



PHILIPPINE CHARITY SWEEPSTAKES OFFICE

CITIZEN'S CHARTER
2023 (1st Edition)



I. Mandate

The *Philippine Charity Sweepstakes Office (PCSO)*, created under Republic Act 1169 as amended, is the principal government agency for raising and providing funds for health programs, medical assistance and services, and charities of national character. The PCSO upholds its lottery revenue growth to sustain its charity programs and services and become responsive to the medical and health needs of the poor and disadvantaged sector in the local communities.

II. Vision

By 2028, PCSO shall be an excellent government agency generating sustainable funds for charitable programs through responsible gaming.

III. Mission

- We hold and conduct transparent Sweepstakes races, lotteries and other similar activities;
- We provide responsive assistance to eligible recipients and beneficiaries;
- We continuously develop our people, innovate, and improve our products & services; and
- We establish strong partnerships with responsible agents and stakeholders.

IV. Service Pledge

The Philippine Charity Sweepstakes Office's (PCSO) officials and employees commit the following:

- To provide quality, responsive, and transparent services to our clients;
- To uphold compassion, integrity, patriotism, professionalism, and transparency in all our dealings with our clients;
- To ensure the availability of staff from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon breaks; and
- To give utmost importance to positive or negative feedback regarding our products, services, and personnel.



V. List of Services

Multi-Stage Processes	9
A. Processing of Payment Charged Against the Charity Fund	9
1. Processing of Payment of MAP Utilized Guarantee Letters (GLs) issued by the Charity Assistance Department.....	9
2. Processing of Payment for Mandatory Contributions	30
B. Processing of Prize Claims	40
1. Processing of Payment in Cash of Prize Claim Php 10,000.00 and Below (Low-Tier).....	40
2. Processing of Payment of Prize Claim above Php10,000.00 except Jackpot (High-Tier)	48
3. Processing of Payment of Prize Claim for Jackpot	59
4. Processing of Payment Other Than Prize Claims Charged against Prize Fund.....	72
C. Conduct of Online Lottery Draw Operations	80
D. Corporate Social Responsibility (CSR).....	86
1. Processing of Request for Corporate Social Responsibility (CSR) Project	86
2. Processing of Payment for Procured Items under the Corporate Social Responsibility (CSR) Project.....	97
E. Management of PCSO 8888-Hotline	101
F. Sponsorships	103
1. Processing of Sponsorship Proposals	103
2. Processing of Approved/Delivered Services	107
3. Procurement of Advertising and Promotion in Media Channels.....	111
G. Fraudulent Ticket (Prize) Claims	116
1. Multi- Stage Process for Fraudulent Ticket (Prize) Claims (Simple Transaction)	116
2. Multi- Stage Process For Fraudulent Ticket (Prize) Claims (Complex Transaction)	121
3. Multi-Stage Process for Fraudulent Ticket (Prize) Claims (Highly Technical Transactions)	127
External Services	134
A. Branch Operations Sector	134
1. Corporate Owned- Chain Business (COCB) as PCSO Authorized Agent.....	134



2. How to Become an On-Line Lotto Agent.....	140
3. Medical Access Program (MAP) Payment Processing in Branch Offices	147
4. Payment of Prizes for Lotto.....	153
5. Request for Individual Medical Access Program (IMAP) Assistance in Branch Offices.....	155
6. Request for Renewal of Lotto Agency Agreement	158
7. Request for Transfer of Lotto Ownership	160
8. Request for Transfer of Site of Lotto Outlet	163
B. Charity Assistance Department.....	165
1. Calamity Assistance Program (CAP)	165
2. Institutional Partnership Program (IPP)	168
3. Integrated Health for Overall Productivity and Empowerment Program..... (I-HOPE)	171
4. Medical Access Program (MAP)	174
5. Medical Transport Vehicle Donation Program (MTVDP)	193
6. Medical Equipment Donation Program (MEDP).....	196
C. Freedom of Information (FOI) Committee	198
1. How to Make a Freedom of Information (FOI) Request (Simple Request) ..	198
2. How to Make a Freedom of Information (FOI) Request (Complex and with Request for Extension)	201
D. Office of the General Manager	205
1. Processing of External Requests/Communications	205
E. Medical Services Department	208
1. Auxiliary Ambulance Service	208
2. Dental Services.....	210
3. Medical and Dental Mission	213
4. Medicine Donation Program	216
5. Out-Patient Services.....	219
6. Pharmacy Section.....	224
F. Product and Standard Development Department	227
1. Application for Instant Gaming Agent Corporation-Paper Instant Games....	227
2. Application for Lotto Terminal Operation Training for National Capital Region for Additional Operators/Tellers	233



