



OFFICE OF THE GOVERNMENT CORPORATE COUNSEL

CITIZEN'S CHARTER
2025 (5th Edition)

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CITIZEN'S CHARTER 2025 (5th Edition)

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I. Mandate

A handwritten signature in blue ink, appearing to read "H. S. Garg". The signature is stylized with loops and is written over a horizontal line. Below the signature, there are several dark, overlapping strokes, possibly representing another signature or a large mark.



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OGCC External Services

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EXTERNAL SERVICES

1. 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
Submits the letter request and complete documentary requirements to the OGCC's Records Section thru personal delivery or, if valid	1.1.1 Stamps received and makes appropriate entries / encoding; Attaches appropriate assignment slip	None	3 hours from receipt of complete documents (3 hours)	Records Officer

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circumstances constrain the client to do so, by registered mail, court-accredited courier, or email	1.1.2 Refers the request to the team concerned			
	1.2 Assigns the request to a handling lawyer	None	1 day from receipt of document (1 day)	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 days from receipt of document (7 days)	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 days	3 days AGCC/Team Leader of concerned Team
	1.5 Reviews and recommends approval of the draft - Second Level	None		2 days Deputy Government Corporate Counsel (DGCC)
	1.6 Reviews and approves the draft for finalization	None		2 days Government Corporate Counsel (GCC)
	1.7 Finalizes the draft	None		3 days 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 day from receipt of document (1 day)	GCC
	1.9 Dispatches the final and official Legal Opinion and Contract Review	None	5 hours upon receipt (5 hours)	Records Officer
TOTAL		None	20 days	

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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.

2. 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)		From Client		
Case records and supporting documents				
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 hours from receipt of complete documents (3 hours)	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.	None	1 day from receipt of document (1 day)	AGCC/Team Leader/OIC of concerned Team

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	and drafting of pleadings			
TOTAL		None	1 day, 3 hours	

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.

3. Receiving Physical and E-mail Copy of Orders/Resolutions and Pleadings from Adverse Parties

Process the receipt of physical copy of orders/resolutions from the various courts, administrative bodies and tribunals and pleadings from adverse parties.

Office or Division:	Information and Records Management Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
Who may avail:	All OGCC Lawyers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Orders/resolutions; Pleadings		Records Section		
Records Section's Database for Incoming Orders				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If physical receipt: 1. Delivers order/resolution, pleading to the OGCC's Records Section thru personal delivery, or by registered mail, or by accredited courier	1.1 Stamps received and makes appropriate entries/ encoding; Attaches appropriate assignment slip	None	3 hours from receipt of complete documents (3 hours)	<i>Receiving unit staff</i>

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	1.2 Scans the order/resolution, pleading	None		<i>IT support staff</i>
	1.3 Refers the order/resolution, pleading to the team concerned for appropriate action	None		<i>Receiving unit staff</i>
If received thru e-mail 2. Delivers order/resolution, pleading to the OGCC's Records Section thru email	2.1 Forwards the email to the appropriate Team leader, copy furnishing the handling lawyer of the case and team secretaries	None	3 hours from receipt of complete documents (3 hours)	<i>Records Officer</i>
	2.2 Acknowledges receipt of the email	None		
	2.3 Forwards the email to the Receiving staff for proper recording in the database – providing the proper identification of the received document (File Record Number, Handling Lawyer, and Team)	None		
	2.4 Makes appropriate entries/ encoding in the database	None		<i>Receiving unit staff</i>
TOTAL			3 hours	

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4. 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	None	3 hours from receipt of complete documents (3 hours)	Records Officer
	1.1.2 Refers the Petition to the GCC's Office for assignment			
	1.2 Assigns the request to a sole arbitrator or panel of arbitrators	None	2 days from receipt of document (2 days)	GCC
TOTAL		None	2 days, 3 hours	
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.				



5. 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 hours from receipt of complete documents (3 hours)	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 days from receipt of document (2 days)	GCC
TOTAL		None	2 days, 3 hours	
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.				

6. 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 hours from receipt of complete documents (3 hours)	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 day from receipt of document (1 day)	AGCC/Team Leader/OIC of concerned Team
TOTAL		None	1 day, 3 hours	
There are no other entries for this critical service after receipt of the request because the proceedings are governed by RA 9285.				

7. 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 hours from receipt of complete documents (3 hours)	<i>Records Officer</i>
	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 day from receipt of document (1 day)	<i>AGCC/Team Leader/OIC of concerned Team</i>
TOTAL		None	1 day, 3 hours	
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.				

8. Request for Deputation 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		
<p>A. For Deputation of in-house counsel:</p> <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 <p>B. For authority to engage external counsel:</p> <ol style="list-style-type: none"> 1. Letter Request 2. Case details and updated case status 3. Justification for engagement of external counsel <p>C. For retainer contracts of External Lawyers¹</p> <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 6. IBP Membership Certification 7. Professional Tax Receipt 8. Accomplishment Report (for extension of contract) 		From Client		
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 hours from receipt of complete documents (3 hours)	Records Officer
	1.1.2 Refers the request to the team concerned			
	1.2 Assigns the request to a lawyer for handling	None	1 day from receipt of document (1 day)	AGCC/Team Leader/OIC of concerned Team

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

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	1.3 Evaluates the request and prepares draft Letter of Authority	None	5 days (5 days)	GCA
	1.4 Reviews and recommends approval of the draft - First Level	None	1 day from receipt of document (1 day)	AGCC/Team Leader/OIC of concerned Team
	1.5 Reviews and recommends approval of the draft - Second Level	None	1 day from receipt of document (1 day)	DGCC
	1.6 Reviews and approves the draft for finalization	None	2 days from receipt of document (2 days)	GCC
	1.7 Finalizes the draft	None	1 day from receipt of document (1 day)	Handling Lawyer (GCA I to IV) of concerned Team
	1.8 Proofreads and signs the Final and Official Letter of Authority	None	1 day from receipt of document (1 day)	GCC
	1.9 Dispatches the final and official Letter of Authority	None	5 hours upon receipt (5 hours)	Records Officer
TOTAL		None	13 days	

9. 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 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		WHERE TO SECURE		
Letter request (1 copy)		From Client		
Supporting documents, if any				
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 hours from receipt of complete documents (3 hours)	Records Officer
	1.1.2 Refers the request to the team concerned			
	1.2 Assigns the request to a lawyer for handling	None	1 day from receipt of document (1 day)	AGCC/Team Leader/OIC of concerned Team
	1.3 Informs client of receipt of the request and confirms initial action thereon	None	3 days from receipt of document (3 days)	Handling Lawyer (GCA I to IV) of concerned Team
TOTAL		None	4 days, 3 hours	
There are no further entries for this critical service because the action/s will depend on the nature of the request.				

