



OFFICE OF THE GOVERNMENT CORPORATE COUNSEL

CITIZEN'S CHARTER

2020 (2nd Edition)



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AGENCY PROFILE

- I. Mandate:** The Office of the Government Corporate Counsel as the premier law office of the government-owned or controlled corporations, government instrumentalities with corporate powers, government corporate entities their subsidiaries, other corporate off-springs and government acquired asset corporations, is committed to uphold justice under the rule of law with integrity, excellence and professionalism.
- II. Vision:** The Office of the Government Corporate Counsel as the premier law office of the government-owned or controlled corporations, government instrumentalities with corporate powers, government corporate entities, their subsidiaries, other corporate off-springs and government acquired asset corporations, is committed to uphold justice under the rule of law with integrity, excellence and professionalism.
- III. Mission:** Provision of effective legal service to all government-owned or controlled corporations, government instrumentalities with corporate powers, government corporate entities, their subsidiaries, other corporate off-springs and government-acquired asset corporations.



IV. Service Pledge: We, the officers and employees of the Office of the Government Corporate Counsel, commit to uphold justice under the rule of law with integrity, excellence and professionalism, by safeguarding the legal interest of all government-owned or controlled corporations, government instrumentalities with corporate powers, government corporate entities their subsidiaries, other corporate off-springs and government-acquired asset corporations, through effective legal service.



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OGCC

Legal

External Services



1. Contract Review / Legal Opinion

Contract Review: Review, revise or modify, as the case may be, all contracts referred by GOCCs, GCEs, and GICPs, as required by law, to make the same conform with existing laws and applicable government rules and regulations, and/or to prepare such contracts when so requested in appropriate cases.

Legal Opinion: Render legal opinions, as required by law, on all important legal questions referred by the GOCCs, GCEs, and GICPs

Office or Division:	Concerned Team (depending on the nature of the client GOCCs, GCEs and GICPs)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Client GOCCs, GCEs and GICPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Contract Review:				
Request for Contract Review (1 copy)		From Client in letter form		
Contract and its Annexes (1 copy)		From Client		
For Legal Opinion:				
Request for Opinion (1 copy)		From Client in letter form		
Opinion and its Annexes (1 copy)		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements to the OGCC's Records Section thru email address: records@ogcc.gov.ph	1.1 Stamps receipts and make appropriate entries / encoding; Attach appropriate assignment slips	None	3 hours from receipt of complete documents (0 days, 3 hours, 0 mins)	Administrative Officer V Records Section Administrative Division



1. Contract Review / Legal Opinion (continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Assigns request to the team concerned	None	1 working day from receipt of document (1 day, 0 hours, 0 mins)	Executive Assistant Office of the GCC
	1.3 Assigns the request to a handling lawyer	None	1 working day from receipt of document (1 day, 0 hours, 0 mins)	AGCC/Team Leader of concerned Team
	1.4 Reviews the request and prepares initial draft	None	7 working day from receipt of document (7 days, 0 hours, 0 mins)	Handling Lawyer (GCA I to IV) of concerned Team
	1.5 Initial review of the draft	None	10 working days (10 days, 0 hours, 0 mins)	AGCC/Team Leader of concerned Team
	1.6 Second review of draft	None		AGCC for Legal Opinion and Contract Review
	1.7 Third review of draft	None		Office of the DGCC
	1.8 Final review of draft	None		Office of the GCC
	1.9 Finalization of draft	None		Handling Lawyer (GCA I to IV) of concerned Team
	1.10 Dispatch of final and official Legal Opinion and Contract Review	None	1 working day upon receipt (1 day, 0 hours, 0 mins)	Administrative Officer V Records Section Administrative Division
TOTAL		None	(20 days, 3 hours, 0 mins)	



2. Litigation

Represent GOCCs, GCEs, and GICPs in the litigation of appropriate cases brought before the courts or quasi-judicial bodies in the Philippines or abroad.