3. Application for Lotto Terminal Operations Training for National Capital Region of Newly Approved Lotto Agents.....	235
4. Renewal/Replacement of IDs of Lotto Agents and tellers for National Capital Region	237
5. Request for New IDs of Trained Lotto Agents and Tellers for National Capital Region	239
G. Treasury Department.....	241
1. Processing of Check Payments for approved Disbursement Vouchers (DVs)/ Request for Payment (RFPs) Charged against Charity Fund Other than MAP and Mandatory Contribution	241
2. Release of checks chargeable against Charity Fund.....	250
3. Preparation of Check/s for Payment of Claims Charged against Operating Fund	253
4. Process for Releasing of Check Chargeable against Operating Fund.....	260
5. Receipt of Payments/Remittances.....	262
6. Process for Check Cancellation.....	264
7. Process for Replacement of Cancelled Check	266
8. Recording and Replacement of Stale Checks	269
Internal Services	272
A. Accounting and Budget Department.....	272
1. Charity Fund.....	272
1.1. Processing of Disbursement Vouchers (DVs) for Medical Assistance Program (MAP) – Expanded (Employees) from Human Resources Department (HRD) charged against Charity Fund.....	272
1.2. Processing of Disbursement Vouchers (DVs) for other Charity Fund Expenses charged against Charity Fund.....	278
2. Operating Fund	286
2.1. Processing of Disbursement Voucher (DV) charged against Operating Fund.	286
2.2. Processing of Disbursement Voucher (DV) charged against Operating Fund (Complex transaction).....	307
2.3. Processing of Disbursement Voucher (DV) charged against Operating Fund. (Highly technical)	325
2.4. Liquidation	332



2.5. Processing of Payrolls	339
3. Budget Division.....	342
3.1. Processing of Petty Cash Voucher (PCV)	342
3.2. Processing of Purchase Request (PR) relative to Purchase of Goods and Services	344
4. General Accounting Division.....	348
4.1. Issuance of Certification of No Cash Advance/Certificate of Contribution and Loan Payments for PAG-IBIG, PhilHealth, and GSIS	348
B. Assets and Supply Management Department	351
1. Processing of Acknowledgement Receipt of Equipment and Inventory Custodian Slip.....	351
2. Processing of Property Accountability	355
3. Releasing of Lotto Gaming Supplies.....	357
4. Releasing of Office, Printing, Medical, and Dental Supplies	359
C. General Services Department.....	361
1. Dissemination of Board Resolutions and Confidential Documents	361
2. Dissemination of Office Issuances.....	363
3. Handling of Mails, Correspondences, and Packages Received through Postal Office, Private Couriers, and Government Agencies	365
4. Handling of Mails and Correspondences for Sending through Personal Service Delivery.....	366
5. Handling of Mails and Correspondences for Sending through Postal Service	368
6. Handling of Mails and Correspondences for Sending through Private Couriers	370
7. Procurement of Supplies, Materials, Equipment, and Services (External) ...	372
8. Provision of Request for Service Vehicle Procedure	377
9. Records Disposal.....	379
10. Request for Records.....	382
11. Work Process Request.....	384
D. Human Resources Department	386
1. Issuance and Replacement of PCSO Identification Card	386
2. Request and Release for MAP Payment (Reimbursement of Expenses/Financial Assistance)	388



