



# OFFICE OF THE GOVERNMENT CORPORATE COUNSEL

## CITIZEN'S CHARTER 2026 (6<sup>th</sup> Edition)

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## I. Mandate

Safeguard the legal interest of all government-owned or -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”.

## II. 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.

## III. Mission

Provision of effective legal service to all government corporations.

## IV. 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 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.

<b>Office or Division:</b>	Concerned Legal Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Client government corporations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits the letter request and complete documentary requirements to the OGCC's Records Section thru personal delivery or, if valid circumstances constrain the	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			

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client to do so, by registered mail, court-accredited courier, or email	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 from receipt of document (3 days)	AGCC/Team Leader of concerned Team
	1.5 Reviews and recommends approval of the draft - Second Level	None		2 days from receipt of document (2 days)	Deputy Government Corporate Counsel (DGCC)
	1.6 Reviews and approves the draft for finalization	None		2 days from receipt of document (2 days)	Government Corporate Counsel (GCC)
	1.7 Finalizes the draft	None		3 days from receipt of document (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	

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	1.9 Dispatches the final and official Legal Opinion and Contract Review	None	5 hours upon receipt (5 hours)	<i>Records Officer</i>
<b>TOTAL</b>		None	20 days	

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.

<b>Office or Division:</b>	Concerned Legal Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Client government corporations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of endorsement of case (1 copy)</li> <li>Case records and supporting documents</li> </ul>		From Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	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			

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to do so, by registered mail, court-accredited courier, or email	1.2 Assigns the request to a lawyer for handling of the case, appearance in court, and drafting of pleadings	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 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.

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



personal delivery, or by registered mail, or by accredited courier	appropriate assignment slip			
	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>
<b>TOTAL</b>			<b>3 hours</b>	

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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.

<b>Office or Division:</b>	Concerned Legal Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Client government corporations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Petition (3 copies) with proof of service to the respondent			From Client	
Supporting documents, if any			From Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)	<i>Records Officer</i>
	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
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Concerned Legal Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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)	<i>Records Officer</i>
	1.2 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*).



<b>Office or Division:</b>	Concerned Legal Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Client government corporations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request to handle arbitration (1 copy)			From Client	
Supporting documents, if any			From Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)	<i>Records Officer</i>
	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)	<i>AGCC/Team Leader/OIC of concerned Team</i>
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Concerned Legal Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Client government corporations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of endorsement of case (1 copy)</li> <li>Case records and supporting documents</li> </ul>			From Client	

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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

The request includes deputation of in-house counsels; grant of authority to hire external counsels; approval of retainer contracts of external lawyers; and requirement from legal departments of government corporations to submit periodic reports of work performed and/or accomplished.

<b>Office or Division:</b>	Concerned Legal Team
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Client government corporations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Deputation of in-house counsel: 1. Letter Request for Deputation 2. Details of existing Letter of Authority, if any 3. Updated Mandatory Continuing Legal Education (MCLE) Certificate of Compliance 4. Due Diligence Report	From Client



<p>5. Executive Case Brief of the case subject of the request for deputation</p> <p>6. Additional requirements in case of first-time request for deputation:</p> <p>6.1. Appointment Paper/s of the lawyer/s to be deputized, in the prescribed Civil Service Commission (CSC) Form, or for a non-chartered government corporation, equivalent appointment form</p> <p>6.2. Personal Data Sheet/s (PDS)</p> <p>B. For authority to engage external counsel:</p> <ol style="list-style-type: none"><li>1. Letter Request for deputation</li><li>2. Contract of Service/Retainer Agreement</li><li>3. Due Diligence Report</li><li>4. OGCC Contract Review Relating to the Contract of Service/Retainer Agreement</li><li>5. Curriculum Vitae of the lawyer/s to be deputized, with recent government-issued ID or IBP card</li><li>6. Updated MCLE Certificate of Compliance</li><li>7. IBP-issued Certificate of Good Standing for the current year</li><li>8. Sworn Affidavit that the Private or External Counsel/s is not representing or will not undertake to represent any client or interest opposed or adverse to that of OGCC and any of its client government corporations during the period of deputation</li><li>9. Executive Case Brief of the case, subject of the request for deputation.</li></ol> <p>C. For retainer contracts of External Lawyers<sup>1</sup></p> <ol style="list-style-type: none"><li>1. Letter Request</li><li>2. Draft retainer contract</li><li>3. Board Resolution approving the engagement of an external counsel</li></ol>	
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<sup>1</sup> To be processed in accordance with the process for Contract Review.



4. Curriculum Vitae of the Lawyer, with recent government-issued ID or IBP Card 5. Updated MCLE Certificate of Compliance 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 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	None	3 hours from receipt of complete documents (3 hours)	<i>AGCC/Team Leader/OIC of concerned Team</i>
	1.3 Evaluates the request and prepares draft Letter of Authority	None	4 days from receipt of document (4 days)	<i>GCA</i>
	1.4 Reviews and recommends approval of the draft - First Level	None	1 day from receipt of document (1 day)	<i>AGCC/Team Leader/OIC of concerned Team</i>
	1.5 Reviews and recommends approval of the	None	1 day from receipt of document (1 day)	<i>DGCC</i>

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	draft - Second Level			
	(Involving CA/SC cases) 1.6 Reviews and approves the draft for finalization	None	1 day from receipt of document (1 day)	GCC
	1.7 Finalizes the draft	None	1 day from receipt of document (1 day)	<i>Handling Lawyer (GCA I to IV) of concerned Team</i>
	1.8 Proofreads and signs the Final and Official Letter of Authority	None	1 day from receipt of document (1 day)	DGCC  GCC, if involving CA/SC Cases
	1.9 Dispatches the final and official Letter of Authority	None	2 hours upon receipt of document (2 hours)	<i>Records Officer</i>
TOTAL		None	10 days (provided all required documents are submitted)	

## 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.

<b>Office or Division:</b>	Concerned Legal Team			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Client government corporations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 copy)		From Client		
Supporting documents, if any				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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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 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)	<i>AGCC/Team Leader/OIC of concerned Team</i>
	1.3 Informs client of receipt of the request and confirms initial action thereon	None	3 days from receipt of document (3 days)	<i>Handling Lawyer (GCA I to IV) of concerned Team</i>
<b>TOTAL</b>		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.

<b>Office or Division:</b>	FOI Officers / Concerned Legal Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Proof of Identification (1 copy)		Citizen / Requesting Party		
Filled-out FOI Request Form (1 copy)		Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request and complete	1.1.1 Stamps received and makes	None	3 hours from receipt of	<i>Records Officer</i>

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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	appropriate entries / encoding; Attaches appropriate assignment slip		complete documents (3 hours)	
	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>
	1.1.5 Approves or denies the request	None	2 days from receipt of the document (2 days)	<i>GCC</i>
	1.1.6 If request is approved - prepares Certified True Copies of requested documents and the transmittal letter	None	2 days from receipt of document (2 days)	<i>FOI Receiving Officer</i>

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	If request is denied - prepares letter informing the requesting party of the reason for the denial of the request			
	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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## 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
  - ✓ With the requested employment item/details
- 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.