Office or Division:	Concerned Team (depending on the nature of the client GOCCs, GCEs and GICPs)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Client GOCCs, GCEs and GICPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of endorsement of case (1 copy)		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of endorsement of case to the OGCC's Records Section thru email address: records@ogcc.gov.ph	1.1 Stamps receipts and make appropriate entries / encoding; Attach appropriate assignment slips	None	3 hours from receipt of complete documents (0 days, 3 hours, 0 mins)	Administrative Officer V Records Section Administrative Division
	1.2 Assigns request to the team concerned	None	1 working day from receipt of document (1 day, 0 hours, 0 mins)	Executive Assistant Office of the GCC



2. Litigation (continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Assigns the request to a lawyer for handling of the case, appearance in court and drafting of pleadings	None	1 working day from receipt of document (1 day, 0 hours, 0 mins)	AGCC/Team Leader of concerned Team
<p>There are no other entries for this critical service because after receipt of request, this service will be governed by the Rules of Court and other applicable laws, rules and regulations. The steps and cost, if any, vary depending on the nature and complexity of the case. While the process and procedures are governed by various laws and issuances, the OGCC continues to provide quality, effective and efficient services to its clients. Currently, the OGCC conducts weekly Management Committee meetings where Team Leaders are directed to remind their staff to strictly comply with the reglementary periods. Also, one of the standards in evaluating the performance of OGCC lawyers is the determination of whether cases assigned were properly handled without any incidence of mishandling or negligence. This strict monitoring has produced positive results since 2018, such that of cases handled by OGCC, there were no dismissal due to technicality.</p>				
TOTAL		Variable	Variable	



3. Mediation and Arbitration

Mediate or arbitrate under P.D. 242 (Prescribing the Procedure for Administrative Settlement or adjudication of Disputes, Claims, and Controversies between or among Government offices, Agencies, and Instrumentalities, including Government-Owned or Controlled Corporations, and for other Purposes), in relation to relevant provisions of R.A. 9285 (Alternative Dispute Resolution Act of 2004) and the E.O. 292 (Administrative Code of 1987), appropriate disputes, claims and controversies between or among GOCCs, GCEs and GICPs in appropriate cases.

Office or Division:	Concerned Team (depending on the nature of the client GOCCs, GCEs and GICPs)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Client GOCCs, GCEs and GICPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request to handle mediation (1 copy)		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to handle mediation to the OGCC's Records Section thru email address: records@ogcc.gov.ph	1.1 Stamps receipts and make appropriate entries / encoding; Attach appropriate assignment slips	None	3 hours from receipt of complete documents (0 days, 3 hours, 0 mins)	Administrative Officer V Records Section Administrative Division



3. Mediation and Arbitration (continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Assigns request to the team concerned for handling of the case and, after due process in accordance with IRR of PD 242, submits recommendation	None	1 working day from receipt of document (1 day, 0 hours, 0 mins)	Executive Assistant Office of the GCC
	1.3 Assigns the request to a handling lawyer	None	1 working day from receipt of document (1 day, 0 hours, 0 mins)	AGCC/Team Leader of concerned Team
	1.4 Recommends appropriate action after due observance of the IRR of PD 242	None		Handling Lawyer of concerned Team
<p>There are no other entries for this critical service because this service is governed by PD 242 with its IRR. The steps and cost vary depending on the nature and complexity of the case. The OGCC, however, continues to provide quality, effective and efficient services to its clients to resolve the disputes referred to OGCC. Currently the OGCC conducts weekly Management Committee meetings where Team Leaders are directed to remind their staff to strictly comply with the reglementary periods. Also, one of the standards in evaluating the performance of OGCC lawyers is the determination whether cases assigned were properly handled without any incidence of mishandling or negligence, and resolved within the time prescribed. This strict monitoring has produced positive results since 2018, such that cases handled by OGCC were resolved and forwarded to the DOJ for approval.</p>				
TOTAL		Variable	Variable	



4. Control and Supervision of GOCC, GCE and GICP Legal Departments

- Conduct periodic performance audit of the legal departments maintained by the GOCCs;
- Require legal departments of GOCCs to submit periodic reports of work performed and/or accomplished;
- Enjoin GOCCs from hiring private lawyers or law firms to represent them or to be their legal retainers, subject to certain exceptions; and
- Impose or recommend appropriate administrative or disciplinary sanctions against erring lawyers in the legal departments of GOCCs, GCEs and GICPs.