3. Request and Release of Certificate of Employment with Emolument	392
4. Request and Release of Guarantee Letters under Medical Assistance Program (MAP)	394
5. Request for Documents (Service Record, Certificate of Employment)	396
E. Information and Technology Services Department	400
1. Request for Programs/Applications for In-House Development.....	400
2. Request for Uploading of Website Content.....	402
3. Technical Support for Corporate Email and Server Problem	405
4. Technical Support for Information and Communications Technology (ICT) – Hardware	407
5. Technical Support for Programs/Applications Deployed	409
F. Legal Department.....	411
1. Contract Preparation Procedure (Pro-Forma).....	411
2. Contract Preparation Procedure (Simple)	414
3. Contract Preparation Procedure (Complex).....	417
4. Contract Preparation Procedure (Highly Technical).....	420
5. Contract Review Procedure (Simple).....	423
6. Contract Review Procedure (Complex)	426
7. Contract Review Procedure (Highly Technical)	429
8. Issuance Of No Pending Administrative Case	432
9. Legal Opinion Preparation Procedure (Simple)	434
10. Legal Opinion Preparation Procedure (Complex)	437
11. Legal Opinion Preparation Procedure (Highly Technical)	440
G. Office of the General Manager	443
1. Processing of Internal Requests/Communications	443
2. Dissemination of Internal Memo/Letters/Communications	445
H. Product and Standard Development Department	447
1. Request for Lotto Terminal Operations Training for PCSO Employees	447
I. Security Printing and Production Department	449
1. In-house Printing and Production of Lotto Betslips	449
2. In-house Printing and Production of Official/Accountable Forms and Other Printed Materials.....	454
J. Treasury Department.....	462
1. Payment of Claims of PCSO Officials, Employees and Other Non- Organic	462



2. Payment/Reimbursements of Sundry Expenses Chargeable against the Cash Advance for Operating Fund.....	464
3. Payment of Medicine Reimbursement (up to Php5,000.00) and MAP Reimbursement amounting to P2,000.00 and below that are Chargeable Against the Charity Fund	466
4. Receipt of Payments from PCSO Officials and Employees	470
5. Transmittal of Check with Disbursement Voucher (DV) to branches for release of check to the concerned payee	471
6. Process of Marking Check as Spoiled	474
Feedback.....	476
List of Offices	477
Head Office	477
Extension Office	480
Branch Offices	481



Multi-Stage Processes

A. Processing of Payment Charged Against the Charity Fund

1. Processing of Payment of MAP Utilized Guarantee Letters (GLs) issued by the Charity Assistance Department

Stage 1: Charity Assistance Department (10 days)

MAP GUARANTEE LETTERS REQUEST FOR PAYMENT PREPARATION PROCEDURE

To ensure timely and accurate payment of accounts payable charged to the Charity Fund (CF) through the preparation and submission of Request for Payment with complete documents to the Accounting and Budget Department within the specific turn-a-round time.

Classification:	Simple
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN
Who may Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) <ul style="list-style-type: none"> • In-Patients (confined in the Charity Ward / Private Ward) • Out patients (Charity/Private)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>GENERAL REQUIREMENTS:</u> <ol style="list-style-type: none"> 1. Government-issued ID of the patient 2. Original/ Certified True Copy of the Medical Abstract (inpatient)/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with printed full name and signature with license number <u>SPECIFIC REQUIREMENTS:</u> A. CONFINEMENT <ol style="list-style-type: none"> 1. Original copy of the Final Statement of Account/ Latest 	<ol style="list-style-type: none"> 1. DFA, GSIS, SSS, PRC, PSA, COMELEC, Phil health, OSCA, DSWD, NGAs, Medical Social Service (MSS) ID, Barangay ID, National ID, Driver's Licensed, PWD ID, Solo Parent ID, Tax Identification Number and Educational Institution where the student is currently enrolled 2. Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed <ol style="list-style-type: none"> 1. Hospital or PHF where patient is presently confined



