Pass or Messengerial , tick the created record of request for transport then click “Save Changes”</p> <p>b. If trip ticket is for LTO, click “Manage Data” > “ New record” Input destination and purpose then tick the names of authorized passengers; assign driver and government car with plate number to be used, then click “Save Changes”</p>			
	1.3 Receive notifications for approval of request	2 minutes	Executive Director	
	1.4 Click the link sent and click “Confirm Approval”			
2. Wait for the assigned driver	2.1 Print copy of the approved trip ticket and forward to the assigned driver	2 minutes	Administrative Assistant	None



	2.2 Notify the passengers at the time of departure.	5 minutes	Driver	
	2.3 The Security Guard inputs the time of departure/ arrival and signs the trip ticket	3 minutes	Security Guard	
	2.4 The passengers affix their signature to the trip ticket	5 minutes	Authorized Passengers	
	Total	23 minutes		None



7. Request for Issuance of Supplies or Property, Plant and Equipment (PPE)

Description of Service:

This process facilitates the issuance of supplies or Property, Plant and Equipment (PPE) to employees whose position requires its issuance, following the guidelines specified in the Government Accounting and Auditing Manual.

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 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. Requisition and Issue Slip (RIS) (2 copies) 2. Property Accountability Report (PAR) (2 copies) for PPEs with a cost of more than PhP 50,000.00 3. Inventory Custodial Slip (ICS), (2 copies) for PPEs with a cost of PhP 50,000.00 or less		AFMD- Common File Rack or e-file in the end user computer		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly signed/approved Requisition and Issue Slip (RIS) to AFMD	1. Receive RIS and check the availability of the requisitioned supplies/PPE in the stock card,	5 Minutes	Administrative Officer I	None



2. Receive the office supply/PPE requested	2.1 Issue the office supplies requested if available	10 minutes	Administrative Officer I	None
	2.2 Prepare PAR/ICS if applicable, indicate the quantity, unit, description and property number of the items issued. If the requested supply/PPE is not available/out-of-stock, mark the item/s a stock not available in the RIS Form and return the RIS to the requesting officer and prepare Purchase Request and undergo procurement process	10 minutes		
Total		25 Minutes		None



8. Procurement of goods through Shopping/Small Value Procurement (SVP)

Description of Service:

All procurement shall be done through competitive bidding except as provided in RA 9184. Resorts to Alternative Methods shall be made only if 1) promote economy and efficiency 2) justified by conditions specified in RA 9184 and its 2016 Revised IRR.

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division			
Classification:	G2G (Government to Government), G2B (Government to Business)			
Type of Transaction:	Highly Technical			
Who may avail:	PNVSCA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Original Copy of Purchase Request Form 2. Copy of APP or Supplemental APP (Xerox copy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly approved Purchase Request to AFMD	1.1 Review the Purchase Request and prepare Request for Price Quotation and secure the signature of BAC Chairperson/Chi	1 day	Administrative Officer I	None

	ef Administrative Officer			
	1.2 Post the Request for Price quotation to PhilGEPS and PNVSCA websites and to conspicuous place of PNVSCA for atleast 3 C.D.	5 minutes	Administrative Officer I	None
	1.3 Evaluate and Rank the quotations	1 day	BAC and Administrative Officer I	
	1.4 Prepare documents for award, Abstract of Price Quotation, BAC Resolution and Purchase Order,	4 hours	Administrative Officer I	
	1.5 Sign the documents for award	1 day	BAC, HOPE	
	1.6 Inform the winning supplier through email	10 minutes	Administrative Officer I	
	1.7 Winning supplier deliver the purchased items	Minimum of 7 calendar days	Administrative Officer I	
	Total	10 days, 4 hours and 15 minutes		None



9. Procurement of Goods through Public Bidding

Description of Service:

All procurement shall be done through competitive bidding except as provided in R.A. No. 9184. Resort to Alternative Mode of Procurement shall be made only if 1.) highly exceptional cases, 2.) to promote economy and efficiency 3.) justified by conditions specified in R.A. No. 9184 and its RIRR and other relevant issuances by the Government Procurement Policy Board (GPPB).

