



**OFFICE OF THE GOVERNMENT CORPORATE
COUNSEL**

**CITIZEN'S CHARTER
2023 (4th Edition)**



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AGENCY PROFILE

Mandate

Safeguard the legal interest of all government-owned and controlled corporations, government instrumentalities with corporate powers, government corporate entities as defined in Republic Act 10149, otherwise known as the "GOCC Governance Act of 2011", as well as their subsidiaries and corporate offsprings, including ecozones and water districts, all collectively referred to as "government corporations".

Vision

The Office of the Government Corporate Counsel (OGCC), as the premier law office of government corporations, is committed to uphold justice under the rule of law with integrity, excellence, and professionalism.

Mission

Provision of effective legal service to all government corporations.

Service Pledge

We, the officers and employees of the OGCC, commit to uphold justice under the rule of law with integrity, excellence, and professionalism, in safeguarding the legal interest of all government corporations, through effective legal service.

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OGCC

Legal External Services

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LEGAL EXTERNAL SERVICES

❖ Contract Review / Legal Opinion

Contract Review: Review, revise, or modify, as the case may be, all contracts referred by government corporations, as required by law, to ensure that they 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 opinion on all important legal questions referred by the government corporations.

Office or Division:	Concerned Legal Team
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Client government corporations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Contract Review:	
Letter request for Contract Review (1 copy)	From Client
Contract, its Annexes, and supporting documents (1 copy)	From Client
For Legal Opinion:	
Letter request for Opinion (1 copy)	From Client
Annexes, and supporting documents, if any, and the client's legal position on the matter (1 copy)	From Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
1. Submits the letter request and complete documentary requirements to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)		Records Officer
	1.1.2 Refers the request to the team concerned				
	1.2 Assigns the request to a handling lawyer	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)		Assistant Government Corporate Counsel (AGCC)/Team Leader/Officer-in-Charge (OIC) of concerned Team
	1.3 Reviews the request and prepares initial draft	None	7 working days from receipt of document (7 working days, 0 working hours, 0 minutes)		Handling Lawyer (Government Corporate Attorney [GCA] I to IV) of concerned Team
	1.4 Reviews and recommends approval of the draft - First Level	None	10 working days, 0 working hour, 0 minutes	3 working days, 0 working hours, 0 minutes	AGCC/Team Leader of concerned Team



	1.5 Reviews and recommends approval of the draft - Second Level	None		2 working days, 0 working hours, 0 minutes	Deputy Government Corporate Counsel (DGCC)
	1.6 Reviews and approves the draft for finalization	None		2 working days, 0 working hours, 0 minutes	Government Corporate Counsel (GCC)
	1.7 Finalizes the draft	None		3 working days, 0 working hours, 0 minutes	Handling Lawyer (GCA I to IV) of concerned Team
	1.8 Proofreads and signs the Final and Official Legal Opinion and Contract Review	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)		GCC
	1.9 Dispatches the final and official Legal Opinion and Contract Review	None	5 working hours upon receipt (0 working day, 5 working hours, 0 minutes)		Records Officer
TOTAL		None	20 working days, 0 working hours, 0 minutes)		

In the event that the OGCC needs additional documents or information, the processing time will be adjusted accordingly until such documents or information have been provided.

In instances where multiple contracts or opinions that are highly technical or complicated are assigned and which are all tagged as priority with corresponding follow-ups/ required to be immediately acted upon/ or with about the same specified deadlines, the processing time will also be adjusted accordingly.



❖ Litigation

Represent government corporations in the litigation of appropriate cases brought before the courts or quasi-judicial bodies in the Philippines or abroad.

Office or Division:	Concerned Legal Team			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Client government corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of endorsement of case (1 copy) Case records and supporting documents		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of endorsement and complete documentary requirements of the case to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.1.2 Refers the request to the team concerned			
	1.2 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 working day, 0 working hours, 0 minutes)	AGCC/Team Leader/OIC of concerned Team
TOTAL		None	1 working day, 3 working hours, 0 minutes	



There are no other entries for this critical service because after receipt of the 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 processes 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 periodic Management Committee meetings where Team Leaders are directed to remind their team (legal and administrative 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.

❖ **Dispute Adjudication under Presidential Decree (PD) 242**

Conduct arbitration proceedings under PD 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*), as amended by Executive Order 292 (*Administrative Code of 1987*), and the 2015 Uniform Rules on Dispute Settlement under PD 242, concerning disputes, claims, and/or controversies between or among government corporations in appropriate cases.

Office or Division:	Concerned Legal Team	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Client government corporations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Petition (3 copies) with proof of service to the respondent		From Client
Supporting documents, if any		From Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Petition to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip 1.1.2 Refers the Petition to the GCC's Office for assignment	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.2 Assigns the request to a sole arbitrator or panel of arbitrators	None	2 working days from receipt of document (2 working days, 0 hours, 0 minutes)	GCC
TOTAL		None	2 working days, 3 working hours, 0 minutes	

There are no other entries for this critical service because this service is governed by PD 242 and the 2015 Uniform Rules on Dispute Settlement. 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 submitted to it for adjudication.



❖ Request for Mediation

Conduct mediation proceedings as requested by client government corporations to assist them in reaching a voluntary agreement regarding their dispute.

Office or Division:	Concerned Legal Team			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Client government corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request to conduct mediation (1 copy)		From Client		
Supporting documents, if any		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for mediation to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court- accredited courier, or email	1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.2.1 Refers the request to the GCC's Office for assignment			
	1.3 Assigns the request to a sole mediator or panel of mediators	None	2 working days from receipt of document (2 working days, 0 working hours, 0 minutes)	GCC
TOTAL		None	2 working days, 3 working hours, 0 minutes	
There are no other entries for this critical service after receipt because the proceedings will be subject to the agreement of the parties and the pertinent provisions of Republic Act 9285.				