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

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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 from receipt of document (10 minutes)	Personnel Section AO
	1.3 Forwards the request to the person responsible	None	10 minutes from recording of request (10 minutes)	Personnel Section AO
	1.4 Retrieves necessary data from the source	None	4 hours from receipt of document (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 from receipt of document (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 from receipt of document (1 day)	Chief Administrative Officer of AMD  Personnel Section  Administrative Aide/Support AO

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	1.7 Informs the requesting party on the status of the request and its availability to be released	None	10 minutes from receipt of document (10 minutes)	Personnel Section AO/ Administrative Aide
	1.8 Releases document to the 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 from release (10 minutes)	Personnel Section AO
TOTAL			2 days, 1 hour	
<p>For Separated Employees:</p> <p>Email Message <a href="mailto:hr@ogcc.gov.ph">hr@ogcc.gov.ph</a></p> <p>(physical records are kept in separate enclosed areas)</p>	2.1 Monitors email requests	None	10 minutes from receipt of document (10 minutes)	Personnel Section AO
	2.2 Validates the request	None	3 hours from receipt of request (3 hours)	Personnel Section AO
	2.3 Acknowledges and records requests in the spreadsheet	None	10 minutes from validation (10 minutes)	Personnel Section AO
	2.4 Forwards the request to the person responsible (for retrieval or reproduction)	None	10 minutes from recording (10 minutes)	Personnel Section Administrative Aide/Support
	2.5 Retrieve necessary data from the source	None	1 hour from receipt of document (1 hour)	Personnel Section Administrative Aide/Support

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	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 from receipt of document (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 from completion of photocopying (1 day)	<i>Chief Administrative Officer of AMD</i>  <i>Personnel Section</i>  <i>Administrative Aide</i> <i>AO</i>
	2.8 Informs the client on the status of request	None	10 minutes from receipt of document (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 from receipt of document (10 minutes)	<i>Personnel Section</i>  <i>AO</i> <i>Administrative Aide</i>
TOTAL			2 Days, 1 hour	
Each requested document will be handled within three (3) days. Requests for multiple documents may require more than three (3) days to complete.				

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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, Wellness Leave, Maternity / Paternity Leave, and other specialized Leave (e.g. Solo Parent, etc.))

<b>Office or Division:</b>	Administrative Management Division - Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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 on 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 leave for 30 days or more)		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 from receipt of document (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 from recording (5 hours)	<i>Administrative Aide/Support</i>
	1.3. Certifies Leave Credits available	None	2 hours from computation (2 hours)	AO
	1.4. Routes and submits the Application for Leave Form to the employee's immediate superior for approval	None	1 hour from certification (1 hour)	<i>Administrative Aide/Support</i>



	(for AGCCs, the application is referred to the DGCC for recommendation for the GCC's approval)			
	1.5. Approves/ Disapproves leave	None	5 hours from receipt of document (5 hours)	<i>Immediate superior of the applicant employee/official</i>
	1.6. Returns approved leave to the Personnel Section	None	1 hour from approval / disapproval (1 hour)	<i>Immediate superior of the applicant employee/official</i>
	1.7. Photocopies Application Leave Form and issues one copy to the applicant employee/official	None	1 hour from receipt of document (1 hour)	<i>Administrative Aide/Support</i>
<b>TOTAL</b>			<b>2 days</b>	
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 from receipt of document (1 hour)	<i>Administrative Aide/Support</i>
	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 from recording (7 hours)	<i>Administrative Aide/Support</i>
	2.3. Computes and updates the remaining leave credits less the number of applied leave	None	5 hours from validation (5 hours)	<i>Administrative Aide/Support</i>
	2.4. Certifies Leave Credits available	None	2 hours from computation (2 hours)	AO

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	2.5. Routes and submits the Application for Leave Form to the employee's immediate superior for approval (for AGCCs, the application is referred to the DGCC for recommendation for the GCC's approval)	None	1 hour from certification (1 hour)	<i>Administrative Aide/Support</i>
	2.6. Approves/ Disapproves leave	None	6 hours from receipt of document (6 hours)	<i>Immediate superior of the applicant employee/official</i>
	2.7. Returns approved leave to the Personnel Section	None	1 hour from approval / disapproval (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 from receipt of document (1 hour)	<i>Administrative Aide/Support</i>
<b>TOTAL</b>			<b>3 days</b>	

### 3. Processing of Applications for Vacant Positions

Receive applications for vacant legal and administrative positions for processing in accordance with the 2025 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.

<b>Office or Division:</b>	Administrative Management Division - Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen
<b>Who may avail:</b>	All qualified applicants
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Letter of intent	<b>WHERE TO SECURE</b> Applicant



2. Personal Data Sheet (PDS) and Work Experience Sheet (WES)		Civil Service Commission (CSC) Website		
3. Performance Rating in the last rating period or Performance Appraisal		Applicant's previous employer		
4. Copy of Transcript of Records (TOR)		University/ College/ School graduated from		
5. Copy of Certificate of eligibility/ Bar Rating/ License		Supreme Court (SC)/ Professional Regulation Commission (PRC)/CSC/ Technical Education and Skills Development Authority/ Land Transportation Franchising and Regulatory Board (LTRFRB), or other applicable government authority		
6. Copy of updated MCLE Compliance/ Exemption, if applicable		Mandatory Continuing Legal Education (MCLE) Office		
7. Certificate of Bar Admission, if applicable		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 <a href="mailto:hr@ogcc.gov.ph">hr@ogcc.gov.ph</a>	1.1. Acknowledges through email receipt of the application	None	2 days from receipt of document (2 days)	AO
	TOTAL		2 Days  Step ends here as proceeding steps are subject to the rules and regulations provided in the 2025 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 from receipt of documents (10 minutes)	<i>Personnel Section Administrative Aide/Support</i>

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	2.1.2. Returns the receiving copy to the applicant	None	5 minutes from stamping of documents (5 minutes)	<i>Personnel Section Administrative Aide/Support</i>
	2.1.3. Acknowledges receipt of the application	None	2 days from return of documents (2 days)	AO
	TOTAL		days, 15 minutes	Step ends here as proceeding steps are subject to the rules and regulations provided in the 2025 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 from receipt of documents (10 minutes)	<i>Record Receiving Officer</i>
	2.2.2. Returns the receiving copy to the applicant	None	5 minutes from stamping of documents (5 minutes)	<i>Record Receiving Officer</i>
	2.2.3. Acknowledges receipt of the application	None	2 days from receipt of document (2 days)	AO
	TOTAL		2 days, 15 minutes	Step ends here as proceeding steps are subject to the rules and regulations provided in the 2025 ORAOHRA, as well as pertinent CSC issuances, rules and regulations on the matter.

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3. For submission through courier or registered mail (external applicants)	3.1. Receives and stamps "received" the submitted documents	None	10 minutes from receipt of document (10 minutes)	Record Receiving Officer
	3.2. Accomplishes the receiving form of the courier personnel or messenger	None	5 minutes from stamping of document (5 minutes)	Record Receiving Officer
	3.1.1. Acknowledges receipt of the application	None	2 days from receipt of document (2 days)	AO
TOTAL			2 days, 15 minutes	Step ends here as proceeding steps are subject to the rules and regulations provided in the 2025 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 2025 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)

<b>Office or Division:</b>	Administrative Management Division – Personnel Section (AMDPS) Administrative Management Division – Cashier Section (AMDPS) Financial Management Division (FMD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen



	G2G – Government to Government	
<b>Who may avail:</b>	Active and separated OGCC employees and officials	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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
1.7. GSIS Form (Enrollment)		OGCC Agency Authorized Officer for GSIS
1.8. Payroll Information on Employee (PINE) <ul style="list-style-type: none"> <li>● Full Name</li> <li>● Birth Date</li> <li>● Verified Tax Identification Number</li> <li>● Verified PhilHealth Identification Number</li> <li>● Verified Pag-IBIG Member Identification Number</li> <li>● LBP Payroll Bank Account Number</li> </ul>		Personnel Section
1.9. Additional requirements in case of transferee from other Government Institution <ul style="list-style-type: none"> <li>● Clearance from money, property, and legal accountabilities from the previous office</li> <li>● 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</li> </ul>		Previous Employer