Office or Division:	Concerned Team (depending on the nature of the client GOCCs, GCEs and GICPs)				
Classification:	Highly Technical				
Type of Transaction:	G2G				
Who may avail:	Client GOCCs, GCEs and GICPs				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Periodic submission of reports of cases handled by the legal departments of GOCCs, GCEs, and GICPs	1.1 Sends report to concerned team	None	3 hours from receipt of documents (0 days, 3 hours, 0 mins)	Administrative Officer V Records Section Administrative Division	
	1.2 Recommends appropriate action on findings	None	Variable	Team of Lawyers concerned	
2. Inventory of case of GOCCs, GCEs, and GICPs	2.1 Conduct review / audit	None	Variable	Assigned Lawyer of concerned team	



4. Control and Supervision of GOCC, GCE and GICP Legal Departments (continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Recommends appropriate action on findings	None	Variable	Assigned Lawyer of concerned team
There are no additional entries for this critical service because this is exercised through the requests for approval of retainers, deputization for handling of judicial and quasi-judicial cases for client GOCCs and the discretionary action of the Head of Office in evaluating the legal department of GOCCs, GCEs, GICP and recommendation.				
TOTAL		Variable	Variable	



OGCC

**Administrative
Internal Services**



1. Request for Employee Records

- Request for Employee records which includes the following:
 - Certified True Copy of 201 Records,
 - Certificate of Employment,
 - Service Records,
 - Leave Credits

Office or Division:		Administrative Division - Personnel Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All OGCC officers and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up / Accomplish Requisition Form	1.1 Monitors Requisition Form for any request	None	0 days, 1 hour, 0 mins	Administrative Officer V Personnel Section Administrative Division
	1.2 Retrieves necessary data from source	None	0 days, 4 hours, 0 mins	Administrative Officer V Personnel Section Administrative Division
	1.3 Photocopies / Prints and signs requested document	None	0 days, 1 hour, 0 mins	Administrative Officer V Personnel Section Administrative Division
	1.4 Releases document to client	None	0 days, 1 hour, 0 mins	Administrative Officer V Personnel Section Administrative Division
TOTAL		None	0 days, 7 hours, 0 mins	



2. Application for Leave

- An official or employee may avail of the following leave privileges: Vacation/Forced Leave, Sick Leave, Special Leave, Maternity / Paternity Leave, and other specialized Leave (e.g. Solo Parent, etc.)

Office or Division:	Administrative Division - Personnel Section				
Classification:	Simple				
Type of Transaction:	G2G				
Who may avail:	All OGCC officers and employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Accomplished Leave Form			Personnel Section		
Medical Certificate (for Sick /Maternity Leave)			Medical facility		
Clearance Form (for Maternity Leave)			Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit accomplished leave form to Personnel Section with other documents, when necessary	1.1 Record the data file	None	0 days, 1 hour, 0 mins	Personnel Staff Personnel Section Administrative Division	
	1.2 Send to client's superior for recommending approval	None	0 days, 1 hour, 0 mins	Personnel Staff Personnel Section Administrative Division	
	1.3 Approve / Disapprove leave	None	0 days, 2 hours, 0 mins	Immediate Superior of respective client/s (CAO, AGCC, DGCC, GCC)	
	1.4 Return approved leave to Personnel	None	0 days, 4 hours, 0 mins	Staff of Immediate Superior of respective client/s	
	1.5 Issue 1 copy to client, 1 copy filed	None	0 days, 1 hour, 0 mins	Personnel Staff Personnel Section Administrative Division	
TOTAL		None	0 days, 9 hours, 0 mins		



3. Processing of Financial Claims

- Covers the process flow to be followed in the disbursement of public funds

Office or Division:	Administrative Division – Finance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All OGCC officers and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The Documentary requirements for common government transactions depending on the nature of expenses to be paid by checks shall be complied with as prescribed in COA Circular No. 2012-01		From Client (through various sources)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards complete and relevant documents to Finance Section	1.1 Receives and records complete set of documents	None	0 days, 0 hours, 10 mins	Accountant III Finance Section Administrative Division
	1.2 Prepares two (2) copies of Disbursement Vouchers	None	0 days, 2 hours, 0 mins	Accountant III and Budget Officer Finance Section Administrative Division
	1.3 Reviews checks & signs disbursement voucher and obligation request slip	None	0 days, 2 hours, 0 mins	Accountant III and Budget Officer Finance Section Administrative Division
	1.4 Forward signed disbursement voucher and obligation request slip for approval of:	None	0 days, 1 hour, 0 mins	Accountant III and Budget Officer Finance Section Administrative Division