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	Administrative, Financial and Management Division	
Classification :	G2C (Government to Citizen) and (G2B) Government to Business	
Type of Transaction:	Highly Technical	
Who may avail:	End-user (employee/Unit/Division) and Bidder	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Purchase Request and Availability of Allotment (PRAA), revision 03, in 4 copies (1 original and 3 copies)	Client (End-user Staff/ Division)
	2. Technical Specifications/ Drawings/ Lay-outs, Detailed Engineering, Terms of Reference (Based on the requirements of the End-user)	Client (End-user Staff/ Division)
	3. Bidding Document	
	4. Proof of Payment (Official Receipt) of Bidding document	



5. Bidders' Bid Submission/ Documents 6. Post-Qualification Documents 7. Notice of Award (NOA) 8. Notarized Contract Agreement 9. Notice to Proceed (NTP)		AFMD (BAC Secretariat) Bidder Bidder Bidder BAC Secretariat BAC Secretariat and Bidder BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit duly accomplished and approved PR, with all necessary documents attached.	1. Receives, reviews and evaluates PR, TOR or technical specifications and checks the procurement is included in the APP (or Supplemental APP as the case may be). Otherwise, return to Client for appropriate action	1 day	Administrative Officer I	None
2. Client notes the scheduled pre-procurement conference	2. Draft Invitation to Bid and Bidding Documents, and schedule BAC meeting for the	8 hours	AO I	

	pre-procurement conference.			
3. Client attends the conduct of virtual/ face-to-face pre-procurement conference	3.1 Notifies the BAC and technical working group (TWG) members and the Client on the schedule of virtual/ face-to-face pre-procurement conference.	2 hours	AO I	
	3.2 Presents Invitation to Bid and Bidding Documents to the BAC for review and approval.	3 hrs	AO I	
	3.3 Post-advertise ITB and Bidding documents in the PNVSCA and PhilGEPS websites, and on the PNVSCA Bulletin Board	35 minutes	CMT I	
4. Client or its representative and the bidder's representative attends the virtual/ face-to-face Pre-Bid Conference.	4.1 Notifies BAC members and the Client of the Scheduled virtual/ face-to-face pre-bid conference.	1 hour	AO I	
	4.2 Provides a copy to the Chairperson of the BAC, the submitted	1 hr		

	bidder's authorization letter to be present in the pre-bid conference. Inform also the BAC of the observers invited.			
	4.3 The Chairperson to acknowledge the attendees of the meeting.			
	4.4 The Secretariat presents the Bidding Documents and Terms of Reference / Technical Specifications for the prospective bidders to see and comment. Prospective bidders may raise queries on the subject of procurement.			
5. Client or its representative and the bidder's representative attends the virtual/ face-to-face Pre-Bid Conference.	5.1 Notifies BAC members and the Client of the Scheduled virtual/ face-to-face pre-bid conference.	1 hour	AO I	
	5.2 Provides a copy to the Chairperson of	1 hour	AO I	

	<p>the BAC, the submitted bidder's authorization letter to be present in the pre-bid conference. Inform also the BAC of the observers invited.</p>			
	<p>5.3 The Chairperson to acknowledge the attendees of the meeting.</p>	<p>5 minutes</p>	<p>BAC Chairperson/Vice-Chairperson</p>	
	<p>5.4 The Secretariat presents the Bidding Documents and Terms of Reference / Technical Specifications for the prospective bidders to see and comment. Prospective bidders may raise queries on the subject of procurement.</p> <p>(Note: Duration of the pre-bid conference depends on the queries or concerns raised by the</p>	<p>4 hours</p>	<p>AO I</p>	

	prospective bidders and clarifications made by the BAC)			
	5.5 Prepares bid bulletin for the amendments on the Bidding documents, if any, and response to the queries raised by the prospective bidders who attended the pre-bid conference, including additional queries, if there are any.	3 working days	AO I	
	5.6 Reviews and finalize the draft Bid Bulletin for approval by the BAC Chairperson. Checks the draft if consistent with the TOR/ Technical Specifications	1 day	CAO	
	5.7 BAC Chairperson approves and signs the draft Bid Bulletin	1 hour	BAC Chairperson	
	5.8 Posts the Bid Bulletin in the	30 minutes	CMT I	

	PNVSCA and PhilGEPS websites			
	5.9 Parallel with the Bid Bulletin. Prepares the minutes of the pre-bid conference	1 day	AO I	
	5.10 Reviews and finalizes minutes of the pre-bid conference for approval by the BAC Chairperson	3 hours	CAO	
	5.11 For approval of the minutes of pre-bid conference by BAC Chairperson	1 hour	BAC Chairperson	
	5.12 Once cleared, posts minutes of the Pre-Bid Conference in the PNVSCA website Note: Ensures the availability of the minutes to the prospective bidders not later than five (5) calendar days after the pre-bid conference	30 minutes	CMT I	



	<p>pursuant to Section 22.4 of the 2016 IRR of RA 9184. Provide a copy to interested prospective bidders upon written request.</p>			
<p>6. Prospective bidder pays the Bidding Documents fee</p>	<p>6. Endorse the bidder to Disbursing Officer for the payment of bidding document</p>	<p>25 minutes</p>	<p>AO I</p>	<p>The amount/ cost of the bidding documents is pursuant to Appendix 8 of the Updated 2016 Revised IRR of RA 9184 entitled Guidelines on the Sale of Bidding Documents</p>
<p>7. Bidder submits bid to the BAC through the BAC Secretariat</p>	<p>7. Receives bid submission of bidder prior to the published deadline. Stamp the submission with "Received", write date and time of bid submission</p>	<p>1 hr</p>	<p>AO I</p>	