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deductions from previous office, if any.	
<ul style="list-style-type: none"> <li>• Certification of bonuses and allowances received for the current year</li> </ul>	
<b>2. Terminal Leave and Retirement Gratuity</b>	
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
2.9. GSIS Form (Termination)	OGCC Agency Authorized Officer for GSIS
2.10. Certificate of leave credits and copy of leave card/s	Personnel Section
2.11. NOSA	Personnel Section
2.12. Ombudsman Clearance (additional requirements for claiming of retirement gratuity)	Office of the Ombudsman
2.13. Additional requirements in case of death of claimant <ul style="list-style-type: none"> <li>• Death certificate authenticated by NSO</li> <li>• Marriage contract authenticated by NSO</li> <li>• Birth certificates of all surviving legal heirs authenticated by NSO</li> <li>• Designation of next-of-kin</li> <li>• Waiver of rights of children 18 years old and above</li> </ul>	Legal Heirs
<b>3. Last Pay</b>	
3.1. Letter of Intent	Employee

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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 <ul style="list-style-type: none"> <li>• Death certificate authenticated by NSO</li> <li>• Marriage contract authenticated by NSO</li> <li>• Birth certificates of all surviving legal heirs authenticated by NSO</li> <li>• Designation of next-of-kin</li> <li>• Waiver of rights of children 18 years old and above</li> </ul>	Legal Heirs

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 incomplete or not properly accomplished, return the documents and state the lacking documents and/or provide instructions to properly accomplish and	None	3 hours from receipt of document (3 hours)	<i>Administrative Staff – AMDPS</i>

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	complete the requirements			
	1.2 Forwards the complete set of documents to the FMD	None	10 minutes from stamping (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 from receipt of document (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 from receipt of document (10 minutes)	<i>Administrative Staff – FMD</i>
	1.5 Certifies and signs in Box A of ORS and DV	None	3 hours from receipt of document (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 from receipt of document (10 minutes)	<i>Administrative Staff – AMD</i>
	1.7 Certifies and signs in Box B of ORS	None	3 hours from receipt of document (3 hours)	<i>Administrative Officer – FMD</i>

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	1.8 Certifies and signs in Box C of DV and Box A of LDDAP	None	1 day from receipt of document (1 day)	<i>Chief Accountant/ Accountant IV (Alternate)</i>
	1.9 Forwards DV, LDDAP, ORS, and supporting documents to the authorized approver for his approval	None	10 minutes from receipt of document (10 minutes)	<i>Administrative Staff – FMD</i>
	1.10 Approves and signs Box D of DV and Box B of LDDAP	None	1 day from receipt of document (1 day)	<i>AGCC for Administration / GCA for Administration (Alternate)</i>
	1.11 Forwards approved DV and LDDAP (manually prepared) to the Cashier Section for check preparation and LDDAP-ADA creation thru the Land Bank eMDS Module System	None	10 minutes from receipt of document (10 minutes)	<i>Administrative Staff – Authorized Approver</i>
	1.12 Prepares the check voucher, check, and create LDDAP-ADA whichever is applicable	None	1 hour from receipt of document (1 hour)	<i>Administrative Staff – AMDCS  Administrative Officer – AMDCS</i>
	1.13 Reviews and signs the Box A of the check voucher and check	None	30 minutes from receipt of document (30 minutes)	<i>Administrative Officer – AMDCS</i>
	1.14 Forwards the check voucher and check for	None	10 minutes from receipt of document	<i>Administrative Staff – AMDCS</i>

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	the approval of the authorized approver		(10 minutes)	
	1.15 Reviews and signs the Box B of the check voucher and check	None	3 hours from receipt of document (3 hours)	AGCC for Administration / GCA for Administration (Alternate)
	1.16 Returns the signed check voucher and check to the Cashier	None	10 minutes from receipt of document (10 minutes)	Administrative Staff – Authorized Approver
	1.17 Prepares Advice of Checks Issued and Cancelled	None	15 minutes from receipt of document (15 minutes)	Administrative Staff – AMDCS
	1.18 Approves Advice of Checks Issued and Cancelled	None	15 minutes from receipt of document (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 from receipt of document (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 from receipt of document (1 day, 15 minutes)	Administrative Officer – AMDCS
			<i>*pertains to the estimated processing time of LandBank in transferring funds to the bank account of the payee</i>	

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*Agency action steps 1.21 to 3.1 and Client steps 2 to 3 are applicable to disbursements through checks only*

	1.21 Notifies the employee that his/her check is ready for pick-up	None	1 day from receipt of document (1 day)	<i>Administrative Staff – AMDCS</i>
2. Employee presents requirements needed <ul style="list-style-type: none"> <li>• Payee's two (2) valid IDs, or</li> <li>• Valid authorization or Special Power of Attorney for representative</li> </ul>	2.1 Verifies the employee's information and validates requirements presented	None	10 minutes from receipt of document (10 minutes)	<i>Administrative Staff – AMDCS</i> <i>Administrative Officer – AMDCS</i>
	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 from receipt of document (10 minutes)	<i>Administrative Staff – AMDCS</i> <i>Administrative Officer – AMDCS</i>
	2.3 Gives check details	None	10 minutes from verification (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 from receipt of document (10 minutes)	<i>Administrative Staff – AMDCS</i>
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).

<b>Office or Division:</b>	Financial Management Division Administrative Management Division – Cashier Section End-user/Requesting Unit
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen	
<b>Who may avail:</b>	OGCC Employees/Divisions/Sections/Committees/Various suppliers, service providers and former employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Processing of Salary and Other Compensation and Other Benefits disbursed through crediting to ATM payroll accounts		
<ul style="list-style-type: none"> <li>● Payroll</li> </ul>		Personnel section
<ul style="list-style-type: none"> <li>● Appropriate legal basis or authority</li> </ul>		Personnel section
<ul style="list-style-type: none"> <li>● Additional requirements for:             <ul style="list-style-type: none"> <li>- RATA                 <ul style="list-style-type: none"> <li>○ Certificate or evidence of service rendered or approved DTR</li> </ul> </li> <li>- Mid-Year Bonus, Year-End Bonus, Clothing Allowance, Other Bonuses and Allowances                 <ul style="list-style-type: none"> <li>○ Certified list of eligible employees</li> </ul> </li> <li>- Communication Expenses                 <ul style="list-style-type: none"> <li>○ Self-certification that communication expenses incurred were all official in nature and necessary in performance of official functions.</li> <li>○ Certificate or evidence of service rendered or approved DTR.</li> </ul> </li> <li>- Extraordinary and Miscellaneous Expenses                 <ul style="list-style-type: none"> <li>○ Certification executed by the official concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA</li> </ul> </li> </ul> </li> </ul>		Personnel section
2. Cash advance		
<ul style="list-style-type: none"> <li>● Approved Office Order</li> </ul>		Office of the GCC
<ul style="list-style-type: none"> <li>● Approved travel itinerary (for travel expenses only)</li> </ul>		Employee concerned
<ul style="list-style-type: none"> <li>● Certification from the accountant that the previous cash advance has been liquidated and accounted for in books</li> </ul>		Accounting Section
3. Reimbursement of travel expenses		
<ul style="list-style-type: none"> <li>● Approved Office Order</li> </ul>		Office of the GCC