3. Processing of Financial Claims (cont'n)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chief Admin. Officer – ORS AGCC for Admin – Vouchers below P200K GCC – Vouchers above P200K			
TOTAL		None	0 days, 5 hours, 10 mins	



4. Reimbursement of Expenses from Petty Cash Fund

- The Petty Cash Fund can be availed by OGCC employees for reimbursement of emergency purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings, courier services, transportation of messengers to deliver documents and communication expenses in form load allowance.

Office or Division:	Administrative Division (Cashier Section)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All OGCC officers and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petty Cash Voucher Form (for Purchase of Supplies/Materials) Copy of Purchase Request, Requisition Slip, related Office Orders, Abstract, Waste Materials Report, Inspection, Acceptance Report, Official Receipt / Sales Invoice		Cashier Section From client (thru Supply Section)		
(for Transportation Expenses) Official Busines (OB) Form		From Client (through Personnel Section)		
Itinerary of Travel		From Client (through Records Section)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Petty Cash Voucher Form duly signed by CAO	1.1 Examines completeness of documents	None	0 days, 0 hours, 3 mins	Administrative Officer V Cashier Section Administrative Division
	1.2 Checks accuracy of totals	None	0 days, 0 hours, 2 mins	Administrative Officer V Cashier Section Administrative Division
	1.3 Releases payment for claim to client	None	0 days, 0 hours, 1 min.	Administrative Officer V Cashier Section Administrative Division
	1.4 Record transaction, Reconcile thru Cash count	None	0 days, 0 hours, 2 min.	Administrative Officer V Cashier Section Administrative Division
TOTAL		None	0 days, 0 hours, 8 mins	



5. Procurement of Goods and Services and Common Use Supplies and Equipment

- Covers the process flow to be followed in the procurement of common and non-common used supplies and equipment

Office or Division:		Administrative Division – Supply Section		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All OGCC officers and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Request to Supply Section	1.1 Receives and checks if request is included in the Annual Procurement Plan (APP)	None	0 days, 1 hour, 0 mins	Administrative Officer V Supply Section Administrative Division
	1.2 Checks if requested supply / equipment is available in the Procurement Service (PS)	None	0 days, 1 hour, 0 mins	Administrative Officer V Supply Section Administrative Division
	[if available in PS] 1.3 Fill up for APR HOPE approval issuance of PO and DV funding and payment	None	2 days, 0 hours, 0 mins	Administrative Officer V Supply Section Administrative Division
	1.4 Arrange delivery / pick-up from PS	None	1 day, 0 hours, 0 mins	Administrative Officer V Supply Section Administrative Division



5. Procurement of Goods and Services and Common Use Supplies and Equipment (cont'n)

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Coordinate with Inspection Team for acceptance	None	0 days, 1 hour, 0 mins	Administrative Officer V Supply Section Administrative Division
	1.6 Issue requested goods to End-User	None	0 days, 1 hour, 0 mins	Administrative Officer V Supply Section Administrative Division
	[if not available] 1.3a Refer matter to the Bids and Awards (BAC) committee	None	0 days, 1 hour, 0 mins	Administrative Officer V Supply Section Administrative Division
	1.4a Procurement process	None	Dependent on method of procurement and other circumstances	Bids and Awards Committee (BAC)
	1.5a Coordinate with Inspection Team for acceptance	None	0 days, 1 hour, 0 mins	Administrative Officer V Supply Section Administrative Division
	1.6a Issue requested goods to End-User	None	0 days, 1 hour, 0 mins	Administrative Officer V Supply Section Administrative Division
TOTAL		None	3 days, 7 hours, 0 mins excluding procurement process	



6. Request for IT Technical Support

- This service provides technical support for hardware and/or software-related concerns