❖ Commercial Arbitration under Republic Act (RA) 9285

Represent government corporations in commercial arbitration proceedings under RA 9285 (*An Act to Institutionalize the Use of an Alternative Dispute Resolution System in the Philippines and to Establish the Office for Alternative Dispute Resolution, and for other purposes*).

Office or Division:	Concerned Legal Team			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Client government corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request to handle arbitration (1 copy)		From Client		
Supporting documents, if any		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to handle commercial arbitration to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.2 Refers the request to the team concerned for handling of the case			
	1.3 Assigns the request to handling lawyer/s	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	AGCC/Team Leader/OIC of concerned Team
TOTAL		None	1 working day, 3 working hours, 0 minutes	
There are no other entries for this critical service after receipt of the request because the proceedings are governed by RA 9285.				



❖ Administrative and Disciplinary Cases Involving Officials and Employees of Government Corporations

Conduct administrative proceedings against the officials or employees of government corporations for acts and/or omissions punishable under civil service laws

Office or Division:	Concerned Legal Team			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Client government corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of endorsement of case (1 copy) Case records and supporting documents		From Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of endorsement and complete documentary requirements of the case to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.1.2 Refers the request to the team concerned			
	1.2 Assigns the request to a lawyer for handling of the case	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	AGCC/Team Leader/OIC of concerned Team



TOTAL		None	1 working day, 3 working hours, 0 minutes	
There are no other entries for this critical service because after receipt of request, this service will be governed by the civil service laws and other applicable laws, rules, and regulations.				

❖ Request for Deputization or Authority to Engage External Counsel

- Deputize in-house counsels;
- Grant authority to hire external counsels;
- Approve retainer contracts of external lawyers; and
- Require legal departments of government corporations to submit periodic reports of work performed and/or accomplished

Office or Division:	Concerned Legal Team
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Client government corporations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Deputization of in-house counsel: <ol style="list-style-type: none"> 1. Letter Request 2. Case details and updated case status 3. Details of existing Letter of Authority, if any B. For authority to engage external counsel: <ol style="list-style-type: none"> 1. Letter Request 2. Case details and updated case status 3. Justification for engagement of external counsel C. For retainer contracts of External Lawyers ¹ <ol style="list-style-type: none"> 1. Letter Request 2. Draft retainer contract 3. Board Resolution approving the engagement of an external counsel 4. Curriculum Vitae of the Lawyer 5. Latest MCLE Compliance Certificate 	From Client

¹ To be processed in accordance with the process for Contract Review.



6. IBP Membership Certification 7. Professional Tax Receipt 8. Accomplishment Report (for extension of contract)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request and all the requisite documents to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.1.2 Refers the request to the team concerned			
	1.2 Assigns the request to a lawyer for handling	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	AGCC/Team Leader/OIC of concerned Team
	1.3 Evaluates the request and prepares draft Letter of Authority	None	5 working days (5 working days, 0 working hours, 0 minutes)	GCA
	1.4 Reviews and recommends approval of the draft - First Level	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	AGCC/Team Leader/OIC of concerned Team
	1.5 Reviews and recommends approval of the draft - Second Level	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	DGCC



	1.6 Reviews and approves the draft for finalization	None	2 working days from receipt of document (2 working days, 0 working hours, 0 minutes)	GCC
	1.7 Finalizes the draft	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	Handling Lawyer (GCA I to IV) of concerned Team
	1.8 Proofreads and signs the Final and Official Letter of Authority	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	GCC
	1.9 Dispatches the final and official Letter of Authority	None	5 working hours upon receipt (0 working day, 5 working hours, 0 minutes)	Records Officer
TOTAL		None	13 working days, 0 working hours, 0 minutes	

❖ Request for Legal Assistance / Consultation Meeting

Extend legal assistance as may be requested by the government corporation, such as, but not limited to, membership in technical working groups, assistance in procurement projects, and attendance to Board meetings.

Office or Division:	Concerned Legal Team
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Client government corporations
CHECKLIST OF REQUIREMENTS	
Letter request (1 copy)	WHERE TO SECURE
Supporting documents, if any	From Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and complete documentary requirements to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.1.2 Refers the request to the team concerned			
	1.2 Assigns the request to a lawyer for handling	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	AGCC/Team Leader/OIC of concerned Team
	1.3 Informs client of receipt of the request and confirms initial action thereon	None	3 working days from receipt of document (3 working days, 0 working hours, 0 minutes)	Handling Lawyer (GCA I to IV) of concerned Team
TOTAL		None	4 working days, 3 working hours, 0 minutes	
There are no further entries for this critical service because the action/s will depend on the nature of the request.				

❖ Request Pursuant to the Freedom of Information (FOI)

Respond to a request for information or document, provided that the requester is fully compliant with the requirements as stated in the FOI People's Manual



Office or Division:	FOI Officers / Concerned Legal Team			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Proof of Identification (1 copy)			Citizen / Requesting Party	
Filled-out FOI Request Form (1 copy)			Records Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and complete documentary requirements to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the client to do so, by registered mail, court- accredited courier, or email	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 working hours from receipt of complete documents (0 working days, 3 working hours, 0 minutes)	Records Officer
	1.1.2 Evaluates the completeness of details in the request letter and its attachments, subject to the provisions of OGCC FOI People's Manual.	None	1 working hour from receipt of document (0 days, 1 working hour, 0 minutes)	FOI Receiving Officer
	1.1.3 Evaluates the request and recommends approval or denial of the request	None	3 working days from receipt of document (3 working days, 0 working hours, 0 minutes)	AGCC/Team Leader/OIC of concerned Team