8. The End-User and the bidder's authorized representatives attend the virtual/face-to-face Opening of Bids	8.1 Notifies the BAC, TWG members and the End-User of the scheduled virtual/face-to-face BAC meeting for the opening of bids	1 hour	AO I	
	8.2 Provides copy to the Chairperson of the BAC, the submitted bidder's authorization letter to be present in the opening of bids. Inform also the BAC of the observers invited.	30 minutes	AO I	
	8.3 The Chairperson to acknowledge the attendees of the meeting.	5 minutes	BAC Chairperson	
	8.4 With the permission of the Chairperson, opens the bid received using non-discriminatory and non-discretionary "pass/fail" criteria. If the bidder's eligibility and technical components	4 hours	AO I	

	were rated “Passed”, the financial component of the bid will be opened. If rated “Failed” due to incomplete/ incorrect submission of required document, the BAC declares the bidder ineligible.			
	8.5 Furnishes a copy (scanned and physical) to the TWG of the bid documents submitted for detailed evaluation	15 minutes	AO I	
	8.6 As applicable, forwards the bid security to the Disbursing Officer if it is in the form of cash. or cashier’s/ manager’s check. This is done after the meeting.	15 minutes	AO I	
	8.7 Prepare minutes of the Opening of Bids	1 day	AO I	
	8.8 Reviews and finalizes minutes	2 hours	CAO	

	of the opening of bids			
	<p>8.9 TWG conducts detailed evaluation of bid documents submitted Eligibility (Legal, Technical and Financial Documents) Financial</p> <p>Note: Complete bid evaluation within seven (7) Calendar days from receipt of proposal pursuant to Sec. 32.4 of the IRR of RA 9184</p>	3 working days	TWG Members	
	8.10 Prepares letter to the Lowest Calculated Bidder (LCB) and request the submission of post-qualification documents within 5 calendar days upon receipt of the notice pursuant to Section 34.2 of the IRR of RA 9184	1 hour	AO I	
9. The Lowest Calculated	9.1 Receives post-qualification	15 minutes	AO I	

Bidder (LDB) submits post-qualification documents to the BAC Secretariat	documents form the LCB. The submission is stamp “Received”, and writes the date and time			
	9.2 Scans document submitted, records in the log book, and forwards to the TWG the post-qualification documents for detailed evaluation.	15 minutes	AO I	
10. Client attends the BAC meeting for the presentation of results of post-qualification evaluation	10.1 Receives TWG’s report of the results of post-qualification evaluation	15 minutes	AO I	
	10.2 Notifies the BAC, and TWG members and the client on the scheduled virtual/face-to-face BAC meeting for the presentation of the results of the post-qualification evaluation	15 minutes	AO I	
	10.3 TWG presents report on the result of post-qualification evaluation to the BAC for consideration,	4 hours	TWG	

	concurrence, and/ approval			
	10.4 If the evaluation report is in order, BAC declares the bidder as the Lowest Calculated and Responsive Bidder (LCRB)	4 hours	BAC members	
	<p>10.5 Drafts Abstract of Bids (AOB) and Resolution recommending award of Contract to the LCRB, and notification to all participating bidders of the results of evaluation and the BAC's recommendation for award.</p> <p>Note:If the LCB is post-disqualified, prepare notification inwriting of the post-disqualification and the grounds for it. Subsequently, prepares notification to the 2nd lowest</p>	1 day	AO I	



	calculated bidder to submit post-disqualification documents pursuant to Section 34.5 and 34.6 of the IRR of RA 9184			
	10.6 Reviews and finalizes draft letters and Resolution	2 hours	CAO	
	10.7 The BAC approves and signs the AOB and Resolution. Draft routed to the BAC and to the HOPE.	5 working days	BAC members	
	10.8 Prepares minutes of meeting on the presentation of post-disqualification evaluation	1 working day	AO I	
	10.9 Reviews and finalizes minutes of the meeting on the presentation of post-qualification evaluation	2 hours	CAO	
	10.10 Drafts the following documents: Notice of Award (NOA) Cover Memorandum of NOA	2 hours	AOI	