10. 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	

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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 hours from receipt of complete documents (3 hours)	<i>Records Officer</i>
	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 hour from receipt of document (1 hour)	<i>FOI Receiving Officer</i>
	1.1.3 Evaluates the request and recommends approval or denial of the request	None	3 days from receipt of document (3 days)	<i>AGCC/Team Leader/OIC of concerned Team</i>
	1.1.4 Reviews the evaluation and recommends the approval or denial of the request	None	2 days from receipt of document (2 days)	<i>FOI Champion</i>

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	1.1.5 Approves or denies the request	None	2 days from receipt of the document (2 days)	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 days from receipt of document (2 days)	FOI Receiving Officer
	1.1.7 Signs the letter approving or denying the request	None	1 day from receipt of document (1 day)	GCC
TOTAL		None	10 days, 4 hours	

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OGCC Internal Services

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INTERNAL SERVICES

1. Processing of Request for Employee Records

Process request for Employee records for any of the following:

- Certified True Copy of 201 Records
 - ✓ Active and Archive
- Certificate of Employment
 - ✓ With Salary and Without Salary
 - ✓ With Job Description
- Service Record
- Certificate of Leave Credits
- Certificate of Leave Without Pay
- Certificate of Performance Rating [Office Performance Commitment and Review(OPCR)/ Division Performance Commitment and Review (DPCR)/ Individual Performance Commitment and Review (IPCR)]

The OGCC collects certain personal information when you engage in transactions with its employees and authorized representatives. This information will be used exclusively for documentation and processing related to your transaction(s) with the OGCC. By providing your data to the OGCC, you expressly consent to and authorize the collection, processing, and storage of your personal and/or sensitive information as necessary for your transaction(s).

The OGCC is committed to ensuring that all processing of your personal data adheres strictly to the Data Privacy Act and its Implementing Rules and Regulations, in alignment with the principles of transparency, legitimate purpose, and proportionality.

Office or Division:	Administrative Management Division - Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All OGCC officials and employees (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QR code for HR Request Form (active employee)		Posted in OGCC Bulletin boards/DMIS/e-library		
2. Email request (separated employee)		hr@ogcc.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Active Employees:	1.1 Monitors google form spread sheet	None	10 minutes	Personnel Section Administrative Officer (AO)



Accomplishes the Requisition Form via QR Code	<i>(Requesting party shall automatically receive google generated response upon submission of request via google form)</i>			
	1.2 Records/Prompts action on the requests in the google spread sheet	None	10 minutes	Personnel Section AO
	1.3 Forwards the request to the person responsible	None	10 minutes	Personnel Section AO
	1.4 Retrieves necessary data from the source	None	4 hours	Personnel Section Administrative Aide/Support
	1.5 Photocopies or generates the requested document <i>(photocopy for the existing records for request for certified true copy; generation of copy for request of latest issuance)</i>	None	4 hours	Personnel Section Administrative Aide/Support for photocopying AO for the generation of documents
	1.6 Submits the copy of requested documents (copy on file and the photocopy for validation and certification for signature) to the AO assigned	None	1 day	Personnel Section Administrative Aide/Support AO
	1.7 Informs the requesting party on the status of request and its availability to be released	None	10 minutes	Personnel Section AO/ Administrative Aide



	1.8 Releases document to requesting party	None	10 minutes	Personnel Section Administrative Aide
	1.9 Tags "released" in the google spread sheet with corresponding date and receiver		10 minutes	Personnel Section AO
TOTAL			2 days, 1 hour	
2. For Separated Employees: Email Message hr@ogcc.gov.ph (records are kept in separate enclosed areas)	2.1 Monitors email requests	None	10 minutes	Personnel Section AO
	2.2 Validates the request	None	3 hours	Personnel Section AO
	2.3 Acknowledges and records requests in the spreadsheet	None	10 minutes	Personnel Section AO
	2.4 Forwards the request to the person responsible (for retrieval or reproduction)	None	10 minutes	Personnel Section Administrative Aide/Support
	2.5 Retrieve necessary data from the source	None	1 hour	Personnel Section Administrative Aide/Support



	2.6 Photocopies or generates the requested document <i>(photocopy of the existing records for request of certified true copy; generation of copy for request of latest issuance)</i>	None	4 hours	<i>Personnel Section</i> <i>Administrative Aide/Support for photocopying</i> <i>AO for the generation of documents</i>
	2.7 Submits the copy of requested documents (copy on file and the photocopy for validation and certification or signature) to the AO assigned	None	1 day	<i>Personnel Section</i> <i>Administrative Aide</i> <i>AO</i>
	2.8 Informs the client on the status of request	None	10 minutes	<i>Personnel Section</i> <i>AO</i> <i>Administrative Aide</i>
	2.9 Forwards to Records Section	None	10 minutes	<i>Personnel Section</i> <i>AO</i> <i>Administrative Aide</i>
	2.10 Releases document or informs unavailability of document to requesting party	None	10 minutes	<i>Personnel Section</i> <i>AO</i> <i>Administrative Aide</i>
TOTAL			2 days, 1 hour	
<i>Each requested document will be handled within three (3) days. Requests for multiple documents may require more than three (3) days to complete.</i>				

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2. Processing of Applications for Leave

Processing of Applications for Leave is a service provided to OGCC employees and officials who desire to secure an authorization to take a leave of absence (*i.e.* Vacation/Forced Leave, Sick Leave, Special Leave, Maternity / Paternity Leave, and other specialized Leave (e.g. Solo Parent, etc.))