	1.1.4 Reviews the evaluation and recommends the approval or denial of the request	None	2 working days from receipt of document (2 working days, 0 working hours, 0 minutes)	FOI Champion
	1.1.5 Approves or denies the request	None	2 working days from receipt of the document (2 working days, 0 working hours, 0 minutes)	GCC
	1.1.6 If request is approved - prepares Certified True Copies of requested documents and the transmittal letter. If request is denied - prepares letter informing the requesting party of the reason for the denial of the request.	None	2 working days from receipt of document (2 working day, 0 working hours, 0 minutes)	FOI Receiving Officer
	1.1.7 Signs the letter approving or denying the request	None	1 working day from receipt of document (1 working day, 0 working hours, 0 minutes)	GCC
TOTAL		None	10 working days, 4 working hours, 0 minutes	



OGCC

Administrative Internal Services

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ADMINISTRATIVE INTERNAL SERVICES

❖ Processing of Request for Employee Records

Process request for employee records, which include 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 – Government to Government G2C – Government to Citizen			
Who may avail:	All OGCC Officials, Employees, and Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Former Employees: Written request or scanned copy of signed letter if submitted by email Government-issued identification card Authorization letter, if request is made through a representative		From Client		
For Officials and Employees: QR code for HR Request Form		Posted in OGCC Bulletin boards		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Officials and Employees: Accomplishes Requisition Form via QR Code	1.1 Stamps received/ Acknowledges receipt of the request	None	0 working days, 0 working hour, 30 minutes	Human Resource Management Officer (HRMO)
For Former Employees: Submits request with complete supporting documents	1.2 Evaluates the request and retrieves necessary data from source	None	0 working days, 4 working hours, 0 minutes	HRMO



	1.3 Photocopies / prints and signs requested document	None	0 working days, 1 working hour, 0 minutes	HRMO
	1.4 Releases document to client	None	0 working days, 1 working hour, 0 minutes	HRMO
TOTAL		None	0 working days, 6 working hours, 30 minutes	

❖ Processing of Applications for Leave

Process applications for leave, such as vacation/ forced leave, sick 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 – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form [Civil Service Commission (CSC) Form No. 6, revised 2020] and the necessary documents as listed at the back of CSC Form No. 6		DMIS		
Medical Certificate/Abstract (for Sick/ Maternity Leave and other special leave relative to medical concern)		Medical facility		
Clearance Form (for Maternity Leave and other special leave for 30 days or more relative to medical concern)		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the properly accomplished leave form to Personnel Section with other	1.1 Records the application received.	None	0 working days, 1 working hour, 0 minutes	HRMO



documents, when necessary	1.2 Refers the application to the employee's superior for approval (for AGCCs, the application is referred to the DGCC for recommendation)	None	0 working days, 1 working hour, 0 minutes	HRMO
	1.3 Approves/ Disapproves leave	None	0 working days, 4 working hours, 0 minutes	Immediate Superior of respective employee/ official
	1.4 Returns approved leave to Personnel Section	None	0 working days, 4 working hours, 0 minutes	Immediate Superior of respective employee
	1.5 Issues one (1) copy to the employee and keeps one (1) copy	None	0 working days, 1 working hour, 0 minutes	HRMO
TOTAL		None	1 working day, 3 working hours, 0 minutes	

❖ Processing of Applications for Vacant Positions

Receive applications for vacant legal and administrative positions for processing by the Human Resource Management Personnel Selection Board (HRMPSB)

Office or Division:	Administrative Division - Personnel Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All qualified applicants
CHECKLIST OF REQUIREMENTS	
• Letter of Intent	WHERE TO SECURE
	• Applicant



<ul style="list-style-type: none"> • Properly accomplished Personal Data Sheet (PDS) with recent passport-size picture (CS Form No. 212, Revised 2017) and Work Experience Sheet • Performance rating in the last rating period, if applicable • Photocopy of Transcript of Records, if applicable • Photocopy of certificate of eligibility/rating/license, if applicable <p>Additional requirements for Lawyer Positions:</p> <ul style="list-style-type: none"> • Photocopy of updated MCLE Compliance/Exemption Certificate • IBP Certificate of Membership 		<ul style="list-style-type: none"> • CSC website • Previous employer government agency • University/college graduated from • Supreme Court/Professional Regulation Commission/Civil Service Commission • MCLE Office • Integrated Bar of the Philippines 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent together with the required documents to the Personnel Section	1.1 Receives and reviews the completeness of the required documents	None	3 working days, 0 working hours, 0 minutes	HRMO
	1.2 Acknowledges receipt of the application together with the supporting documents.	None		HRMO
TOTAL		None	3 working days, 0 working hours, 0 minutes	
<p>The evaluation of the applicants shall be in accordance with the rules and procedures of the HRMPSB and would depend on the number of applicants. Accordingly, the processing time will vary.</p>				



❖ Processing of Common Financial Claims / Transactions of OGCC Employees

Process financial claims of officials and employees with a complete set of documentary requirements up to the preparation of Check or List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) to be released to the payees.