	10.11 Clears the draft NOA and cover memorandum	1 hours	CAO	
	10.12 Logs and submits endorsement of NOA and NOA to the HOPE for approval/ signature	5 minutes	CAO	
	10.13 Issues approved NOA to the winning bidder	1 hours	AO I	
	10.14 Posts NOA and resolution to Award in the PNVSCA and PhilGEPS website, and on the PNVSCA Bulletin Board within 3 CDs from issuance	30 minutes	CMT I	
11. Winning Bidder (LCRB) submits original conformed NOA (with date of receipt/ conformed) to the BAC Secretariat	11.1 Receives original copy of conformed/signed NOA by the winning bidder (LCRB)	5 minutes	AO I	
	11.2 Reminds the LCRB representative to enter into contract and post the required performance security within ten (10) calendar	1 hour	AO I	

	days from the date of its receipt of the NOA pursuant to Sec. 37.2 of the IRR of RA 9184			
	11.3 Prepares draft Contract Agreement	1 working day	CAO	
12. Client reviews the draft COntact Agreement, provide inputs, if any, and submit the same to the BAC Secretariat	12. Upon Receipt of inputs from the client, finalizes Contract Agreement and print in five (5) original copies Copy 1 and 2 - for the LCRB Copy 3 - for payment Copy 4 - for the Client Copy 5 - Secretariat's file	15 minutes	AO I	
13. Winning bidder posts the performance security	13.1 Receives performance security. Check if the performance security posted is in accordance with the required form and amount as stated in Sec. 39.2 of the IRR of RA 9184	15 minutes	AO I	
	13.2 If performance security posted	15 minutes	AO I	

	is in order, issue the Contract Agreement to the winning bidder. Advises the bidder that the Contract Agreement has to be signed by the company;s authorized representative and witness, and has to be returned to the BAC Secretariat thereafter within the specified period.			
	13.3 Parties to sign in the contract document	5 working days	Signatories to the contract	
14. Winning bidder submits the duly signed Contract Agreement to the BAC Secretariat	14.1 Receives duly signed COntact Agreement form the winning bidder	10 minutes	AO I	
	14.2 Prepares the following: Notice to Proceed (NTP) Endorsement of NTP and Contract Agreement to the End-User and the HOPE for signature.	30 minutes	AO I	
	14.3 Ensure that a photocopy of	5 minutes	AO I	

	the approved Resolution recommending award of contract and the Performance Security are attached thereto.			
	14.4 Clears the draft NTP and Cover Memorandum	1 hour	CAO	
	14.5 Logs and submits endorsement of NTP to the HOPE for approval/signature.	5 minutes	CAO	
	14.6 Issues approved NTP to the winning bidder.	10 minutes	AO I	
15. Winning bidder submits original signed/ conformed NTP and four(4) copies of notarized Contract Agreement to the BAC Secretariat	15.1 Receives duly signed NTP and four (4) copied of notarized Contract Agreement. Check if the signature on the submitted NTP is original and if all copies of the contract	5 minutes	AO I	
	15.2 Scans the document, and posts a copy of the NTP and Contract	15 minutes	CMT I	



	Agreement in the PNVSCA and PhilGEPS websites and on the PNVSCA Bulletin Board. Print proof of the posting of the award.			
	15.3 Submits whole set of documents to COA and safe keeps for file	30 minutes	AO I	
	Total	30 working days and 2 hours and 25 minutes		None



10. Request of cash advance from petty cash fund

Description of Service:

The petty cash fund can be availed as cash advance for emergency purchases of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings, courier services and transportation expenses of Liaison Officer/messengers to deliver documents within Metro Manila.

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 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		E-file from the end user computers		
2. 1 Original Copy of Petty Cash Fund Form		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. Review the Purchase Request and PCV	5 Minutes	Disbursing Officer	None



2. Receive the cash	2.1 Issue the cash requested	10 Minutes	Disbursing Officer	None
	2.2 Follow-up to staff who granted CA to complete documents for liquidation	10 minutes	Disbursing Officer	
3. Submit necessary documents for liquidation of CA 2 days after CA was granted	3. Retrieve petty cash Voucher for particular cash advance granted and receive refund or pay reimbursement as per OR submitted	10 minutes	Disbursing Officer	
Total		35 Minutes		None



11. Provision of ICT Technical Support

Description of Service:

This covers all the ICT-related assistance provided by the ICT Unit to its customers such as network troubleshooting, software, and hardware installation, and provision of email accounts among others.

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:00 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		
HRIS Account		AFMD-Personnel		
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE	FEES TO BE PAID
1. Submit ticket through HRIS	1.1 IT unit reviews and assess the submitted ticket	5 Minutes	CMT I	None
	1.2 Delegates the ticket to the appropriate staff	5 Minutes	CMT I	
	1.3 Assigned IT staff provides technical support	1 - 3 days	CMT I / ISA II	



2. Close the ticket through HRIS and submit feedback form	1.4 Notifies IT unit for successful closing of ticket	5 minutes	CMT I	
Total		3 days and 15 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 3-454-87-97 and oad@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 3-454-87-97 and oad@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 3-454-87-97 and oad@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 3-454-87-97 and oad@pnvsca.gov.ph</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph</p> <p>: 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	7117-9469