<p>Hospital bill with printed name duly signed by the Billing officer/Credit Supervisor with PHILHEALTH, Senior Citizen, HMO, MSS/ Discounts deductions</p> <p>2. If Discharged: Validly executed Promissory Note duly signed by the hospital representative or Certification with remaining balance from the hospital</p>	<p>2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined</p>
<p>B. CHEMOTHERAPY</p> <ol style="list-style-type: none"> 1. Original prescription with printed full name and signature with license number of oncologist/attending physician 2. Original copy of treatment protocol with printed full name and signature with license number of oncologist/attending physician 3. Three (3) official quotations from different retail/ supplier 	<ol style="list-style-type: none"> 1. Oncologist/Attending Physician of the patient 2. Oncologist/Attending Physician of the patient 3. Any three (3) quotations from different retailer/ supplier
<p>C. HEMODIALYSIS</p> <ol style="list-style-type: none"> 1. Official Quotation from the Dialysis Center/ Hospital 2. For Philhealth Members: <ul style="list-style-type: none"> • Certification on the number of benefits availed 	<ol style="list-style-type: none"> 1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment 2. Phil health / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
<p>D. MEDICINES</p> <ol style="list-style-type: none"> 1. Original Prescription with printed full name and signature with license number of the attending physician 2. Three (3) quotations from different retailer/Supplier 3. For Erythropoietin Injection only <ul style="list-style-type: none"> • Official quotation from the dialysis center/ hospital 	<ol style="list-style-type: none"> 1. Attending Physician of the patient 2. Any three (3) quotations from different Medicine Retailer/Pharmacy/Drugstore where patient will obtain the needed medicines 3. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment



<p>E. Laboratory/ Diagnostic Procedures (To exclude route laboratory examination)</p> <ol style="list-style-type: none"> 1. Official quotation from the diagnostic center or hospital duly signed by the representative of the diagnostic center or hospital. 2. Request for laboratory/ diagnostic/initial development assessment from the attending physician with printed full name and signature with license number 	<ol style="list-style-type: none"> 1. Official quotation from diagnostic center/ hospital 2. Attending Physician
<p>F. Orthopedic Implants/ Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves)</p> <ol style="list-style-type: none"> 1. Three (3) official quotation from different supplier 2. Request for specification of medical devices/ prescription of medical device 	<ol style="list-style-type: none"> 1. Any three (3) quotations from different retailer/ supplier 2. Attending Physician
<p>G. Catastrophic Illnesses:</p> <p>1. Kidney/Liver Transplant</p> <ol style="list-style-type: none"> 1.1 Certification that patient is due for transplant procedure 1.2. Certification that patient did not qualify for Philhealth Z-Benefit (for kidney transplant); and 1.3. Valid ID of the patient and valid ID of next of kin <p>2. Coronary Artery Bypass Graft (CABG)</p> <ol style="list-style-type: none"> 2.1. Certification that patient is due for transplant procedure 2.2. Certification that patient did not qualify for Philhealth Z-Benefit; and 2.3. Valid ID of the patient and valid ID of next of kin 	<ol style="list-style-type: none"> 1.1 Medical Social Service/Billing Section/ Credit and Collection of the hospital 1.2 Medical Social Service/Billing Section/ Credit and Collection of the hospital 1.3 Patient nearest relative 2.1. Medical Social Service/Billing Section/ Credit and Collection of the hospital 2.2. Medical Social Service/Billing Section/Credit and Collection of the hospital 2.3. Patient nearest relative



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit the Statement of Account (SOA) and other complete documents including Guarantee Letter (GL). 1.2. Receive and keep receiving copy. 1.3. Await notification from Treasury Department on the availability of check for release.	1.1. Check the list of patients in the transmittal form provided by the PHF against the submitted Statement of Account. 1.2. Check completeness of the documentary requirements. 1.3. If complete, tick the box of the available document in the Tracking Slip and stamp "RECEIVED" on the appropriate space in the Tracking Slip and indicate the printed name, signature with time and date received. 1.4. If not, return all documents to the liaison officer of PHF. 1.5. Distribute the received documents to Data Analyst present.	None	One (1) working Day	CAD (Receiving Personnel)
	1.1. Scan each Quick Response (QR) code of the Guarantee Letter	None	Four (4) working days	CAD (Data Analysts)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and check the correctness of the data entry in the Computerized Accounting System (CAS) against the original documents at hand. Check the following:</p> <ul style="list-style-type: none"> a. Name of payee b. Amount approved c. Amount in the SOA d. Nature of Request e. Transaction Type f. Date of receipt of SOA <p>1.2. If complete, received and sign the Tracking Slip for each case. Assign and print the transmittal number per hospital in the Charity Disbursement Slip (CDS) through the CAS.</p> <p>1.3. Submit all documents to Supervisor for review and signature.</p>			