Office or Division:	Administrative Management Division - Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All active employees and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form (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 Application for Leave Form to Personnel Section	1.1. Receives and records the application form	None	1 hour	<i>Administrative Aide/Support</i>
	1.2. Computes and updates the remaining leave credits less the number of applied leave	None	5 hours	<i>Administrative Aide/Support</i>
	1.3. Certifies Leave Credits available	None	2 hours	AO
	1.4. Routes and submits the Application for Leave Form to the employee's immediate superior for approval	None	1 hour	<i>Administrative Aide/Support</i>

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	(for AGCCs, the application is referred to the DGCC for recommendation for the GCC's approval)			
	1.5. Approves/Disapproves leave	None	5 hours	Immediate superior of the applicant employee/official
	1.6. Returns approved leave to the Personnel Section	None	1 hour	Immediate superior of the applicant employee/official
	1.7. Photocopies Application Leave Form and issues one copy to the applicant employee/official	None	1 hour	Administrative Aide/Support
TOTAL			2 days	
2. Submits the properly accomplished Application for Leave Form to Personnel Section with necessary supporting documents	2.1. Receives and records the application form	None	1 hour	Administrative Aide/Support
	2.2. Validates the completeness of the submission (if with incomplete or improper attachments, return for completion – end transaction. If complete, proceed to the next step)	None	7 hours	Administrative Aide/Support
	2.3. Computes and updates the remaining leave credits less the number of applied leave	None	5 hours	Administrative Aide/Support
	2.4. Certifies Leave Credits available	None	2 hours	AO
	2.5. Routes and submits the Application for Leave Form to the employee's	None	1 hour	Administrative Aide/Support

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	immediate superior for approval (for AGCCs, the application is referred to the DGCC for recommendation for the GCC's approval)			
	2.6. Approves/Disapproves leave	None	6 hours	<i>Immediate superior of the applicant employee/official</i>
	2.7. Returns approved leave to the Personnel Section	None	1 hour	<i>Immediate superior of the applicant employee/official</i>
	2.8. Photocopies Application Leave Form and issue one copy to the applicant employee/official	None	1 hour	<i>Administrative Aide/Support</i>
TOTAL			3 days	

3. Processing of Applications for Vacant Positions

Receive applications for vacant legal and administrative positions for processing in accordance with the 2017 Omnibus Rules on Appointments and Other HR Actions (ORAOHRA), as may be amended, as well as pertinent Civil Service issuances, rules and regulations on the matter.

Office or Division:	Administrative Management Division - Personnel Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who may avail:	All qualified applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent		1. Applicant
2. Personal Data Sheet (PDS) and Work Experience Sheet (WES)		2. Civil Service Commission (CSC) Website
3. Performance Rating in the last rating period or Performance Appraisal		3. Applicant's previous employer
4. Copy of Transcript of Records (TOR)		4. University/ College/ School graduated from
5. Copy of Certificate of eligibility/ Bar Rating/ License		5. Supreme Court (SC)/ Professional Regulation Commission (PRC)/CSC/ Technical Education and Skills Development Authority/ Land Transportation Franchising and

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		Regulatory Board (LTRFRB), or other applicable government authority		
6. Copy of updated MCLE Compliance/ Exemption, if applicable		6. Mandatory Continuing Legal Education (MCLE) Office		
7. Certificate of Bar Admission, if applicable		8. SC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online submission Submits letter of intent together with the other required documents through email hr@ogcc.gov.ph	1.1. Acknowledges through email receipt of the application	None	2 days	AO
	TOTAL		2 Days Step ends here as proceeding steps are subject to the rules and regulations provided in the 2017 ORAOHRA, as well as pertinent CSC issuances, rules and regulations on the matter.	
2. For walk-in submission Submits the hard copy of the letter of intent together with the other required documents	2.1. For internal applicants:			
	2.1.1. Receives and stamps "received" the submitted documents	None	10 minutes	Personnel Section Administrative Aide/Support
	2.1.2. Returns the receiving copy to the applicant	None	5 minutes	Personnel Section Administrative Aide/Support
	2.1.3. Acknowledges receipt of the application	None	2 days	AO
	TOTAL		2 days, 15 minutes Step ends here as proceeding steps are subject to the rules and regulations provided in the 2017	



			ORAOHRA, as well as pertinent CSC issuances, rules and regulations on the matter.	
	2.2. For external applicants:			
	2.2.1. Receives and stamps "received" the submitted documents	None	10 minutes	<i>Record Receiving Officer</i>
	2.2.2. Returns the receiving copy to the applicant	None	5 minutes	<i>Record Receiving Officer</i>
	2.2.3. Acknowledges receipt of the application	None	2 days	AO
TOTAL			2 days, 15 minutes Step ends here as proceeding steps are subject to the rules and regulations provided in the 2017 ORAOHRA, as well as pertinent CSC issuances, rules and regulations on the matter.	
3. For submission through courier or registered mail (external applicants)	3.1.1. Receives and stamps "received" the submitted documents	None	10 minutes	<i>Record Receiving Officer</i>
	3.1.2. Accomplishes the receiving form of the courier personnel or messenger	None	5 minutes	<i>Record Receiving Officer</i>
	3.1.3. Acknowledges receipt of the application	None	2 days	AO
Total			2 days, 15 minutes Step ends here as proceeding steps are subject to the rules and regulations provided in the 2017 ORAOHRA, as well as pertinent CSC issuances, rules and regulations on the matter.	



For multiple applications, the process may require more than the periods prescribed above to complete the receiving.

Once the application has been received and validated by Personnel for completeness and qualification, and acknowledged receipt the same shall be governed by the 2017 ORAOHRA, as well as pertinent CSC issuances, rules and regulations on the matter.