Office or Division:	Administrative Division – Budget, Accounting, and Cash Section	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All OGCC officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Processing of Salary		
a. First Salary (regular employees)	Personnel Section	
• Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent		
• Assignment/Re-Assignment order, if applicable		
• Certified true copy of Oath of Office		
• Certificate of Assumption		
• Statement of Assets, Liabilities and Net Worth		
• Approved Daily Time Record (DTR)		
• Bureau of Internal Revenue (BIR) withholding certificate	Previous/current government employer or Bureau of Internal Revenue (BIR)	
Additional Requirements for transferee (from one government agency to another)	Previous government employer	
• Clearance from money, property and legal accountabilities from the previous office		
• Certified true copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office		
• Certificate of leave credits		



• Service Records	
• BIR Certificate of Compensation Payment/Tax Withheld	
• Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms	
b. First Salary (Contract of Service staff and Job Order)	
• Approved Contract for Contract of Service and Job Order Workers	Personnel Section
• Certificate of Assumption	
• Approved DTR	
• BIR withholding certificate	Accounting Section
• Accomplishment report	Employee concerned
c. Subsequent salary thru general payroll	
• Approved Salary Payroll	Personnel Section
• Approved Payroll Register	Cashier Section
• Letter to the bank to credit employees' account of their salaries or other claims stamped "Received" by the bank	Cashier Section
• Validated deposits slips/LDDAP-ADA, if applicable	Cashier Section / Accounting Section
2. Processing of Representation and Transportation Allowance (RATA)	
• General payroll	Accounting
• Certificate or evidence of service rendered or approved DTR	Personnel Section
• Certification that the official/employee did not use government vehicle	AGCC for Administration
• Certification on the Actual Incurrence of RATA (for those with authorized monthly commutable representation and transportation allowance)	AGCC for Administration
3. Processing of Last Salary, Terminal Leave Benefits, and Retirement Gratuity	
• Approved DTR	Personnel Section



<ul style="list-style-type: none"> Updated Service record indicating the number of days on leave without pay and/or certification issued by the Personnel Section that the retiree did not incur any leave of absence without pay 	Personnel Section
<ul style="list-style-type: none"> Retirement application or resignation letter 	Employee Concerned
<ul style="list-style-type: none"> Office clearance from money/property accountability & administrative/criminal liability 	Personnel Section
<ul style="list-style-type: none"> Statement of Assets, Liabilities and Net worth (SALN) 	Employee Concerned
<ul style="list-style-type: none"> Retirement Gratuity Computation 	Budget Section
<ul style="list-style-type: none"> Certificate from the Office of the Ombudsman indicating whether or not the retiree has a pending criminal or administrative case 	Office of the Ombudsman
<ul style="list-style-type: none"> Affidavit of Undertaking with authority to deduct accountabilities 	Employee concerned
<ul style="list-style-type: none"> Certificate of no pending criminal investigation or prosecution against, as applicable 	Personnel
<ul style="list-style-type: none"> Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her 	Employee Concerned
<ul style="list-style-type: none"> Special Allotment and Release Order and Notice of Cash Allocation for release of budget and corresponding cash 	DBM
<ul style="list-style-type: none"> GSIS Clearance 	GSIS
4. Processing of prepayment or reimbursement of travel expenses	
If prepayment: <ul style="list-style-type: none"> Approved Office Order 	GCC
<ul style="list-style-type: none"> Approved itinerary of travel 	Employee concerned
<ul style="list-style-type: none"> Certification from the accountant that the previous cash advance has been liquidated and accounted for in books (if prepayment) 	Accounting Section



If reimbursement:				
• Approved Office Order		Office of the GCC		
• Approved itinerary of travel		Employee concerned		
• Certificate of travel completed		Employee concerned		
• Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee		Travel agency or its equivalent host		
• Certificate of appearance/attendance		Agency/Service Provider		
• Reimbursement Expenses Receipt (RER), if applicable		Accounting Section		
• Post-training Report		Employee concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits financial claims with a complete set of documentary requirements.	1.1 Receives and records complete set of documents	None	0 working days, 1 working hour, 0 minutes	Chief Accountant
	1.2 Prepares two (2) copies of Disbursement Vouchers (DVs)	None	0 working days, 2 working hours, 0 minutes	Chief Accountant
	1.3 Reviews, checks, and signs the DVs and obligation request slip	None	0 working days, 4 working hours, 0 minutes	Chief Accountant
	1.4 Forwards signed DVs and obligation request slip for approval:	None	0 working days, 1 working hour, 0 minutes	Chief Accountant
	a. Certified allotment is necessary and signs Box A of Obligation Request Slip (ORS)	None	0 working days, 0 working hour, 30 minutes	Chief Budget Officer



	b. Approved payment for the claim and sign Box B of DV ✓ PS (any amount) ✓ MOOE and CO below 500k	None	0 working days, 0 working hour, 30 minutes	AGCC for Administration
	c. Vouchers ✓ MOOE and CO 500k and above	None	0 working days, 2 working hours, 0 minutes	GCC
	1.5 Forwards approved DVs to the Cash Section for check or ADA preparation.	None	0 working days, 0 working hours, 30 minutes	Chief Accountant
	1.6 Prepares check or LDDAP-ADA and other supporting documents.	None	0 working days, 2 working hours, 0 minutes	Cashier III
	a. Approves LDDAP-ADA	None	0 working days, 1 working hour, 0 minutes	AGCC for Administration
	b. Signs checks or ADA	None	0 working days, 0 working hours, 30 minutes	Chief Budget Officer
	For PS (any amount) and MOOE and CO transactions – below Php500k	None	0 working days, 1 working hour, 0 minutes	AGCC for Administration



	For MOOE and CO transactions - PhP500k and above	None	0 working days, 1 working hour, 0 minutes	GCC
	c. Prepares and approves ACIC			Cashier III
	d. Signs ACIC	None	0 working days, 2 working hours, 0 minutes	GCC
	1.7 Forwards Authority to Debit/Credit, Advice of Checks Issued and Cancelled, and other supporting documents to the servicing bank (i.e., Land Bank of the Philippines)	None	0 working days, 2 working hours, 0 minutes	Cashier III
	1.8 Releases check to the payee.	None	0 working days, 0 working hour, 30 minutes	Cashier III
Total		None	2 working days, 5 working hours, 30 minutes	