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Assign and print transmittal number and Charity Disbursement Slip (CDS) and submit to Supervisor for review and signature.			
	<p>1.1. Review the encoded data in the CAS against the original document requirements at hand.</p> <p>1.2. If data entry and documents are consistent, click "APPROVE" button in the CAS. Assign transmittal number and sign the CDS.</p> <p>1.3. In case of discrepancy, disapprove, click "REJECT" button in the CAS and indicate the reason for disapproval. Return the CDS together with its attachments to concerned Data Analyst for appropriate action.</p>	None	Two (2) working days	CAD (Supervisor)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Fill up the DV Receiving Logbook for DM/DC and endorse the case to the Division Chief.			
	<p>4.1. Verify the data entry in the CAS. If with discrepancy, click the "REJECT" button and return documents to assigned supervisor.</p> <p>4.2. If consistent, click "APPROVE" button in the CAS and sign the following:</p> <ul style="list-style-type: none"> a. CDS b. Summary of Disbursement Voucher for approval of ABD/ CAD Processing of MAP Availment c. DV Receiving Logbook for DM/DC. <p>4.3. Endorse all documents and signed forms to Databank Controller.</p>	None	Two (2) working days	CAD (Division Chief)/ CAD Manager



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.1. Review attachments per CDS and assign transmittal number for every batch. Each batch shall contain a maximum of thrity (30) SOA with approved Request for Payment (RFP).</p> <p>1.2. Print RFP and attach to the corresponding CDS.</p> <p>1.3. Prepare Summary of Transmittal.</p> <p>1.4. Bundle Summary of MAP Availment with RFPs per batch.</p> <p>1.5. Forward the documents to the Individual Charity Assistance Division (ICAD) Liaison personnel.</p>	None	One (1) working day	ICAD (Data Bank Controller)
	<p>6.1. Check the completeness of Summary of MAP Availment and RFP.</p> <p>6.2. Endorse to ABD approved RFP</p>	None		ICAD (Liaison Personnel)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with complete documentary requirements, together with the transmittal sheets. 6.3. Provide receiving copy of transmittal to the Databank Controller for recording and monitoring.			
	Sub-total		Ten (10) working days	

Stage 2: Accounting and Budget Department (20 days) and CAD/Office of the Assistant General Manager/Office of the General Manager (5 days)

PROCESSING OF DISBURSEMENT VOUCHERS (DVs) FOR UTILIZED GUARANTEE LETTERS (GL) FROM CHARITY ASSISTANCE DEPARTMENT (CAD) CHARGED AGAINST CHARITY FUND

This process enumerates the steps in processing of DVs for utilized guarantee letters (GL) under the Medical Access Program including Malasakit Centers from Charity Assistance Department charged against Charity Fund.

Office/Department/Division:	Accounting and Budget Department/Charity Fund Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who May Avail:	CAD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Access Program (MAP) including Malasakit Centers 1. Confinement: 1.1. Accomplished MAP Application Form 1.2. Medical Abstract 1.3. Statement of Account (SOA) if discharged copy of Promissory Note 1.4. Copy of Guarantee Letter 1.5. Photocopy of valid ID of patient/or representative	Originating Department – Charity Assistance Department (CAD)