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<ul style="list-style-type: none"> <li>● Approved itinerary of travel</li> </ul>	Employee concerned
<ul style="list-style-type: none"> <li>● Certificate of travel completed</li> </ul>	Employee concerned
<ul style="list-style-type: none"> <li>● Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee</li> </ul>	Travel agency or its equivalent host
<ul style="list-style-type: none"> <li>● Certificate of appearance/attendance</li> </ul>	Agency/Service Provider
<ul style="list-style-type: none"> <li>● Reimbursement Expenses Receipt (RER), if applicable</li> </ul>	Accounting Section
<ul style="list-style-type: none"> <li>● Post-training Report</li> </ul>	Employee concerned
<ul style="list-style-type: none"> <li>● Invoices/Official receipts/tape receipts or electronic receipts for airfares, taxi and other ride-hailing services.</li> </ul>	Employee concerned
4. Claims for goods delivered and services rendered	
<ul style="list-style-type: none"> <li>● Purchase Order / Contract</li> </ul>	Supply and Property Section / End user
<ul style="list-style-type: none"> <li>● Request for Quotation (RFQ) duly acknowledged receipt by supplier</li> </ul>	BAC Secretariat / End user
<ul style="list-style-type: none"> <li>● 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</li> </ul>	BAC Secretariat
<ul style="list-style-type: none"> <li>● Approved Purchase Request (PR) and Annual Procurement Plan (APP)</li> </ul>	Supply and Property Section / End user
<ul style="list-style-type: none"> <li>● Delivery receipt (for Goods) or Statement of Account/Billing Statement (Service)</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>● Signed Inspection and Acceptance Report</li> </ul>	Inspectorate Committee
<ul style="list-style-type: none"> <li>● Property Acknowledgment Receipt or Inventory Custodian Slip, if applicable</li> </ul>	Supply and Property Section
<ul style="list-style-type: none"> <li>● Report of Waste Materials, if applicable</li> </ul>	Supply and Property Section
<ul style="list-style-type: none"> <li>● Post-Inspection Report, if applicable</li> </ul>	Supply and Property Section
5. Communication, Utilities, Rentals, and General Services	
<ul style="list-style-type: none"> <li>● Billing statement</li> </ul>	Supplier
<ul style="list-style-type: none"> <li>● Signed Inspection and Acceptance Report, if applicable</li> </ul>	Inspectorate Committee
<ul style="list-style-type: none"> <li>● Certificate of Satisfactory Services Rendered, if applicable</li> </ul>	AGCC for Administration
6. Training and Seminar Expenses	

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<ul style="list-style-type: none"> <li>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.</li> </ul>	GCC			
<ul style="list-style-type: none"> <li>Certificate of Attendance (for external training)</li> </ul>	Host agency/service provider			
<ul style="list-style-type: none"> <li>Post training report</li> </ul>	Employee concerned			
<ul style="list-style-type: none"> <li>Office Receipts (meals)</li> </ul>	Supplier			
<ul style="list-style-type: none"> <li>Attendance sheet (for in-house training)</li> </ul>	Learning and Development Committee (LND)			
<ul style="list-style-type: none"> <li>For honorarium of resource speaker:</li> <li>Invitation duly accepted by the speaker or conforme letter</li> </ul>	LND			
<ul style="list-style-type: none"> <li>Curriculum vitae</li> </ul>	LND			
<ul style="list-style-type: none"> <li>Program of Activities</li> </ul>	LND			
<ul style="list-style-type: none"> <li>Office Order for the conduct of the activity and authority to collect honorarium</li> </ul>	GCC			
<ul style="list-style-type: none"> <li>Copy of presentation, if applicable</li> </ul>	Resource speaker			
<ul style="list-style-type: none"> <li>Certificate of Satisfactory Services Rendered</li> </ul>				
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 state the lacking documents and/or provide instructions to properly accomplish and complete the requirements	None	3 hours from receipt of document (3 hours)	<i>Administrative Staff – AMDPS</i>
	1.2 Prepares two (2) copies of the Disbursement Voucher (DV), two (2) copies of the List of Due and Demandable Accounts Payable	None	4 hours from receipt of document (4 hours)	<i>Administrative Staff – FMD</i> <i>Administrative Officer – FMD</i>

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	(LDDAP), and three (3) copies of the Obligation Request Slip (ORS)			
1.3	Forwards DV, ORS, LDDAP, and supporting documents to the Head of the Requesting Unit for necessary certifications	None	10 minutes from receipt of document (10 minutes)	<i>Administrative Staff – FMD</i>
1.4	Certifies and signs in Box A of ORS and DV	None	3 hours from receipt of document (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 from certification and signing (10 minutes)	<i>Head of the end-user/requesting unit</i>
1.6	Certifies and signs in Box B of ORS	None	3 hours from receipt of document (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 from receipt of document (1 day)	<i>Chief Accountant/ Accountant IV (Alternate)</i>
1.8	Forwards DV, LDDAP, ORS, and supporting documents to the authorized approver for his approval	None	10 minutes from receipt of document (10 minutes)	<i>Administrative Staff – FMD</i>
1.9	Approves and signs Box D of DV and Box B of LDDAP	None	1 day from receipt of document (1 day)	<i>AGCC for Administration / GCA for Administration (Alternate)</i>
1.10	Forwards approved DV and LDDAP (manually prepared) to the Cashier Section for LDDAP-	None	10 minutes from receipt of document (10 minutes)	<i>Administrative Staff – Authorized Approver</i>

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	ADA creation and encoding of amount to be credited to individual payroll account thru the Financial Data Entry System (FinDES) and Electronic Modified Disbursement System (eMDS) Land Bank System			
1.11	Creation/preparation of LDDAP-ADA by the Maker	None	1 hour from receipt of document (1 hour)	Administrative Staff – AMDCS
1.12	Reviews and approves the LDDAP-ADA created/prepared by the Maker	None	30 minutes from receipt of document (30 minutes)	Administrative Officer – AMDCS
1.13	Generates the Advice of Check Issued and Cancelled (ACIC)	None	10 minutes from review and approval (10 minutes)	Administrative Officer – AMDCS
<i>Agency action steps 1.14 to 1.16 are applicable to disbursements through LDDAP-ADA using the OGCC Pass-Thru Account Only.</i>				
1.14	Encodes the details of the LDDAP-ADA for internal creditors in the eMDS module of LandBank	None	15 minutes from receipt of document (15 minutes)	Administrative Staff – AMDCS
1.15	Approves the LDDAP-ADA for internal creditors transaction in the eMDS module of Landbank	None	1 day* and 15 minutes from receipt of document (1 day, 15 minutes)	Administrative Officer – AMDCS
			<i>*pertains to the estimated processing time of LandBank in transferring</i>	

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			<i>funds to the bank account of the payee</i>	
	1.16 Uploads, approves and auto credit Salaries and other claims and benefits of OGCC employees thru File Creation (.txt) using Financial Data Entry System (FinDES), electronic Modified Disbursement System (eMDS) and WeAccess Land Bank System	None	1 day from receipt of document (1 day)	<i>Administrative Staff – AMDCS</i>  <i>Administrative Officer - AMDCS</i>
<i>Agency action steps 1.17 to 3.1 and Client steps 2 to 3 are applicable to disbursements through checks only</i>				
	1.17 Notifies the end-user/requesting unit that the check is ready for pick-up	None	1 day from receipt of document (1 day)	<i>Administrative Staff – AMDCS</i>
2. Payee presents requirements needed <ul style="list-style-type: none"> <li>• Payee's two (2) valid IDs, or</li> <li>• Valid authorization or Special Power of Attorney for representative</li> </ul>	2.1 Verifies the payee's information and validates requirements presented	None	30 minutes from receipt of document (30 minutes)	<i>Administrative Staff – AMDCS</i>  <i>Administrative Officer – AMDCS</i>
	2.2 Verifies if the payee has a duly signed check ready for release, if none, client is informed of the status	None	30 minutes from verification (30 minutes)	<i>Administrative Staff – AMDCS</i>  <i>Administrative Officer – AMDCS</i>
	2.3 Gives check details	None	10 minutes from verification (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 from receipt of document (10 minutes)	<i>Administrative Staff – AMDCS</i>

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TOTAL	5 days, 5 hours, 30 minutes
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## 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.