4. Processing of First Salary, Terminal Leave (Retirement), and Last Pay

Process the following requests from active or separated employees, as may be applicable:

- First Salary
- Last pay
- Terminal Leave Benefits
- Retirement Gratuity (Compulsory retirees only)

Office or Division:	Administrative Management Division – Personnel Section (AMDPS) Administrative Management Division – Cashier Section (AMDCS) Financial Management Division (FMD)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Active and separated OGCC employees and officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. First Salary		
1.1.	Copy of Appointment	Personnel Section
1.2.	Copy of Oath of Office	Personnel Section
1.3.	Certification of Assumption of Duty	Personnel Section
1.4.	Entry Statement of Assets, Liabilities and Net worth (SALN)	Personnel Section
1.5.	Approved Daily Time Record (DTR)/Certification of Services Rendered	Personnel Section
1.6.	Certificate of Compensation Payment/Tax Withheld (BIR Form No. 2316), if with previous Employer within the calendar year of assumption	Previous Employer
1.8.	GSIS Form (Enrollment)	OGCC Agency Authorized Officer for GSIS
1.9.	Payroll Information on Employee (PINE) <ul style="list-style-type: none"> • Full Name • Birth Date • Verified Tax Identification Number • Verified PhilHealth Identification Number 	Personnel Section



<ul style="list-style-type: none"> • Verified Pag-IBIG Member Identification Number • LBP Payroll Bank Account Number 	
<p>2.0. Additional requirements in case of transferee from other Government Institution</p> <ul style="list-style-type: none"> • 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, if any. • Certification of bonuses and allowances received for the current year 	Previous Employer
2. Terminal Leave and Retirement Gratuity	
2.1. Approved Application for Leave	Resignee/Retiree
2.2. Employee's letter of resignation/retirement duly accepted by the Head of the Agency	Resignee/Retiree
2.3. Applicant's authorization (in affidavit form) to deduct all financial obligations	Accounting Section
2.4. SALN as of last day at OGCC	Resignee/Retiree
2.5. Affidavit for Anti-Graft and Corrupt Practices (RA 3019)/Pendency/Non-Pendency of Administrative/Criminal Case	Personnel Section
2.6. Clearance from GSIS (with or without outstanding loan)	GSIS
2.7. Latest IPCR	Resignee/Retiree
2.8. Office issued ID	Resignee/Retiree
2.10. GSIS Form (Termination)	OGCC Agency Authorized Officer for GSIS
2.11. Certificate of leave credits	Personnel Section
2.12. NOSA	Personnel Section
2.13. Ombudsman Clearance (<i>additional requirements for claiming of retirement gratuity</i>)	Office of the Ombudsman
2.14. Additional requirements in case of death of claimant	Legal Heirs



<ul style="list-style-type: none"> • Death certificate authenticated by NSO • Marriage contract authenticated by NSO • Birth certificates of all surviving legal heirs authenticated by NSO • Designation of next-of-kin • Waiver of rights of children 18 years old and above 				
3. Last Pay				
3.1. Letter of Intent		Employee		
3.2. Acceptance Letter of resignation or Authority to Transfer		Personnel Section		
3.3. Clearance		Personnel Section		
3.4. Exit Statement of Assets and Liabilities (SALN)		Employee		
3.5. Daily Time Record/Certification of Service Rendered		Personnel Section		
3.6. Applicant's authorization (in affidavit form) to deduct all financial obligations, if any		Accounting Section		
3.7. Additional requirements in case of death of claimant		Legal Heirs		
<ul style="list-style-type: none"> • Death certificate authenticated by NSO • Marriage contract authenticated by NSO • Birth certificates of all surviving legal heirs authenticated by NSO • Designation of next-of-kin • Waiver of rights of children 18 years old and above 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and properly accomplished listed requirements	1.1 Checks the completeness of the submission. If complete, stamp "received" on the submitted documents and the client's receiving copy. If	None	3 hours	Administrative Staff – AMDPS

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	incomplete or not properly accomplished, return the documents and state the lacking documents and/or provide instructions to properly accomplish and complete the requirements.			
	1.2 Forwards the complete set of documents to the FMD	None	10 minutes	<i>Administrative Staff – AMDPS</i>
	1.3 Prepares two (2) copies of the Disbursement Voucher (DV), two (2) copies of the List of Due and Demandable Accounts Payable (LDDAP), and three (3) copies of the Obligation Request Slip (ORS)	None	4 hours	<i>Administrative Staff – FMD</i> <i>Administrative Officer – FMD</i>
	1.4 Forwards DV, ORS, LDDAP, and supporting documents to the Head of the Requesting Unit for necessary certifications	None	10 minutes	<i>Administrative Staff – FMD</i>
	1.5 Certifies and signs in Box A of ORS and DV	None	3 hours	<i>Chief Administrative Officer of AMD</i>
	1.6 Returns to the FMD the certified DV and ORS and supporting documents	None	10 minutes	<i>Administrative Staff – AMD</i>

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	1.7 Certifies and signs in Box B of ORS	None	3 hours	<i>Administrative Officer – FMD</i>
	1.8 Certifies and signs in Box C of DV and Box A of LDDAP	None	1 day	<i>Accountant IV Chief Accountant</i>
	1.9 Forwards DV, LDDAP, ORS, and supporting documents to the authorized approver for his approval	None	10 minutes	<i>Administrative Staff – FMD</i>
	1.10 Approves and signs Box D of DV and Box B of LDDAP	None	1 day	<i>Government Corporate Counsel or his/her authorized representative</i>
	1.11 Forwards approved DV and LDDAP to the Cashier Section for check preparation	None	10 minutes	<i>Administrative Staff – Authorized Approver</i>
	1.12 Prepares the check voucher, check, Advice to Debit Account (ADA), and/or Authority to Debit/Credit (ADC), whichever is applicable	None	1 hour	<i>Administrative Staff – AMDCS Administrative Officer – AMDCS</i>
	1.13 Reviews and signs the Box A of the check voucher, check, ADA, and/or ADC	None	30 minutes	<i>Administrative Officer – AMDCS</i>
	1.14 Forwards the check voucher, check, ADA, and/or ADC for the approval of the authorized approver	None	10 minutes	<i>Administrative Staff – AMDCS</i>

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	1.15 Reviews and signs the Box B of the check voucher, check, ADA, and/or ADC	None	3 hours	Government Corporate Counsel or his/her authorized representative
	1.16 Returns the signed check voucher, check, ADA, and/or ADC to the Cashier Section	None	10 minutes	Administrative Staff – Authorized Approver
	1.17 Prepares Advice of Checks Issued and Cancelled	None	15 minutes	Administrative Staff – AMDCS
	1.18 Approves Advice of Checks Issued and Cancelled	None	15 minutes	Administrative Officer – AMDCS
<i>Agency action steps 1.19 to 1.20 are applicable to disbursements through ADA only</i>				
	1.19 Encodes the details of the LDDAP-ADA for internal creditors in the eMDS module of LandBank	None	15 minutes	Administrative Staff – AMDCS
	1.20 Approves the LDDAP-ADA for internal creditors transaction in the eMDS module of Landbank	None	1 day* and 15 minutes *pertains to the estimated processing time of LandBank in transferring funds to the bank account of the payee	Administrative Officer – AMDCS
<i>Agency action steps 1.21 to 3.1 and Client steps 2 to 3 are applicable to disbursements through checks only</i>				
	1.21 Notifies the employee that his/her check is ready for pick-up	None	1 day	Administrative Staff – AMDCS
2. Employee presents requirements needed	2.1 Verifies the employee's information and	None	10 minutes	Administrative Staff – AMDCS