- | | |
|---|--|
| <ol style="list-style-type: none"> 2. Chemotherapy: <ol style="list-style-type: none"> 2.1. Accomplished MAP Application Form 2.2. Medical Abstract with treatment protocol 2.3. Sales Invoice 2.4. Statement of Account (SOA) 2.5. Prescription duly signed by attending physician 2.6. Copy of Guarantee Letter 2.7. Photocopy of valid ID of patient 3. Dialysis: <ol style="list-style-type: none"> 3.1. Accomplished MAP Application Form 3.2. Medical Abstract 3.3. Charge Slip/s duly acknowledged by patient/or representative 3.4. Statement of Account (SOA) 3.5. Prescription duly signed by attending physician 3.6. Copy of Guarantee Letter 3.7. Photocopy of valid ID of patient 4. Specialty Medicines: <ol style="list-style-type: none"> 4.1. Accomplished MAP Application Form 4.2. Discharge Summary/Medical Abstract 4.3. Original Sales Invoice and Acknowledgement Receipt 4.4. Statement of Account (SOA) 4.5. Out-patient prescription duly signed by attending physician 4.6. Copy of Guarantee Letter 4.7. Photocopy of valid ID of patient 5. Laboratory/ Diagnostic Procedures (including development assessment): <ol style="list-style-type: none"> 5.1. Accomplished MAP Application Form 5.2. Medical Abstract/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with printed full name and signature with license number 5.3. Charge Slip/s duly acknowledged by patient/or representative 5.4. Statement of Account (SOA) 5.5. Request for laboratory/diagnostic/initial development assessment from the attending physician with printed full name and signature with license number | |
|---|--|



5.6. Copy of Guarantee Letter 5.7. Photocopy of valid ID of patient 6. Implants (Bone/ Cochlear) / Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves): 6.1. Accomplished MAP Application Form 6.2. Medical Abstract 6.3. Original Sales Invoice and Acknowledgement Receipt 6.4. Statement of Account (SOA) 6.5. Request for specification of medical devices/ prescription of medical device 6.6. Copy of Guarantee Letter 6.7. Photocopy of valid ID of patient				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Transmit to Charity Fund Division of ABD the Request for Payment (RFP) with documentary requirements and Transmittal List by CAD personnel	1. Receive Request for Payment (RFP). 1.1. Check DVs/RFPs versus transmittal list, stamp individual RFP "Received", and affix initials and date. 1.2. In case of missing, unlisted or discrepant DVs/ RFPs, return the transmittal list with appropriate notation to the originating office.	None	One (1) working day	Receiving Personnel / Accounting Clerk
	1.3. For Computerized Accounting System (CAS) Processing, receive electronically each RFP. (Note: DV for manual transactions and RFP for CAS transactions).		Three (3) working days	Fiscal Controller



	<p>2. Pre-audit process and the DVs/RFP.</p> <p>2.1. Review the individual DV/RFP for compliance with the specified requirements as per relevant checklist.</p> <p>2.2. Check accounting entries for appropriateness and particulars of payment.</p> <p>2.3. In case of deficiencies/errors, reject and return to the originating party with the attached return slip for rectification.</p> <p>2.4. If in order, forward DV/RFP to the DC/DM for review and approval.</p>	None	Seven (7) working days	Financial Analyst / Fiscal Controller / ABD Personnel
	<p>3. Approve the Certification of Availability of Funds (Box B of DV).</p> <p>3.1. Review the Disbursement Voucher and certify availability of funds if in order, otherwise.</p> <p>3.2. Reject and return to the Financial Analyst/ Fiscal Controller/ABD Personnel with the attached return slip</p>	None	Six (6) working days	Division Chief / Department Manager



	<p>for rectification of deficiencies/errors.</p> <p>Note:</p> <p><i>i. Division Chief – signs for and in behalf of the DM if within the level of authority (P200,000.00 and below), otherwise, initials;</i></p> <p><i>ii. Department Manager – signs/approves the DV (above P200,000.00)</i></p> <p>3.3. Forward to Releasing Personnel.</p>			
	<p>4. Prepare transmittal (for CAD Manager/AGM/GM) of all processed DVs and print BIR Form 2307.</p> <p>4.1. Transmit DVs for approval of Box C</p>	None	Three (3) working days	Releasing Officer
	<p>5. Approve DV (Box C).</p> <ul style="list-style-type: none"> - CAD Manager (P100,000 and below) - Office of the AGM (P100,001.00 – P500,000.00); - GM (above P500,000.00) <p>5.1. Forward approved DVs to the Treasury Department.</p>	None	Five (5) working days	CAD Manager/ AGM for Charity/ General Manager or his/her alternate signatories
	Sub - total	None	Twenty-five (25) working days	