<b>Office or Division:</b>	Administrative Management Division – Cashier Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All OGCC officials and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Note 1: For Cash Advance: The requesting employee shall submit within five (5) days the necessary supporting documents for the purpose of liquidation.</p> <p>Note 2: Same checklist of requirements for liquidation of cash advance.</p>	
<p>1. Purchase of Supplies/Materials Through Direct Acquisition</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Requisition and Issue Slip</li> <li>● Purchase Request (PR)</li> <li>● Inspection and Acceptance Report</li> <li>● Official Receipt/Sales Invoice</li> <li>● Inventory Custodian Slip for Semi-expendable items</li> </ul>	<p>Cashier Section Supply Section Requesting Employee (thru Supply Section) Inspectorate Committee Supplier / service provider Supply Section</p>
<p>2. Meals for Meetings</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Attendance Sheet or Minutes of Meeting</li> <li>● Notice of Meeting</li> <li>● Official Receipt/Sales Invoice</li> </ul>	<p>Cashier Section Requesting Employee Requesting Employee Supplier / service provider</p>
<p>3. Transportation Expenses for Attendance to Official Meetings (within Metro Manila)</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Official Business Form/Slip</li> <li>● Taxi Receipt / Bus Tickets</li> <li>● Toll Fee Receipts</li> <li>● Parking Fees</li> <li>● Itinerary of Travel</li> </ul>	<p>Cashier Section Requesting Employee Service provider Service provider Service provider Requesting Employee</p>

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<p>4. Courier Services / Postage and Delivery Expenses</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Official Business Form/Slip</li> <li>● Itinerary of Travel</li> </ul>	<p>Cashier Section Personnel Section Requesting Employee</p>			
<p>5. Communication Expenses</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Statement of Account (SOA)/ Bill</li> <li>● Official Receipts/Invoice or Machine Validated SOA/or Bill or Collection Receipt</li> <li>● Certification that Calls/Texts Made are Official in Nature</li> </ul>	<p>Cashier Section Service Provider Service Provider</p> <p>Requesting Employee</p>			
<p>6. Gasoline/Diesel Expenses</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Driver's Trip Ticket</li> <li>● Official Receipts/Sales Invoice</li> </ul>	<p>Cashier Section Driver Service Provider</p>			
<p>7. Notarial Fees</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Official Receipts</li> <li>● Official Receipts/Sales Invoice</li> </ul>	<p>Cashier Section Requesting Employee Service Provider</p>			
<p>8. Repairs and Maintenance</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● PR</li> <li>● Abstract of canvass from at least three (3) suppliers (involving P2000 and above), if applicable</li> <li>● Copy of canvass forms / quotations from at least (3) suppliers, if applicable</li> <li>● Inspection and Acceptance Report</li> <li>● Official Receipt/Sales Invoice</li> <li>● Waste Materials Report</li> <li>● Pre/Post Repair Inspection Report (if applicable)</li> </ul>	<p>Cashier Section Requesting Employee (thru Supply Section) Requesting Employee (thru Supply Section)</p> <p>Requesting Employee (thru Supply Section)</p> <p>Inspectorate Committee Service Provider Supply Section Inspectorate Committee</p>			
<p>9. Other Petty Operating Expenses</p> <ul style="list-style-type: none"> <li>● Petty Cash Voucher Form</li> <li>● Necessary supporting documents pursuant to COA Circular No. 2012-001 Re: <i>Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions</i></li> </ul>	<p>Cashier Section Requesting Employee</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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1. Submits duly approved Petty Cash Voucher (PCV) Form with complete documentary requirements	1.1 Examines completeness of documents	None	30 minutes from receipt of document (30 minutes)	Cashier III
	1.2 Checks accuracy of totals	None	30 minutes from examination (30 minutes)	Cashier III
	1.3 Releases cash to claimant	None	15 minutes from accuracy check (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 from receipt of document (30 minutes)	Cashier III
TOTAL		None	1 hour, 45 minutes	

## 7. Processing of Request for Employee Certification/s Relative to Financial Transactions

Issuance of employee certifications that includes: (1) certificate of last salary received; (2) certified true copy of pre-audited disbursement voucher of last salary; (3) certified true copy of Certificate of Compensation Payment/Tax Withheld (BIR Form 2316); (4) certified true copy of Certificate of Creditable Tax Withheld at Source (BIR Form 2307); (5) certificate of availability of funds; and (6) any certifications relative to financial transactions as needed by OGCC officials and employees (including former employees).

<b>Office or Division:</b>	Financial Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2G – Government to Business G2C – Government to Citizen
<b>Who may avail:</b>	All OGCC officials and employees (active and separated)
<b>CHECKLIST OF REQUIREMENTS</b>	
Letter request;	Requesting party
Email request sent through the official FMD email account; or	Posted in OGCC Bulletin boards/DMIS/e-library/OGCC website
Submission of requests through digital form-taking platform.	Posted in OGCC Bulletin boards/DMIS/e-library/OGCC website

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1 Receives request; or 1.2 Monitors email account for any request received via email	None	30 minutes from receipt of document (30 minutes)	<i>Administrative Assistant / Aide</i>
2. None	2.1 If applicable, retrieves the necessary document(s) or information to support the certification 2.2 Prepares requested certification; or 2.3 Retrieves requested document to prepare certified true copies	None	2 days from receipt of document (2 days)	<i>Administrative Assistant / Officer</i>
3. None	3. Final review and sign requested document or certification	None	7 hours from receipt of document (7 hours)	<i>Chief Accountant</i>
4. Receives requested document from FMD	4. Release requested document and/or certification	None	30 minutes from receipt of document (30 minutes)	<i>Administrative Assistant / Aide</i>
TOTAL			3 days	

## 8. 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)

<b>Office or Division:</b>	Administrative Management Division – Supply and Property Section (SAPS) Bids and Awards Committee (BAC) Inspectorate Committee
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<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>PR</li> <li>Terms of Reference (TOR)</li> </ul>		From End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits PR and TOR	1.1 Evaluates PR	None	1 day from receipt of document (1 day)	<i>BAC Secretariat</i>
	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 from completion of evaluation (1 hour)	<i>BAC Secretariat</i>
	1.1.2 If not included in the APP, coordinates with BAC for preparation of supplemental APP	None	1 hour from completion of evaluation (1 hour)	<i>BAC Secretariat</i>
	1.2 Forwards PR to the BAC for the conduct of procurement	None	1 hour from completion of evaluation (1 hour)	<i>BAC Secretariat</i>

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	1.3 Procures the good or service required	None	<i>The period for this step is covered under RA 12009 and its IRR.</i>	<i>Bids and Awards Committee (BAC)  Head of the Procuring Entity for Contract Award and Signing</i>
	1.4 Coordinates with Inspectorate Committee for inspection / acceptance of goods	None	1 hour from receipt of document (1 hour)	<i>Supply Officer</i>
	1.5 Inspects the goods	None	2 days from receipt of goods (2 days)	<i>Inspectorate Committee Chairperson</i>
	1.5.1 If items delivered do not conform with the specifications, returns to the supplier for replacement to conform with the specifications	None		<i>Supply Officer</i>  <i>End-user</i>
	1.5.2 If items conform with the specifications, inspects, accepts, and issues to End-User	None		<i>Inspectorate Committee Chairperson</i>  <i>Supply Officer</i>
TOTAL		None	<i>The total period for this step is subject to the provisions of RA 12009 and its IRR</i>	

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## 9. Processing of Request for Procurement of Common Use Supplies and Equipment

The Common Use Supplies and Equipment refer 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. The Common Use Supplies and Equipment shall be procured directly from the DBM-PS or its depots without the need to undergo procurement process.