Office or Division:	Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All OGCC officers and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IT Service Request Form		Information Technology personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform IT personnel of IT-related concern	1.1 Conducts preliminary inspection / diagnosis	None	0 days, 0 hours, 5 mins	Information Technology personnel Administrative Division
2. If more technical services are required, fill up and submit IT Service Request Form	2.1 Conducts thorough diagnosis / troubleshooting	None	0 days, 0 hours, 30 mins	Information Technology personnel Administrative Division
	2.2 Relays needed parts to client for procurement, if necessary	None	0 days, 0 hours, 5 min.	Information Technology personnel Administrative Division
	2.3 Once procured, installs, fixes concerned IT equipment	None	0 days, 4 hours, 0 mins.	Information Technology personnel Administrative Division
TOTAL		None	0 days, 4 hours, 40 mins	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client GOCCs are given Customer Satisfaction forms by July (January to June) and January (July to December)
How feedbacks are processed	Feedback will be collated and tabulated and will be sent to the Office of the GCC where it will be discussed during the Management Committee meeting.
How to file a complaint	Submit written complaint through the Records Section with email address: records@ogcc.gov.ph.
How complaints are processed	<ul style="list-style-type: none"> • A Committee will be created to: <ul style="list-style-type: none"> ○ investigate/review the complaint ○ forward its findings to the GCC ○ give its recommendation to the GCC • The GCC will act on the findings and report of the Committee.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan (CCB): <i>Phone:</i> 1-6565 <i>Mobile:</i> +63(909)-8816565 <i>Email:</i> email@contactcenterngbayan.gov.ph <i>Web:</i> contactcenterngbayan.gov.ph</p> <p>Presidential Complaint Center (PCC): <i>Phone:</i> +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8621 (fax) <i>Email:</i> pcc@malacanang.gov.ph <i>Mail:</i> Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Anti-Red Tape Authority <i>Phone:</i> +63(2)-8478-5091 +63(2)-8478-5099 <i>Mobile:</i> +63(909)-881-6565 <i>Email:</i> complaints@arta.gov.ph <i>Web:</i> http://arta.gov.ph/pages/complaintform.php</p>



Address	Contact Information
3/F, MWSS Administration Building, Katipunan Road, Old Balara, Quezon City	<p>DGCC Marilyn G. Estaris <i>Phone:</i> +63(2)-7966-4117 <i>Mobile:</i> +63(917)-874-4415</p> <p>Team 1: Education and other Services Team Leader: AGCC Howard Randy A. Arzadon <i>Phone:</i> +63(2)-7586-3785 <i>Mobile:</i> +63(917)-871-1485</p> <p>Team 2: Ecozones Team Leader: AGCC Ma. Dolores M. Rigonan <i>Phone:</i> +63(2)-7587-9803 <i>Mobile:</i> +63(917)-873-5522</p> <p>Team 3: Information and Energy Team Leader: AGCC Bel D. Derayunan <i>Phone:</i> +63(2)-7796-3447 <i>Mobile:</i> +63(917)-874-4468</p> <p>Team 4: Environment and Water Team Leader: AGCC Dominador R. Isidoro, Jr. <i>Phone:</i> +63(2)-7964-5434 <i>Mobile:</i> +63(917)-874-4381</p> <p>Team 5: Insurance, Guaranty and Finance Team Leader: AGCC Alda G. Reyes <i>Phone:</i> +63(2)-7978-1296 <i>Mobile:</i> +63(917)-874-4376</p> <p>Team 6: Transportation and Infrastructure Team Leader: AGCC Roy Christian L. Mallari <i>Phone:</i> +63(2)-7504-2822 <i>Mobile:</i> +63(917)-865-1614</p> <p>Team 7: Agriculture/Trade Team Leader: AGCC Maria Romelina T. Apostol <i>Phone:</i> +63(2)-7618-0271 <i>Mobile:</i> +63(917)-874-4446</p> <p>Team 8: Housing and Banking Team Leader: AGCC Aniceto A. Calubaquib, Jr. <i>Mobile:</i> +63(998)-579-2512</p> <p>Team 9: Phil. Retirement Authority (PRETA) / Veterans Federation of the Phil. (VFP) Team Leader: AGCC Jose Marie C. Capili <i>Phone:</i> +63(2)-7219-7262 <i>Mobile:</i> +63(917)-870-6909</p>