❖ Processing of Common Financial Claims / Transactions of OGCC Suppliers

Process financial claims with a complete set of documentary requirements up to the preparation of check or Check or List of LDDAP-ADA to be released to



the payees relative to, among others, claims for delivered goods, supplies, and services in the course of official business

Office or Division:	Administrative Division – Budget, Accounting, and Cash Section	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All OGCC officials and employees (end-users)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Processing of claims for goods delivered and services rendered		
● Purchase Order / Contract	Supply and Property Section / End user	
● Request for Quotation (RFQ) duly acknowledged receipt by supplier	BAC Secretariat / End user	
● Approved Consolidated Abstract of Bids, Post Qualification, Evaluation Report and Bids Awards Committee (BAC) Resolution, Notice of Award (NOA), and Notice to Proceed (NTP) and other BAC related documents	BAC Secretariat	
● Approved Purchase Request (PR) and Annual Procurement Plan (APP)	Supply and Property Section / End user	
● Delivery receipt (for Goods) or Statement of Account/Billing Statement (Service)	Supplier	
● Signed Inspection and Acceptance Report	Inspectorate Committee	
● Property Acknowledgment Receipt or Inventory Custodian Slip, if applicable	Supply and Property Section	
● Report of Waste Materials, if applicable	Supply and Property Section	
● Post-Inspection Report, if applicable	Supply and Property Section	
2. Communication, Utilities, Rentals, and General Services		
● Billing statement	Supplier	
● Signed Inspection and Acceptance Report, if applicable	Inspectorate Committee	
● Certificate of Satisfactory Rendered, if applicable	AGCC for Administration	
3. Training and Seminar Expenses		



<ul style="list-style-type: none"> Approved Office Order for the conduct of in-house seminar or authority to attend training/seminar indicating the cost of registration, training expenses, Daily Travel Expenses (DTE) etc. 	GCC			
<ul style="list-style-type: none"> Certificate of Attendance (for external training) 	Host agency/service provider			
<ul style="list-style-type: none"> Post training report 	Employee concerned			
<ul style="list-style-type: none"> Office Receipts (meals) 	Supplier			
<ul style="list-style-type: none"> Attendance sheet (for in-house training) 	Learning and Development Committee (LND)			
4. For honorarium of resource speaker: <ul style="list-style-type: none"> Invitation duly accepted by the speaker or conforme letter 	LND			
<ul style="list-style-type: none"> Curriculum vitae 	LND			
<ul style="list-style-type: none"> Program of Activities 	LND			
<ul style="list-style-type: none"> Office Order for the conduct of the activity and authority to collect honorarium 	GCC			
<ul style="list-style-type: none"> Certification that the amount received by the recipient/s do not exceed the limits pursuant to DBM BC No. 2007-001 dated 23 April 2007 and any future amendments thereof 	Chief Accountant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits financial claims with a complete set of documentary requirements.	1.1 Receives and records complete set of documents	None	0 working days, 0 working hours, 30 minutes	Chief Accountant
	1.2 Prepares two (2) copies of DVs	None	0 working days, 2 working hours, 0 minutes	Chief Accountant
	1.3 Reviews, checks, and signs DV and obligation request slip	None	0 working days, 2 working hours, 0 minutes	Chief Accountant



	1.4.1 Forwards signed DV and obligation request slip for approval of:	None	0 working days, 1 working hour, 0 minutes	Chief Accountant
	1.4.2 Certified allotment is necessary and sign Box A of ORS	None	0 working days, 0 working hour, 30 minutes	Chief Budget Officer
	1.4.3 Approves payment for the claim and sign Box B of DV	None		
	✓ MOOE and CO below PhP500k	None	0 working days, 2 working hours, 0 minutes	AGCC for Administration
	✓ MOOE and CO PhP500k and above	None	1 working day, 0 working hours, 0 minutes	GCC
	1.5 Forwards approved DV to the Cash Section for check or ADA preparation.	None	0 working days, 1 working hour, 0 minutes	Chief Accountant
	1.6.1 Prepares check or LDDAP-ADA and other supporting documents	None	0 working days, 1 working hour, 0 minutes	Cashier III
	1.6.2 Approves LDDAP-ADA	None	0 working days, 0 working hours, 30 minutes	Budget Officer



	1.6.3 Signs checks or ADA MOOE and CO transactions below 500k For MOOE and CO transactions - 500k and above	None	0 working days, 2 working hours, 0 minutes	AGCC for Administration GCC
	1.6.4 Prepares and approves ACIC	None	0 working days, 0 working hours, 30 minutes	Cashier III
	1.6.5 Signs ACIC	None	0 working days, 2 working hours, 0 minutes	GCC
	1.7 Forwards Authority to Debit/Credit, Advice of Checks Issued and Cancelled, and other supporting documents to the servicing bank (LBP)	None	0 working days, 0 working hour, 30 minutes	Cashier III
	1.8 Releases check to the payee.	None	0 working days, 0 working hour, 30 minutes	Cashier III
Total		None	3 working days, 0 working hour and 0 minutes	



❖ Processing of Request for Liquidation of Cash Advance and Reimbursement of Expenses from Petty Cash Fund

Process requests for liquidation of cash advance or 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, communication expenses, gasoline/diesel for OGCC vehicles, notarial services/fees, repairs and maintenance expenses, and other petty operating expenses.