<b>Office or Division:</b>	Administrative Management Division – Supply and Property Section (SAPS) Bids and Awards Committee (BAC) Inspectorate Committee			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• PR</li> <li>• TOR</li> </ul>		From End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits PR and TOR to Supply Section	1.1 Receives and checks if request is included in the APP	None	1 hour from receipt of document (1 hour)	<i>Supply Officer</i>
	1.2 Checks if requested items are available in the DBM-PS Virtual Store	None	1 hour from checking (1 hour)	<i>Supply Officer</i>
	<b>[if available in PS]</b> 1.3 Select items, confirm order, and book appointment online for the pick up of items	None	1 hour from checking (1 hour)	<i>Supply Officer</i>

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	<p><b>[if not available in PS]</b></p> <p>1.3.1 Generates Certificate of Non-Availability of Stocks</p> <p>1.3.2 Proceeds to procure the items applying the appropriate mode of procurement; see process for procurement of non-common goods and services</p>	None	<p>30 minutes from checking (30 minutes)</p> <p>The period for this step is covered under RA 12009 and its IRR</p>	<p><i>Supply Officer</i></p> <p><b>BAC</b></p>
	1.4 Pick-up of item at PS-DBM	None	1 day from completion of procurement (1 day)	<i>Supply Staff</i>
	1.5 Coordinates with the Inspectorate Committee for the inspection and acceptance of the items	None	1 hour from receipt of items (1 hour)	<i>Supply Officer</i>
	1.6 Inspects the items	None	1 day from receipt of document (1 day)	<i>Inspectorate Committee Chairperson</i>
	1.6.1 If items delivered do not conform with the specifications, returns to the supplier for replacement to conform with the specifications	None	1 day from inspection (1 day)	<p><i>Inspectorate Committee Chairperson</i></p> <p><i>Supply Officer</i></p> <p><i>End-user</i></p>

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	1.6.2 If items delivered conforms with the specifications, inspects, and accepts	None	1 day from inspection (1 day)	<i>Inspectorate Committee Chairperson</i>
2. Receives and accepts the requested items	2.1 Inform the end-user of the availability of the procured items	None	30 minutes from acceptance (30 minutes)	<i>Supply Officer</i>
	2.2 Issue the items to the end-user	None	2 hours from receipt of document (2 hours)	<i>Supply Officer</i>
	2.3 End-user signs receipt of items through RIS/ICS/PAR, whichever is applicable	None		<i>End-user</i>
	2.4 Keep a copy of the receipt of RIS/ICS/PAR	None	<i>Supply Officer</i>	
TOTAL			The total period for this step is subject to the provisions of RA 12009 and its IRR	

## 10. Processing of Request for Supplies, Materials, and Office Equipment

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

<b>Office or Division:</b>	Administrative Management Division – Supply and Property Section (SAPS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip		From End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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1. Submits signed and approved Requisition Issue Slip (RIS)	1.1 Receives signed RIS form the end-user	None	1 hour from receipt of document (1 hour)	Supply Staff
	1.2 Check stocks for availability of materials and office supplies	None		Supply Staff
2. Receives the requested item/s	2.1 Issues materials and office supplies to end-users	None	1 hour from checking (1 hour)	Supply Staff
	2.2 End-user signs the "Received by" portion in the form	None		End-user
	2.3 Keeps the copy of the RIS	None		Supply Staff
TOTAL			2 hours	

## 11. Processing of Vehicle Request

A vehicle request involves formally asking for the use of a vehicle. The request is for official purposes only. The process shall involve submitting a form, that contains information such as the intended date and time of use, the destination, the purpose of the trip, and the driver's information.

<b>Office or Division:</b>	Administrative Management Division – Office of the Chief Administrative Officer (OCAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Vehicle Request Form</li> <li>Trip Ticket</li> </ul>		From OCAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Vehicle Request Form with complete details to the Office of the Chief Administrative Officer	1.1. Receives Vehicle Request Form	None	30 minutes from receipt of complete documents (30 minutes)	OCAO staff
	1.2 Check availability of vehicle	None		OCAO staff

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	<b>[if available]</b> 1.2.1 CAO approves the request, assigns a vehicle and driver, and informs the requesting personnel	None	1 hour from checking (1 hour)	<i>OCAO staff</i>
	<b>[if not available]</b> 1.2.2. OCAO informs the requesting personnel, providing the reason for disapproval	None	1 hour from checking (1 hour)	<i>OCAO staff</i>
	1.3 Dispatch Vehicle	None	30 minutes from receipt of document (30 minutes)	<i>OCAO staff</i>
	1.4 Assigned driver performs a pre-trip vehicle inspection, checking fuel level, tire pressure, brakes, and overall condition	None	1 hour from receipt of document (1 hour)	<i>Driver</i>
	1.5 Driver logs the names of passengers and trip details in the Vehicle Logbook	None	30 minutes from receipt of document (30 minutes)	<i>Driver</i>
	1.6 Upon return, driver completes report on actual trip information	None	1 hour from return (1 hour)	<i>Driver</i>
<b>TOTAL</b>			<b>5 hours, 30 minutes</b>	

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

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

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<b>Office or Division:</b>	Information and Records Management Division - IT Section Financial Management Division – Budget Section Administrative Management Division – Cashier Section Approving Authority			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>IT Ticketing Form (ITF)</li> <li>Ticket Transaction Report (TTR)</li> </ul>		From IT Officer (ITO), Posted in IT Section’s Bulletin Board and OGCC Employment Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End-User submits the accomplished IT Ticketing Form	1.1 Conducts preliminary inspection / diagnosis	None	30 minutes from receipt of document (30 minutes)	CMT / IT staff
	<b>[If the technical problem is simple]</b> 1.1.2 Conducts troubleshooting activities	None	1 hour from preliminary inspection (1 hour)	CMT / IT staff
	<b>[If the technical problem is solved]</b> 1.1.3 Generates the Ticket Transaction Report (TTR)	None	20 minutes from successful troubleshooting (20 minutes)	CMT / IT staff
	1.1.4 Informs the end-user that the issue has been resolved and secures the requester's acceptance	None	10 minutes from generated TTR (10 minutes)	CMT / IT staff
	1.1.5 Close the ticket request	None	30 minutes from signed TTR (30 minutes)	ITO
	1.2 Conducts preliminary	None	30 minutes from receipt of document	CMT / IT staff

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	inspection / diagnosis		(30 minutes)	
	<b>[If more technical services are required]</b> 1.2.1 Pulls-out IT equipment to conduct thorough diagnosis and advance troubleshooting activities	None	1 day from troubleshooting (1 day)	<i>CMT / IT staff</i>
	<b>[If the technical problem is solved]</b> 1.2.2 Generates the Ticket Transaction Report (TTR)	None	20 minutes from successful troubleshooting (20 minutes)	<i>CMT / IT staff</i>
	<b>[If the issue is resolved]</b> 1.2.3 Informs and returns the equipment to its end-user then secures the requester's acceptance	None	10 minutes from generated TTR (10 minutes)	<i>CMT / IT staff</i>
	1.2.4 Close the ticket request	None	30 minutes from signed TTR (30 minutes)	<i>ITO</i>
	<b>[If the issue needs for referral to external provider]</b> 1.3.1 Notifies the requester of the ticket status	None	30 minutes from troubleshooting (30 minutes)	<i>CMT / IT staff</i> <i>ITO</i>
	1.3.2 Issues temporary equipment/ device, if available	None	4 hours from notification of IT staff (4 hours)	<i>IT staff</i> <i>Supply Staff</i>

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	1.3.3	Conducts market price survey	None	7 days from notification of IT staff (7 days)	CMT / IT staff ITO
	1.3.4	Prepares Purchase Request (PR) and other necessary documents	None	2 days from receiving of 3 quotations (2 days)	CMT / IT staff ITO
	1.3.5	Recommends the approval of PR	None	1 day from receiving PR (1 day)	Budget Officer
	1.3.6	Approves the PR	None	1 day from receiving PR (1 day)	Approving Authority
	1.3.7	Requests cash from the Cashier's Office	None	30 minutes from received of approved PR (30 minutes)	Cashier staff
	1.3.8	Proceeds with the referral to EP	None	<i>The total period for this step is subject to the provisions of RA 12009 and its IRR</i>	CMT / IT staff
	1.3.9	Returns the IT equipment to the end-user	None		CMT / IT staff
	1.3.10	Retrieves the temporary equipment/ device issued, if any	None		IT staff Supply Staff
TOTAL			None	<b><i>The total period for this step is subject to the provisions of RA 12009 and its IRR</i></b>	

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### 13. 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.