<ul style="list-style-type: none"> Payee's two (2) valid IDs, or Valid authorization or Special Power of Attorney for representative 	validates requirements presented			Administrative Officer – AMDCS
	2.2 Verifies if the employee has a duly signed check ready for release, if none, client is informed of the status.	None	10 minutes	Administrative Staff – AMDCS Administrative Officer – AMDCS
	2.3 Gives check details	None	10 minutes	Administrative Staff – AMDCS
3. Receives the check and signs received portion of the disbursement voucher	3.1 Presents the warrant register logbook for client/s to affix signature and date of transaction then releases the checks/s.	None	10 minutes	Administrative Staff – AMDCS
TOTAL		5 days, 3 hours, 40 minutes		

5. Processing of Common Financial Transactions

Process financial claims with a complete set of documentary requirements up to the preparation and approval of Check or List of Due and Demandable Accounts Payable (LDDAP).

Office or Division:	Financial Management Division Administrative Management Division – Cashier Section End-user/Requesting Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Client
Who may avail:	OGCC Employees/Divisions/Sections/Committees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Processing of Salary and Other Compensation disbursed through crediting to ATM payroll accounts	
• Payroll	Personnel section
• Appropriate legal basis or authority	Personnel section
• Additional requirements for:	Personnel section

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<ul style="list-style-type: none"> - RATA <ul style="list-style-type: none"> o Certification that the official/employee did not use government vehicle and is not assigned any government vehicle o Certificate or evidence of service rendered or approved DTR - Mid-Year Bonus, Year-End Bonus, Clothing Allowance, Other Bonuses and Allowances <ul style="list-style-type: none"> o Certified list of eligible employees 	
2. Cash advance	
<ul style="list-style-type: none"> • Approved Office Order 	Office of the GCC
<ul style="list-style-type: none"> • Approved travel itinerary (for travel expenses only) 	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 	Accounting Section
3. Reimbursement of travel expenses	
<ul style="list-style-type: none"> • Approved Office Order 	Office of the GCC
<ul style="list-style-type: none"> • Approved itinerary of travel 	Employee concerned
<ul style="list-style-type: none"> • Certificate of travel completed 	Employee concerned
<ul style="list-style-type: none"> • Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee 	Travel agency or its equivalent host
<ul style="list-style-type: none"> • Certificate of appearance/attendance 	Agency/Service Provider
<ul style="list-style-type: none"> • Reimbursement Expenses Receipt (RER), if applicable 	Accounting Section
<ul style="list-style-type: none"> • Post-training Report 	Employee concerned
4. Claims for goods delivered and services rendered	
<ul style="list-style-type: none"> • Purchase Order / Contract 	Supply and Property Section / End user
<ul style="list-style-type: none"> • Request for Quotation (RFQ) duly acknowledged receipt by supplier 	BAC Secretariat / End user
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Approved Purchase Request (PR) and Annual Procurement Plan (APP) 	Supply and Property Section / End user
<ul style="list-style-type: none"> • Delivery receipt (for Goods) or Statement of Account/Billing Statement (Service) 	Supplier
<ul style="list-style-type: none"> • Signed Inspection and Acceptance Report 	Inspectorate Committee

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● 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		
5. 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		
6. Training and Seminar Expenses				
● 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		
● Certificate of Attendance (for external training)		Host agency/service provider		
● Post training report		Employee concerned		
● Office Receipts (meals)		Supplier		
● Attendance sheet (for in-house training)		Learning and Development Committee (LND)		
7. For honorarium of resource speaker:		LND		
● Invitation duly accepted by the speaker or conforme letter				
● Curriculum vitae		LND		
● Program of Activities		LND		
● Office Order for the conduct of the activity and authority to collect honorarium		GCC		
● 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 the complete set of documents and checks the completeness of the submission. If incomplete, return the documents and	None	3 hours	Administrative Staff – AMDPS

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	state the lacking documents and/or provide instructions to properly accomplish and complete the requirements.			
	1.2 Prepares two (2) copies of the Disbursement Voucher (DV), two (2) copies of the List of Due and Demandable Accounts Payable (LDDAP), and three (3) copies of the Obligation Request Slip (ORS)	None	4 hours	<i>Administrative Staff – FMD</i> <i>Administrative Officer – FMD</i>
	1.3 Forwards DV, ORS, LDDAP, and supporting documents to the Head of the Requesting Unit for necessary certifications	None	10 minutes	<i>Administrative Staff – FMD</i>
	1.4 Certifies and signs in Box A of ORS and DV	None	3 hours	<i>Head of the end-user/requesting unit</i>
	1.5 Returns to the FMD the certified DV and ORS and supporting documents	None	10 minutes	<i>Head of the end-user/requesting unit</i>
	1.6 Certifies and signs in Box B of ORS	None	3 hours	<i>Administrative Officer – FMD</i>
	1.7 Certifies and signs in Box C of DV and Box A of LDDAP	None	1 day	<i>Accountant IV</i> <i>Chief Accountant</i>
	1.8 Forwards DV, LDDAP, ORS, and supporting documents to the authorized approver for his approval	None	10 minutes	<i>Administrative Staff – FMD</i>