Office or Division:	Administrative Division - Cashier Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All OGCC officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Note 1: For Cash Advance: The requesting employee shall submit within five (5) days the necessary supporting documents for the purpose of liquidation.		
Note 2: Same checklist of requirements for liquidation of cash advance.		
1. Purchase of Supplies/Materials <ul style="list-style-type: none">Petty Cash Voucher FormRequisition and Issue SlipPurchase Request (PR)Request for Quotation (involving PhP2000 and above)Copy of canvass forms / quotations from at least (3) suppliersInspection and Acceptance ReportOfficial Receipt/Sales InvoiceInventory Custodian Slip for Semi-expendable items	Cashier Section Supply Section Requesting Employee (thru Supply Section) Requesting Employee (thru Supply Section) Requesting Employee (thru Supply Section) Inspectorate Committee Supplier / service provider Supply Section	
2. Meals for Meetings <ul style="list-style-type: none">Petty Cash Voucher FormAttendance Sheet or Minutes of MeetingNotice of MeetingOfficial Receipt/Sales Invoice	Cashier Section Requesting Employee Requesting Employee Supplier / service provider	



<p>3. Transportation Expenses for Attendance to Official Meetings (within Metro Manila)</p> <ul style="list-style-type: none"> • Petty Cash Voucher Form • Official Business Form/Slip • Taxi Receipt / Bus Tickets • Toll Fee Receipts • Parking Fees • Itinerary of Travel 	<p>Cashier Section Requesting Employee Service provider Service provider Service provider Requesting Employee</p>
<p>4. Courier Services / Postage and Delivery Expenses</p> <ul style="list-style-type: none"> • Petty Cash Voucher Form • Official Business Form/Slip • Itinerary of Travel 	<p>Cashier Section Personnel Section Requesting Employee</p>
<p>5. Communication Expenses</p> <ul style="list-style-type: none"> • Petty Cash Voucher Form • Statement of Account (SOA)/ Bill • Official Receipts/Invoice or Machine Validated SOA/or Bill or Collection Receipt • Certification that Calls/Texts Made are Official in Nature 	<p>Cashier Section Service Provider Service Provider Requesting Employee</p>
<p>6. Gasoline/Diesel Expenses</p> <ul style="list-style-type: none"> • Petty Cash Voucher Form • Driver's Trip Ticket • Official Receipts/Sales Invoice 	<p>Cashier Section Driver Service Provider</p>
<p>7. Notarial Fees</p> <ul style="list-style-type: none"> • Petty Cash Voucher Form • Official Receipts • Official Receipts/Sales Invoice 	<p>Cashier Section Requesting Employee Service Provider</p>
<p>8. Repairs and Maintenance</p> <ul style="list-style-type: none"> • Petty Cash Voucher Form • PR • Abstract of canvass from at least three (3) suppliers (involving P2000 and above) • Copy of canvass forms / quotations from at least (3) suppliers • Inspection and Acceptance Report • Official Receipt/Sales Invoice • Waste Materials Report 	<p>Cashier Section Requesting Employee (thru Supply Section) Requesting Employee (thru Supply Section) Requesting Employee (thru Supply Section) Inspectorate Committee Service Provider</p>



<ul style="list-style-type: none"> • Pre/Post Repair Inspection Report (if applicable) 		Supply Section Inspectorate Committee		
9. Other Petty Operating Expenses <ul style="list-style-type: none"> • Petty Cash Voucher Form • Necessary supporting documents pursuant to COA Circular No. 2023-4 Re: <i>Prescribing the Updated Documentary Requirements for Common Government Transaction</i> 		Cashier Section Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly approved Petty Cash Voucher (PCV) Form with complete documentary requirements	1.1 Examines completeness of documents	None	0 working days, 0 working hours, 30 minutes	Cashier III
	1.2 Checks accuracy of totals	None	0 working days, 0 working hours, 30 minutes	Cashier III
	1.3 Releases cash to claimant	None	0 working days, 0 working hours, 15 minutes	Cashier III
2. Receives cash advance/reimbursement of expenses and signs "Received" portion of the PCV form.	2.1 Records transaction and reconciles thru Cash Count	None	0 working days, 0 working hours, 30 minutes	Cashier III
TOTAL		None	0 working days, 1 working hour, 45 minutes	



❖ Processing of Request for Non-Common Use Supplies and Equipment and Services

Process requests for procurement of goods and services that are not available in the Department of Budget and Management-Procurement Service (DBM-PS), in accordance with Republic Act 9184 (RA 9184) and its 2016 Revised Implementing Rules and Regulations (RIRR)

Office or Division:	Administrative Division – Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR		From End-user		
Terms of Reference (TOR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR and TOR to Supply Section	1.1 Evaluates PR	None	1 working day, 0 working hour, 0 minutes	Supply Officer
	1.1.1. If included in the Annual Procurement Plan(APP), refers to the Bids and Awards Committee (BAC) for procurement process	None	0 working days, 1 working hour, 0 minutes	Supply Officer
	1.1.2 If not included in the APP, coordinates with BAC for preparation of supplemental APP	None	0 working days, 1 working hours, 0 minutes	Supply Officer



	1.2 Forwards PR to the BAC for the conduct of procurement	None	0 working days, 1 working hour, 0 minutes	Supply Officer
	1.3 Procures the good or service required	None	Variable	Bids and Awards Committee (BAC) GCC as Head of the Procuring Entity for Contract Award and Signing
	1.4 Coordinates with Inspectorate Committee for inspection / acceptance of goods	None	0 working days, 1 working hour, 0 minutes	Supply Officer
	1.5 Inspects the goods	None	2 working days, 0 working hours, 0 minutes	Inspectorate Committee Chairperson
	1.5.1 If items delivered do not conform with the specifications, returns to the supplier for replacement to conform with the specifications	None		Inspectorate Committee Chairperson
	1.5.2 If items conform with the specifications, inspects, accepts, and issues to End-User	None		Inspectorate Committee Chairperson