<b>Office or Division:</b>	Information and Records Management Division - IT Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>IT Ticketing Form (ITF)</li> <li>Ticket Transaction Report (TTR)</li> </ul>		From IT Officer (ITO), Posted in IT Section’s Bulletin Board and OGCC Employment Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits the IT Ticketing Form	1.1 Conducts preliminary inspection / diagnosis	None	1 hour from receipt of document (1 hour)	CMT / IT staff ITO
	[If the technical problem is simple] 1.2 Conduct basic troubleshooting activities	None	4 hours from preliminary inspection (4 hours)	CMT / IT staff ITO
	1.3 Informs the end-user that the issue has been resolved	None	30 minutes from troubleshooting (30 minutes)	CMT / IT staff ITO
	<b>[If more technical services are required]</b> 1.2.1 Conducts thorough diagnosis and advance troubleshooting activities	None	1 day, 30 minutes from troubleshooting (1 day, 30 minutes)	CMT / IT staff ITO
	<b>[If the issue is solved]</b> 1.3.1 Informs the end-user	None	30 minutes from troubleshooting (30 minutes)	CMT / IT staff ITO



	<b>[If the issue cannot be addressed]</b> 1.3.2 Elevates the matter to the Service Provider for resolution	None	30 minutes from troubleshooting (30 minutes)	CMT / IT staff 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.

#### 14. Borrowing Books, Documents, and Other Library Resources (Checking-Out)

It is the process of checking out library books, documents, and other resources from the OGCC Library using the Koha Digital Library System and a borrower's card to record the transaction. All transactions are recorded to ensure proper monitoring and accountability. Borrowers are expected to comply with established one-week loan periods and return policies to maintain the availability of resources for all users.

<b>Office or Division:</b>	Information and Records Management Division – OGCC Law Library and Knowledge Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Presentation of Valid Office Identification (ID)</li> </ul>		Requesting Party		
<ul style="list-style-type: none"> <li>• Duly Accomplished Library Form:               <ul style="list-style-type: none"> <li>○ FO-LIB-001 – Book Card</li> <li>○ FO-LIB-002 – Vertical File Card</li> <li>○ FO-LIB-003 – Bound Periodical</li> <li>○ Book Card</li> </ul> </li> </ul>		OGCC Law Library and Knowledge Resource Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Hands in duly accomplished library form, the book/ Vertical file/ Periodical to be borrowed,	1.1. Receives book/vertical file/periodical, duly accomplished library form, and office ID	None	5 minutes from receipt of document (5 minutes)	Librarian III / Administrative Assistant (ADAS)

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and office ID	1.2. Verifies the borrower's identity and account status in the Koha Digital Library System, ensuring there are no outstanding overdue materials or liabilities	None	5 minutes from receipt of document (5 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	1.3. Searches for the requested material in the Koha Digital Library System and processes the check-out transaction under the borrower's account	None	10 minutes from verification (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	1.4. Stamps the due date on the Due Date Slip, and the borrower will countersign the Book Card or corresponding library form to validate the transaction	None	5 minutes from check-out (5 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	1.5. Files and secures the Book Card or transaction record for documentation and monitoring purposes	None	5 minutes from receipt of document (5 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
TOTAL			30 minutes	

## 15. Returning Books, Documents, and Other Library Resources (Checking-In)

It is the process of returning library books, documents, and other resources to the OGCC Library using the Koha Digital Library System and a borrower's card to record the transaction. All returned items are recorded to update the borrower's account and ensure proper monitoring. Borrowers are

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required to return materials within the prescribed one-week loan period in accordance with established library policies.

<b>Office or Division:</b>	Information and Records Management Division – OGCC Law Library and Knowledge Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Presentation of Valid Office Identification (ID)</li> <li>• Duly Accomplished Library Form:               <ul style="list-style-type: none"> <li>○ FO-LIB-001 – Book Card</li> <li>○ FO-LIB-002 – Vertical File Card</li> <li>○ FO-LIB-003 – Bound Periodical</li> <li>○ Book Card</li> </ul> </li> </ul>		<p>Requesting Party</p> <p>OGCC Law Library and Knowledge Resource Center</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the borrowed book, document, or periodical for return/check-in	1.1. Receives the returned material and verifies its physical condition	None	10 minutes from receipt of document (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	1.2. Searches the material in the Koha Digital Library System and processes the check-in transaction to clear the item from the borrower's account	None	10 minutes from verification (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	1.3. Updates the transaction record in the Koha Digital Library System, inserts the Book Card into the material, and returns the item to its proper shelf location	None	10 minutes from processing (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
TOTAL			30 minutes	

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## 16. Payment/Replacement of Lost Books

It refers to the process of settling lost library materials by either paying the original cost or replacing the item. If the book is obsolete or unavailable, the client may select a replacement from three (3) titles recommended by the Librarian, either related to the original title or identified during the book selection survey. This procedure ensures accountability and safeguards the integrity of the library collection.

<b>Office or Division:</b>	Information and Records Management Division – OGCC Law Library and Knowledge Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• 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		
• Presentation of Valid Office Identification (ID)		Requesting Party		
• Duly Accomplished Library Form: <ul style="list-style-type: none"> <li>○ FO-LIB-001 – Book Card</li> <li>○ FO-LIB-002 – Vertical File Card</li> <li>○ FO-LIB-003 – Bound Periodical</li> <li>○ Book Card</li> </ul>		OGCC Law Library and Knowledge Resource Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents ID, formally declares lost book(s), and submits Affidavit of Loss	1.1. Receives Affidavit and ID, verifies details in Koha Digital Library System	None	10 minutes from receipt of document (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	1.2. Retrieves book card and checks inventory list	None	10 minutes from verification (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	1.3. Assesses the cost of the lost	None	10 minutes from receipt of	<i>Librarian III / Administrative</i>

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	book(s) or identifies suitable replacement titles		document (10 minutes)	Assistant (ADAS)
2. Presents Payment Request Form and either pays the amount due or purchases the replacement book	2.1. Issues Official Receipt for payment or confirms acceptance of replacement book	Replacement/ Purchase of lost book(s)	30 minutes from assessment (30 minutes)	Librarian III / Administrative Assistant (ADAS)
3. Presents Official Receipt or replacement book	3.1. Updates book card and inventory list in the Koha Digital Library System, indicating loss and payment/replacement, including OR number	None	30 minutes from receipt of document (30 minutes)	Librarian III / Administrative Assistant (ADAS)
4. Submits ID and OR for verification and clearance	4.1. Clears the employee from the Delinquent Database, including OR number	None	10 minutes from receipt of document (10 minutes)	Librarian III / Administrative Assistant (ADAS)
	4.2. Records the new book to the Cataloging and Metadata Section	None	10 minutes from clearance of employee (10 minutes)	Librarian III / Administrative Assistant (ADAS)
	4.3. Updates the status of the book in the Koha Digital Library System	None	10 minutes from recording (10 minutes)	Librarian III / Administrative Assistant (ADAS)
TOTAL			2 hours	

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## 17. Processing Requests for Assistance with Legal Materials

It refers to the process of requesting assistance with legal materials, such as statutes, jurisprudence, books, journals, legal opinions, contract reviews, office orders, and other reference resources, whether available or unavailable within the OGCC Law Library collection and its subscribed legal databases.