	1.9 Approves and signs Box D of DV and Box B of LDDAP	None	1 day	Government Corporate Counsel or his/her authorized representative
	1.10 Forwards approved DV and LDDAP to the Cashier Section for check preparation	None	10 minutes	Administrative Staff – Authorized Approver
	1.11 Prepares the check voucher, check, Advice to Debit Account (ADA), and/or Authority to Debit/Credit (ADC), whichever is applicable	None	1 hour	Administrative Staff – AMDCS Administrative Officer – AMDCS
	1.12 Reviews and signs the Box A of the check voucher, check, ADA, and/or ADC	None	30 minutes	Administrative Officer – AMDCS
	1.13 Forwards the check voucher, check, ADA, and/or ADC for the approval of the authorized approver	None	10 minutes	Administrative Staff – AMDCS
	1.14 Reviews and signs the Box B of the check voucher, check, ADA, and/or ADC	None	3 hours	Government Corporate Counsel or his/her authorized representative
	1.15 Returns the signed check voucher, check, ADA, and/or ADC to the Cashier Section	None	10 minutes	Administrative Staff – Authorized Approver
	1.16 Prepares Advice of Checks Issued and Cancelled	None	15 minutes	Administrative Staff – AMDCS



	1.17 Approves Advice of Checks Issued and Cancelled	None	15 minutes	Administrative Officer – AMDCS
<i>Agency action steps 1.18 to 1.20 are applicable to disbursements through ADA only</i>				
	1.18 Encodes the details of the LDDAP-ADA for internal creditors in the eMDS module of LandBank	None	15 minutes	Administrative Staff – AMDCS
	1.19 Approves the LDDAP-ADA for internal creditors transaction in the eMDS module of Landbank	None	1 day* and 15 minutes <i>*pertains to the estimated processing time of LandBank in transferring funds to the bank account of the payee</i>	Administrative Officer – AMDCS
	1.20 Forwards ADC, ACIC, and other supporting documents to LandBank	None	2 hours	
<i>Agency action steps 1.21 to 3.1 and Client steps 2 to 3 are applicable to disbursements through checks only</i>				
	1.21 Notifies the end-user/requesting unit that the check is ready for pick-up	None	1 day	Administrative Staff – AMDCS
2. Payee presents requirements needed • Payee's two (2) valid IDs, or • Valid authorization or Special Power of Attorney for representative	2.1 Verifies the payee's information and validates requirements presented	None	30 minutes	Administrative Staff – AMDCS Administrative Officer – AMDCS
	2.2 Verifies if the payee has a duly signed check ready for release, if none,	None	30 minutes	Administrative Staff – AMDCS

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	client is informed of the status.			<i>Administrative Officer – AMDCS</i>
	2.3 Gives check details	None	10 minutes	<i>Administrative Staff – AMDCS</i>
3. Receives the check and signs received portion of the disbursement voucher	3.1 Presents the warrant register logbook for client/s to affix signature and date of transaction then releases the checks/s.	None	10 minutes	<i>Administrative Staff – AMDCS</i>
Total		5 days, 5 hours, 30 minutes		

6. 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, repairs and maintenance, courier services, transportation of messengers to deliver documents, gasoline/diesel for OGCC vehicles and notarial services/fees.

Office or Division:	Administrative Management 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 Form● Requisition and Issue Slip● Purchase Request (PR)● Request for Quotation (involving PhP2000 and above)● Copy of canvass forms / quotations from at least (3) suppliers● Inspection and Acceptance Report● Official Receipt/Sales Invoice● Inventory 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 Form● Attendance Sheet or Minutes of Meeting● Notice of Meeting		Cashier Section Requesting Employee Requesting Employee	



<ul style="list-style-type: none"> Official Receipt/Sales Invoice 	Supplier / service provider
3. Transportation Expenses for Attendance to Official Meetings (within Metro Manila) <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 	Cashier Section Requesting Employee Service provider Service provider Service provider Requesting Employee
4. Courier Services / Postage and Delivery Expenses <ul style="list-style-type: none"> Petty Cash Voucher Form Official Business Form/Slip Itinerary of Travel 	Cashier Section Personnel Section Requesting Employee
5. Communication Expenses <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 	Cashier Section Service Provider Service Provider Requesting Employee
6. Gasoline/Diesel Expenses <ul style="list-style-type: none"> Petty Cash Voucher Form Driver's Trip Ticket Official Receipts/Sales Invoice 	Cashier Section Driver Service Provider
7. Notarial Fees <ul style="list-style-type: none"> Petty Cash Voucher Form Official Receipts Official Receipts/Sales Invoice 	Cashier Section Requesting Employee Service Provider
8. Repairs and Maintenance <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 Pre/Post Repair Inspection Report (if applicable) 	Cashier Section Requesting Employee (thru Supply Section) Requesting Employee (thru Supply Section) Requesting Employee (thru Supply Section) Inspectorate Committee Service Provider 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	30 minutes	Cashier III
	1.2 Checks accuracy of totals	None	30 minutes	Cashier III
	1.3 Releases cash to claimant	None	15 minutes	Cashier III
2. Receives cash advance/reimbursement of expenses and sign "Received" portion of the PCV form.	2.1 Records transaction and reconciles thru Cash Count	None	30 minutes	Cashier III
TOTAL		None	1 hour, 45 minutes	

7. 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 RA 12009 or the New Government Procurement Act and its Implementing Rules and Regulations (IRR)

Office or Division:	Administrative Division – Supply and Property Section Bids and Awards Committee (BAC) Inspectorate Committee	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen	
Who may avail:	All OGCC officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PR		From End-user

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Terms of Reference (TOR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR and TOR	1.1 Evaluates PR	None	1 day	BAC Secretariat
	1.1.1. If included in the Annual Procurement Plan(APP), refer to the Bids and Awards Committee (BAC) for procurement process	None	1 hour	BAC Secretariat
	1.1.2 If not included in the APP, coordinates with BAC for preparation of supplemental APP	None	1 hours	BAC Secretariat
	1.2 Forwards PR to the BAC for the conduct of procurement	None	1 hour	BAC Secretariat
	1.3 Procures the good or service required	None	The period for this step is covered under RA 12009 and its IRR.	Bids and Awards Committee (BAC) Head of the Procuring Entity for Contract Award and Signing
	1.4 Coordinates with Inspectorate Committee for inspection / acceptance of goods	None	1 hour	Supply Officer
	1.5 Inspects the goods	None	2 days	Inspectorate Committee Chairperson

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	1.5.1 If items delivered do not conform with the specifications, returns to the supplier for replacement to conform with the specifications	None		Supply Officer End-user
	1.5.2 If items conform with the specifications, inspects, accepts, and issues to End-User	None		Inspectorate Committee Chairperson Supply Officer
TOTAL		None	The total period for this step is subject to the provisions of RA 12009 and its IRR.	