TOTAL		None	3 working days, 4 hours, 0 minutes (excluding procurement process)	
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❖ Processing of Request for Procurement of Common Use Supplies and Equipment

- Common Use Supplies and Equipment refers to those supplies, materials, and equipment included in the price list of the DBM-PS which are necessary in the transaction of the official business of the procuring entity and consumed in its day to day operations.
- Shall be procured directly from the DBM-PS or its depots without need of public bidding or the conduct of alternative modes of procurement

Office or Division:	Administrative Division – Supply and Property Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PR TOR			From End-user	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. 1. Submits PR and TOR to Supply Section	1.1 Receives and checks if request is included in the APP	None	0 working days, 1 working hour, 0 minutes	Supply Officer
	1.2 Checks if requested supply / equipment is available in the DBM-PS	None	0 working days, 1 working hour, 0 minutes	Supply Officer



	[if available in PS] 1.3 Checks Virtual Store, select items needed or prepare Agency Procurement Request (APR) for Head of Procuring Entity's (HoPE) approval, issuance of Purchase Order (PO) and DV funding and payment	None	2 working days, 0 working hours, 0 minutes	Supply Officer
	[if not available in PS] 1.3.1 Proceeds to procure the items applying the appropriate mode of procurement; see process for procurement of non-common goods and services	None	Variable	BAC
	1.4 Arranges delivery / pick-up from DBM-PS	None	1 working day, 0 working hours, 0 minutes	Supply Officer
	1.5 Coordinates with the Inspectorate Committee for inspection / acceptance of goods	None	0 working days, 1 working hour, 0 minutes	Supply Officer
	1.6 Inspects the items	None	2 working days, 0 working hour, 0 minutes	Inspectorate Committee Chairperson



	1.6.1 If items delivered do not conform with the specifications, returns to the supplier for replacement to conform with the specifications	None		Inspectorate Committee Chairperson
	1.6.1 If items conform with the specifications, inspects, accepts, and issues to End-User	None		Inspectorate Committee Chairperson
TOTAL		None	5 working days, 3 working hours, 0 minutes (excluding procurement process)	

❖ **Processing of Request for Supplies, Materials, and Office Equipment Available in Stock**

Provide supplies, materials, and equipment that are available in stock, as requested by officials and employees

Office or Division:	Administrative Division – Supply/Property Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		From client/end-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed and approved RIS to Supply Section	1.1 Checks stocks for availability of	None	0 working days, 0 working hour, 30 minutes	Supply Officer



	materials and office supplies 1.1.1 If not available, prepare PR; see process for procurement of common/non-common use goods			
	1.2 Issues materials and office supplies to end-users.	None	0 working days, 1 working hour, 0 minutes	Supply Officer
TOTAL			0 working days, 1 working hour, 30 minutes	

❖ Processing of Request for Information Technology (IT) Technical Support

Provide technical support for hardware and/or software-related concerns

Office or Division:	Administrative Division - IT Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IT Service Request Form		IT Officer (ITO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished IT Service Request Form	1.1 Conducts preliminary inspection / diagnosis	None	0 working days, 0 working hour, 30 minutes	ITO
	[If the technical problem is simple]	None	0 working days, 1 working hour, 0 minutes	ITO



	1.2.1 Conducts troubleshooting activities			
	1.3 Informs the end-user that the issue has been resolved	None	0 working days, 0 working hours, 30 minutes	ITO
	[If more technical services are required] 1.2.2 Pulls-out IT equipment to conduct thorough diagnosis and advance troubleshooting activities	None	1 working day, 0 working hours, 0 minutes	ITO
	[If the issue is solved] 1.3.1 Informs and returns the equipment to its end-user	None	0 working days, 0 working hours, 30 minutes	ITO
	[If the issue cannot be addressed] 1.3.2 Relays needed parts to Supply Section for procurement, if necessary	None	0 working days, 0 working hours, 30 minutes	ITO



	1.4 Issues temporary equipment/device, if available	None	0 working days, 4 working hours, 0 minutes	Supply Officer
	1.5 Procures the needed parts, subject to RA 9184 and the 2016 RIRR	None	Variable	BAC
	1.6 Installs the necessary part/s once available and fixes the IT equipment	None	1 working day, 0 working hours, 0 minutes	ITO
	1.7 Returns the IT equipment to the end-user			ITO
	1.8 Retrieves the temporary equipment/device issued, if any	None		Supply Officer
TOTAL		None	Variable	

❖ **Processing of Request for Assistance in the use of the Document Management Information System (DMIS)**

Provide technical support and assistance in the use of the DMIS

Office or Division:	Administrative Division - IT Section
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All OGCC officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DMIS Change Status Form	ITO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits the DMIS Change Status Form	1.1 Conducts preliminary inspection / diagnosis	None	0 working days, 1 working hour, 0 minutes	ITO
	[If the technical problem is simple] 1.2 Conduct basic troubleshooting activities	None	0 working days, 4 working hour, 0 working minutes	ITO
	1.3 Informs the end-user that the issue has been resolved	None	0 working days, 0 working hours, 30 minutes	ITO
	[If more technical services are required] 1.2.1 Conducts thorough diagnosis and advance troubleshooting activities	None	1 working day, 0 working hours, 30 minutes	ITO
	[If the issue is solved] 1.3.1. Informs the end-user	None	0 working days, 0 hours, 30 minutes	ITO
	[If the issue cannot be addressed] 1.3.2 Elevates the matter to the Service Provider for resolution	None	0 working days, 0 hours, 30 minutes	ITO
TOTAL		None	1 working day, 7 working hours, 0 minutes	

There are no more entries for this service, because the resolution of the issue by the service provider will depend on the complexity of the problem and the internal processes employed by the service provider.