<b>Office or Division:</b>	Information and Records Management Division – OGCC Law Library and Knowledge Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Inter-Agency Legal Materials Request Form</li> <li>• Duly Accomplished Library Form:             <ul style="list-style-type: none"> <li>○ Research Assistance Request Form</li> </ul> </li> </ul>		OGCC Law Library and Knowledge Resource Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished <i>Library Form</i> , or send a request via Viber, email, Messenger, or text, specifying the legal materials needed	1.1 Receives and records the request in the Library Logbook and acknowledges receipt of the request	None	10 minutes from receipt of document (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
2. Provide details or clarification regarding the topic or requested legal materials, if necessary	2.1 Clarifies the scope and details of the request to ensure accurate identification of relevant materials	None	10 minutes from acknowledgment of receipt (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	2.2 Searches and verifies for the requested materials using Koha Digital Library System, other library online subscriptions, and verifies if the	None	30 minutes from clarification (30 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>

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	requested materials are available in the OGCC Library database			
	2.3 If the requested materials are not available within the OGCC Library collection or are inaccessible through the available search platforms, the Librarian initiates the Inter-Library Loan and Document Delivery Process with partner libraries	None	2 days from verification (2 days)	<i>Librarian III / Administrative Assistant (ADAS)</i>
	2.4 Releases or transmits the requested materials and records the completion of the transaction	None	10 minutes from receipt of document (10 minutes)	<i>Librarian III / Administrative Assistant (ADAS)</i>
TOTAL			2 days, 1 hour	

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

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

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

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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 (3 hours)	<i>Administrative Assistant</i>
	1.2 Encodes the details of the outbound pleadings in in the appropriate Records Section database	None		
	1.3 Processes dispatch of the outbound pleadings: <ul style="list-style-type: none"> <li>• Weighs the enveloped outbound pleading, stamps with PhilPost Indicia</li> <li>• Encodes dispatch details in the PhilPost Certificate of Mailing and related documents</li> <li>• Assigns a messenger for delivery of the processed outbound pleadings</li> </ul>	None		
TOTAL			3 hours	

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## 19. Electronic Filing of Outbound Pleadings

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

<b>Office or Division:</b>	Information and Records Management Division – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	All OGCC Lawyers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Receiving copy of filed outbound pleading</li> <li>Affidavit of Service</li> <li>Verified Declaration for Electronic Filing</li> <li>Annexes</li> </ul>			Records Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Administrative Assistant</i>
	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			<i>Administrative Assistant</i>

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	court; saves the files in the Records Section's centralized database of scanned pleadings			
	1.4 E-files the pleading to the court, following the e-filing format and timelines as specified by the court			
<b>TOTAL</b>			3 hours	

## 20. 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.

<b>Office or Division:</b>	Information and Records Management Division – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All OGCC Lawyers and Secretaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Docket Unit's Borrower's Card		Docket Unit		
Docket Unit's Database of Litigation Cases				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 from receipt of document (2 minutes)	<i>Administrative Assistant</i>

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	1.2 If the folder being borrowed is in the Docket Room, retrieves the case folder from its appropriate shelf	None	5 minutes from checking (5 minutes)	<i>Administrative Assistant</i>
	1.3 Shows the folder to the borrower for counter-checking	None	5 minutes from retrieval (5 minutes)	<i>Administrative Assistant</i>
	1.4 Records the details of the folder being borrowed in its corresponding borrower's card, and lets the borrower acknowledge receipt on the borrower's card	None	2 minutes from counter-checking (2 minutes)	<i>Administrative Assistant</i>
	1.5 Encodes the details of the transaction in the Docket's database for daily borrow-return history	None	1 minute from receipt of document (1 minute)	<i>Administrative Assistant</i>
	1.6 Files the borrower's card in the appropriate card organizer	None	1 minute from encoding (1 minute)	<i>Administrative Assistant</i>
TOTAL			16 minutes	

## 21. 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.

<b>Office or Division:</b>	Information and Records Management Division – Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All OGCC Lawyers and Secretaries
<b>CHECKLIST OF REQUIREMENTS</b>	
Docket Unit's Borrower's Card	Docket Unit

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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 from receipt of document (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 from receipt of document (3 minutes)	<i>Administrative Assistant</i>
	1.3 Returns the case folder in its appropriate shelf	None	5 minutes from retrieval (5 minutes)	<i>Administrative Assistant</i>
	1.4 Encodes the details of the transaction in the Docket's database for daily borrow-return history	None	5 minutes from return (5 minutes)	<i>Administrative Assistant</i>
	1.5 Files the borrower's card in the appropriate card organizer	None	1 minute from encoding (1 minute)	<i>Administrative Assistant</i>
TOTAL			15 minutes	

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## VI. Feedback and Complaints Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Submit written feedback through the Records Section at its email address <a href="mailto:records@ogcc.gov.ph">records@ogcc.gov.ph</a>.</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 <a href="mailto:records@ogcc.gov.ph">records@ogcc.gov.ph</a> with the following information:</p> <ol style="list-style-type: none"> <li>1. Name of person complained of, if any;</li> <li>2. Incident;</li> <li>3. Evidence;</li> <li>4. Name of complainant and government corporation</li> </ol> <p>For inquiries or to follow-up, government corporations may send an e-mail to <a href="mailto:records@ogcc.gov.ph">records@ogcc.gov.ph</a> 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><b>Legal and Public Assistance Office (LPAO)</b></p> <p>Phone: 8988-4242 local 8700            Email: <a href="mailto:citylegal@quezoncity.gov.ph">citylegal@quezoncity.gov.ph</a>            Web: <a href="https://www.facebook.com/Qclegaldepartment">https://www.facebook.com/Qclegaldepartment</a></p>
	<p><b>Contact Center ng Bayan (CCB)</b></p> <p>Phone: 1-6565            Mobile: +63(908)-8816565            Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            Web: <a href="http://contactcenterngbayan.gov.ph">contactcenterngbayan.gov.ph</a></p>
	<p><b>Presidential Complaint Center (PCC)</b></p> <p>Phone: 8888            +63(2)-8736-8645</p>

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	<p>+63(2)-8736-8603 +63(2)-8736-8621 (fax) Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Mail: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p>
	<p><b>Anti-Red Tape Authority (ARTA)</b></p> <p>Phone: +63(2)-8478-5091 +63(2)-8478-5099 +63(2)-8478-5093 Mobile: +63(909)-881-6565 Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Web: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p>

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## VII. List of Offices and Contact Information

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

**Team 10**

Team Leader: AGCC Isabelita D. Veleña  
Tel. No.: +63(2)7978-1296

***Administrative Management Division***

Division Chief: CAO Maria Cristina Batuyong  
Tel. No.: 09178744417

**Personnel Section**

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

**Supply and Property Section**

Supply Officer-in-Charge: Maria Cristina Batuyong  
Tel. No.: 09178744417

**Cashier Section**

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

***Information and Records Management Division***

Division Chief: CAO Margaret Hilda P. Pontejos

**OGCC Law Library and Knowledge Resource Center**

Librarian III: Ruby Fe J. Rubio  
Tel. No.: +63 917 874 4391

**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***

Division Chief: CACT Ryan Joseph C. Rodriguez  
Tel. No.: +63(2) 7975-4538

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**Accounting Section**

Accountant IV: Emil Christian V. Ragasa

Tel. No.: +63(2) 7975-4538

**Budget Section**

Budget Officer: Marie Vic L. Sison

Tel. No.: +63(2) 7975-4538

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