8. 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 BAC Inspectorate Committee
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All OGCC officials and employees
CHECKLIST OF REQUIREMENTS	
PR TOR	WHERE TO SECURE 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	1 hour	Supply Officer
	1.2 Checks if requested supply / equipment is available in the DBM-PS	None	1 hour	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 days	Supply Officer
	[if not available in PS] 1.3.1 Issues Certificate of Non-availability of Stocks 1.3.2 Proceeds to procure the items applying the appropriate mode of procurement; see process for procurement of non-common goods and services	None	30 minutes <i>The period for this step is covered under RA 12009 and its IRR.</i>	Supply Officer BAC
	1.4 Arranges delivery / pick-up from DBM-PS	None	1 day	Supply Officer



	1.5 Coordinates with the Inspectorate Committee for inspection / acceptance of goods	None	1 hour	Supply Officer
	1.6 Inspects the items	None	2 days	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 Supply Officer End-user
	1..6.1If items conform with the specifications, inspects, accepts, and issues to End-User	None		Inspectorate Committee Chairperson Supply Officer
TOTAL		None	The total period for this step is subject to the provisions of RA 12009 and its IRR.	

9. 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

Handwritten signatures and initials



1. Submits signed and approved RIS to Supply Section	1.1 Checks stocks for availability of materials and office supplies 1.1.1 If not available, prepare PR; see process for procurement of common/non-common use goods	None	30 minutes	Supply Officer
	1.2 Issues materials and office supplies to end-users.	None	1 hour	Supply Officer
TOTAL			1 hour, 30 minutes	

10. Processing of Request for Information Technology (IT) Technical Support

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

Office or Division:	Information and Records Management Division - IT Section Administrative Management Division – Supply and Property Section BAC			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
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	30 minutes	ITO
	[If the technical problem is simple]	None	1 hour	ITO



	1.2.1 Conducts troubleshooting activities			
	1.3 Informs the end-user that the issue has been resolved	None	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 day	ITO
	[If the issue is solved] 1.3.1 Informs and returns the equipment to its end-user	None	30 minutes	ITO
	[If the issue cannot be addressed] 1.3.2 Relays needed parts to Supply Section for procurement, if necessary	None	30 minutes	ITO
	1.4 Issues temporary equipment/device, if available	None	4 hours	Supply Officer
	1.5 Procures the needed parts	None	The period for this step is covered under RA 12009 and its IRR.	BAC
	1.6 Installs the necessary part/s once available	None	1 day	ITO

[Handwritten signatures and initials]



	and fixes the IT equipment			
	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	The total period for this step is subject to the provisions of RA 12009 and its IRR.	

11. 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:	Information and Records Management 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	1 hour	ITO
	[If the technical problem is simple]	None	4 hour	ITO
	1.2 Conduct basic troubleshooting activities			
	1.3 Informs the end-user that the issue has been resolved	None	30 minutes	ITO

Handwritten signatures and initials.



	[If more technical services are required] 1.2.1 Conducts thorough diagnosis and advance troubleshooting activities	None	1 day, 30 minutes	ITO
	[If the issue is solved] 1.3.1. Informs the end-user	None	30 minutes	ITO
	[If the issue cannot be addressed] 1.3.2 Elevates the matter to the Service Provider for resolution	None	30 minutes	ITO
TOTAL		None	1 day, 7 hours	
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.				

12. 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:	Information and Records Management Division – OGCC Law Library and Knowledge Resource Center			
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		OGCC Law Library and Knowledge Resource Center		
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	15 minutes	<i>Librarian III</i>
	1.2 Searches the name of the borrower and verifies the status at Concourse	None	30 minutes	
	1.3 Searches the book at Concourse and checks out the book under the borrower's account	None	30 minutes	
	1.4 Stamps the due date and counter signs the Due Date Slip and Book Card	None	15 minutes	
	1.5 Files book card	None	30 minutes	
TOTAL		None	1 hour, 30 minutes	

11. 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:	Information and Records Management Division – OGCC Law Library and Knowledge Resource Center			
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		OGCC Law Library and Knowledge Resource Center		
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	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	15 minutes	
	1.3 Inserts book card in the book and returns the book to the shelf	None	15 minutes	
TOTAL			45 minutes	

12. 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:	Information and Records Management Division – OGCC Law Library and Knowledge Resource Center Administrative Management 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		
Employee ID		Requesting Party		
Formal Declaration of Lost Book/s		Requesting Party		
Affidavit of Loss		From Client		
Payment Request Form		OGCC Law Library and Knowledge Resource Center		
Official Receipt		Cashier Section		
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	15 minutes	Librarian III



	1.2 Retrieves book card and checks inventory list	None	30 minutes	
	1.3 Assesses the cost of the book	None	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	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	30 minutes	Librarian III
4. Receives ID and OR, and verifies clearance at Concourse	4.1 Clears employee from the Delinquent Database	None	15 minutes	
	4.2 Reports new book to the Cataloging and Metadata Section	None	15 minutes	
	4.3 Changes status at Concourse	None	15 minutes	
TOTAL			3 hours	

13. Filing of Outbound Pleadings through Personal Delivery/ Registered Mail or Private Courier

Process the request for the physical filing of pleadings to various courts

Office or Division:	Information and Records Management Division – Records Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	All OGCC Lawyers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Outbound pleadings for court (the no. of copies is specified by the Rules of Court) 2 receiving copies specific number for copy furnished parties annexes 		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of outbound pleadings with annexes to the OGCC Records Section, which are due to be filed to the courts	1.1 Accepts outbound pleadings with annexes, and corresponding affidavit of service	None	3 hours from receipt of complete documents	<i>Administrative Assistant</i>
	1.2 Encodes the details of the outbound pleadings in in the appropriate Records Section database	None		

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[Signature]

[Signature]



	1.3 Processes dispatch of the outbound pleadings: <ul style="list-style-type: none"> • Weighs the enveloped outbound pleading, stamps with PhilPost Indicia • Encodes dispatch details in the PhilPost Certificate of Mailing and related documents • Assigns a messenger for delivery of the processed outbound pleadings 	None		
TOTAL			3 hours	

14. Electronic Filing of Outbound Pleadings

Process the filing of outbound pleadings whose primary manner of filing is through Electronic filing.