❖ Borrowing Books, Documents, and Other Library Resources (Checking-Out)

Process the checking out of library books, documents, and other resources from the OGCC Library using the existing library system and Concourse to record the transaction.

Office or Division:	Administrative Division - Library Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Library Form FO-LIB-001 – Book Card FO-LIB-002 – Vertical File Card FO-LIB-003 – Bound Periodical		Law Library Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands in duly accomplished library form, the book/ Vertical file/ Periodical to be borrowed, and office ID	1.1 Receives book/vertical file/periodical, duly accomplished library form, and office ID	None	0 working days, 0 working hours, 15 minutes	Librarian III
	1.2 Searches the name of the borrower and verifies the status at Concourse	None	0 working days, 0 working hours, 30 minutes	
	1.3 Searches the book at Concourse and checks out the book under the borrower's account	None	0 working days, 0 working hours, 30 minutes	
	1.4 Stamps the due date and counter signs the Due Date Slip and Book Card	None	0 working days, 0 working hours, 15 minutes	



	1.5 Files book card	None	0 working days, 0 working hours, 30 minutes	
TOTAL		None	0 working days, 1 working hour, 30 minutes	

❖ Returning Books, Documents, and Other Library Resources (Checking-In)

Process the return of library books, documents, and other resources to the OGCC Library using the existing library system and Concourse to record the transaction.

Office or Division:	Administrative Division - Library Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Form FO-LIB-001 – Book Card FO-LIB-002 – Vertical File Card FO-LIB-003 – Bound Periodical		Law Library Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book for return/check in	1.1 Receives book for return /check-in	None	0 working days, 0 working hours, 15 minutes	Librarian III
	1.2 Searches the book for return in Concourse and clears it from the borrower's account at the Concourse	None	0 working days, 0 working hours, 15 minutes	
	1.3 Inserts book card in the book and returns the book to the shelf	None	0 working days, 0 working hours, 15 minutes	



TOTAL			0 working days, 0 working hours, 45 minutes	
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❖ Payment/Replacement of Lost Books

Process the payment of the original cost of the lost book or the replacement thereof with the same title and edition or an updated edition of the same title.

Office or Division:	Administrative Division - Library Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID		Requesting Party		
Formal Declaration of Lost Book/s		Requesting Party		
Affidavit of Loss		From Client		
Payment Request Form		Library Section		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID, formally declares Lost Book/s and submits Affidavit of Loss	1.1 Receives Affidavit of Loss and ID and verifies the information at Concourse	None	0 working days, 0 working hours, 15 minutes	Librarian III
	1.2 Retrieves book card and checks inventory list	None	0 working days, 0 working hours, 30 minutes	
	1.3 Assesses the cost of the book	None	0 working days, 0 working hours, 30 minutes	



2. Presents Payment Request Form and pays amount due or Purchases replacement book	2.1 Issues Official Receipt	Purchase amount of the lost book/s	0 working days, 0 working hours, 30 minutes	Cashier III
3. Presents Official Receipt or the replacement book	3.1 Indicates in the book card and inventory list new book status (declared loss & paid/replaced and OR number)	None	0 working days, 0 working hours, 30 minutes	Librarian III
4. Receives ID and OR, and verifies clearance at Concourse	4.1 Clears employee from the Delinquent Database	None	0 working days, 0 working hours, 15 minutes	
	4.2 Reports new book to the Cataloging and Metadata Section	None	0 working days, 0 working hours, 15 minutes	
	4.3 Changes status at Concourse	None	0 working days, 0 working hours, 15 minutes	
TOTAL			0 working days, 3 working hours, 0 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Submit written feedback through the Records Section at its email address records@ogcc.gov.ph.</p> <p>Client government corporations are given Client Satisfaction Forms in July and January of each year, for the January to June and July to December survey periods, respectively.</p>
How feedbacks are processed	<p>Feedback will be collated and tabulated and will be sent to the Office of the GCC, for discussion during the Management Committee meeting.</p>
How to file a complaint	<p>Submit written complaint through the Records Section at its email address records@ogcc.gov.ph with the following information:</p> <ol style="list-style-type: none"> 1. Name of person complained of, if any; 2. Incident; 3. Evidence; 4. Name of complainant and government corporation <p>For inquiries or to follow-up, government corporations may send an e-mail to records@ogcc.gov.ph or call +63(2) 7622-5119.</p>
How complaints are processed	<p>The GCC's Office may directly act on the complaint, create an ad-hoc committee, or refer to the AGCC/ Team Leader/ OIC or Section Head concerned, as may be necessary.</p>
Contact Information of LPAO, CCB, PCC, ARTA	<p>Legal and Public Assistance Office (LPAO):</p> <p><i>Phone:</i> 8988-4242 local 8700 <i>Email:</i> citylegal@quezoncity.gov.ph <i>Web:</i> https://www.facebook.com/Qclegaldepartment</p>
	<p>Contact Center ng Bayan (CCB):</p> <p><i>Phone:</i> 1-6565 <i>Mobile:</i> +63(908)-8816565 <i>Email:</i> email@contactcenterngbayan.gov.ph <i>Web:</i> contactcenterngbayan.gov.ph</p>



	Presidential Complaint Center (PCC): <i>Phone:</i> 8888 +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
	Anti-Red Tape Authority <i>Phone:</i> +63(2)-8478-5091 +63(2)-8478-5099 +63(2)-8478-5093 <i>Mobile:</i> +63(909)-881-6565 <i>Email:</i> complaints@arta.gov.ph <i>Web:</i> http://arta.gov.ph/pages/complaintform.php

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A handwritten signature in black ink, consisting of a stylized 'J' followed by a series of loops and a long horizontal stroke extending to the right.