Office or Division:	Information and Records Management Division – Records Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	All OGCC Lawyers
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



Receiving copy of filed outbound pleading Affidavit of Service Verified Declaration for Electronic Filing Annexes		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of outbound pleadings with annexes to the OGCC Records Section, which are due to be filed to the courts	1.1 Accepts outbound pleadings with annexes, and corresponding affidavit of service and verified declaration for electronic filing	None	3 hours from receipt of complete documents	Administrative Assistant
	1.2 Encodes the details of the outbound pleadings in the appropriate Records Section database			
	1.3 Scans the outbound pleadings with all its relevant documents and annexes; renames the files following the format as specified by the court; saves the files in the Records Section's centralized database of scanned pleadings			Administrative Assistant



	1.4 E-files the pleading to the court, following the e-filing format and timelines as specified by the court			
TOTAL			3 hours	

15. Borrowing Case Folders from the Docket Room

Process the checking-out of case folders from the OGCC Docket Room, using the existing Docket system to record the transaction.

Office or Division:	Information and Records Management Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All OGCC Lawyers and Secretaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Docket Unit's Borrower's Card		Docket Unit		
Docket Unit's Database of Litigation Cases				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a specific case folder to be borrowed	1.1 Initially checks the borrower's card to make sure if the folder being borrowed is in the Docket room or was previously borrowed and has not been returned	None	2 minutes	<i>Administrative Assistant</i>
	1.2 If the folder being borrowed is in the Docket Room, retrieves the case folder from its appropriate shelf	None	5 minutes	<i>Administrative Assistant</i>



	1.3 Shows the folder to the borrower for counter-checking	None	5 minutes	<i>Administrative Assistant</i>
	1.3 Records the details of the folder being borrowed in its corresponding borrower's card, and lets the borrower acknowledges receipt on the borrower's card	None	2 minutes	<i>Administrative Assistant</i>
	1.4 Encodes the details of the transaction in the Docket's database for daily borrow-return history.	None	1 minute	<i>Administrative Assistant</i>
	1.5 Files the borrower's card in the appropriate card organizer	None	1 minute	<i>Administrative Assistant</i>
TOTAL			16 minutes	

16. Returning Case Folders to the Docket Room

Process the return of case folders to the OGCC Docket Room, using the existing Docket system to record the transaction.

Office or Division:	Information and Records Management Division – Records Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All OGCC Lawyers and Secretaries
CHECKLIST OF REQUIREMENTS	
Docket Unit's Borrower's Card	Docket Unit
Docket Unit's Database of Litigation Cases	
Case Folders to be Returned	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents case folder for return/check-in at the Docket Room	1.1 Receives case folder for return/check-in	None	1 minute	<i>Administrative Assistant</i>
	1.2 Retrieves the borrower's card from the card organizer; clears the borrower's account by acknowledging receipt of the folder in the appropriate space in the borrower's card	None	3 minutes	<i>Administrative Assistant</i>
	1.3 Returns the case folder in its appropriate shelf	None	5 minutes	<i>Administrative Assistant</i>
	1.3 Encodes the details of the transaction in the Docket's database for daily borrow-return history.	None	5 minutes	<i>Administrative Assistant</i>
	1.4 Files the borrower's card in the appropriate card organizer	None	1 minute	<i>Administrative Assistant</i>
TOTAL			15 minutes	

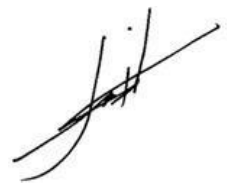




VI. Feedback and Complaints Mechanism

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	Feedback will be collated and tabulated and will be sent to the Office of the GCC, for discussion during the Management Committee meeting.
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	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.
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>



	<p>Presidential Complaint Center (PCC):</p> <p><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</p>
	<p>Anti-Red Tape Authority</p> <p><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</p>



VII. List of Offices and Contact Information

Address	Contact Information
3/F MWSS Administration Building, Katipunan Road, Old Balara, Quezon City	<p>GCC Solomon M. Hermosura Tel. No.: +63(2) 7618-7665</p> <p>DGCC Aniceto A. Calubaquib, Jr. Tel. No.: +63(2)7504-9020</p> <p>Team 1 Team Leader: AGCC Howard Randy A. Arzadon Tel. No.: +63(2)7586-3785</p> <p>Team 2 Team Leader: AGCC Jonathan C. Nicolas Tel. No.: +63(2)7587-9803</p> <p>Team 3 Team Leader: AGCC Basilia S. Angeles Tel. No.: +63(2)7796-3447</p> <p>Team 4 Team Leader: AGCC Tricia Nicole Q. Velasco-Catera Tel. No.: +63(2)7964-5434</p> <p>Team 5 Team Leader: AGCC Melissa M. Acorda Tel. No.: +63(2)7978-1296</p> <p>Team 6 Team Leader: AGCC Kathrina Maria A. Reyes Tel. No.: +63(2)7504-2822</p> <p>Team 7 Team Leader: AGCC Fiona P. De Leon Tel. No.: +63(2)7618-0271</p> <p>Team 8 Team Leader: AGCC Manuel F. Santos, Jr. Tel. No.: +63(2)7966-4117</p> <p>Team 9 Team Leader: AGCC Reginald Jeremy I. Wan Tel. No.: +63(2)7219-7262</p> <p>Team 10</p>



Team Leader: AGCC Jose Marie C. Capili
Tel. No.: +63(2)7978-1296

Administrative Management Division

Personnel Section

HRM Officer: Sonia P. Tubo
Tel. No.: +63(2) 7964-4979

Supply and Property Section

Supply Officer: Maria Cristina Batuyong
Tel. No.: +63(2) 7617-2991

Cashier Section

Cashier: Lolita E. Palazon
Tel. No.: +63(2) 7616-5936

Information and Records Management Division

OGCC Law Library and Knowledge Resource Center

Librarian III:
Tel. No.: +63(2) 7978-2044

Records Section

Records Officer: Rhoda G. Daet
Tel. No.: +63(2) 7622-5119

IT Section

IT Officer: Ian Carlo R. Cometa
Tel. No.: +63(2) 7622-5119

Financial Management Division

Budget and Accounting Section

Supervising Administrative Officer: Ryan Joseph Rodriguez
Tel. No.: +63(2) 7975-4538

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