**Disclosure Statements:**

1. The processing timeline of ABD is twenty (20) days from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Step 4). The activity in Step 5, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.
2. Considering the voluminous transactions for MAP including Malasakit Center, twenty (20) days are required to complete the pre-audit and processing.
3. Said processing is done simultaneously with other payments of Charity Fund Expenses, such as LGU Lotto shares, which are likewise bulk transactions. Moreover, there are other priority RFPs /DV's – Rental / Equipment Lease Agreement, (ELA), Board of Director's Charity Fund (DCF), PNP and NBI share on STL, Cash Advance, Liquidation of Cash Advance for Employees Medicine Reimbursement, and Aid to Victims of National Calamities and others, charged against Charity Fund.

Stage 3: Treasury Department (10 days) including notification of payee**Processing of Check Payments for approved Disbursement Vouchers (DV's) for Utilized Guarantee Letters**

Processing of check payments for approved Disbursement Vouchers (DV's) for Utilized Guarantee Letters is within ten (10) calendar days from receipt of DV's/RFPs up to notification of availability of checks for release to concerned payees by email, phone call and other means of communications.

Office/Department/Division:		PCSO/Treasury Department/ Charity Fund Disbursement Division		
Classification:		Complex		
Type of Transaction:		G2C - GOVERNMENT TO CITIZEN G2G - GOVERNMENT TO GOVERNMENT G2B – GOVERNMENT TO BUSINESS		
Who May Avail:		Hospitals/Partner Health Facilities providing services to MAP beneficiaries thru Guarantee Letters issued by PCSO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved DV's/RFPs with complete documentary requirements: A. MAP-General B. MAP-Malasakit		<ul style="list-style-type: none"> - Office of the General Manager - Office of the Assistant General Manager for Charity Sector - Charity Assistance Department 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Transmit approved DV's/RFPs with	1. Receive approved DV's/RFPs from CAD, OAGM-Charity and OGM.	None	One (1) working day	Cash Clerk / Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
documentary requirements and Transmittal List for preparation of checks by CAD/OAGM for Charity Sector/OGM personnel.	<p>1.1. Checking of DVs/RFPs versus transmittal list:</p> <ul style="list-style-type: none"> • Check the number of DVs/RFPs submitted versus transmittal list. • Stamp individual DV/RFP "Received" and affix initials, date and time. • In case of missing or unlisted DV/RFP return the transmittal list and unlisted DV/RFP, if any, with remarks for appropriate action of the originating office. • Attach a Monitoring Slip with the following data: <ul style="list-style-type: none"> ○ Voucher Number ○ Date and Time ○ Amount ○ Initials <p>1.2. Checking of individual DVs/RFPs:</p> <p>A. For CAS Transactions:</p> <ul style="list-style-type: none"> • Verify the completeness of DV/RFP details (voucher number, 			Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>amount, and approval of signatories).</p> <ul style="list-style-type: none"> • Search for the voucher number and click the "RECEIVE" box. • Record the DV/RFP to the Daily Voucher Receipt. <p>B. For Manual Transactions:</p> <ul style="list-style-type: none"> • Verify the completeness of the voucher (name of the payee, signatories, date, and amount of the voucher). • If DV/RFP is not in order, log and return the documents to the CAD/OAGM/OGM for appropriate action 			
	<p>2. Review pre-audited DVs/RFPs.</p> <ul style="list-style-type: none"> • Verify the completeness of the DV/RFP (name of the payee, signatories, date and amount of the voucher). • Search for the voucher number 	None	4 hours	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>and click the "REVIEW" box.</p> <ul style="list-style-type: none"> If errors are found in the DV, click "REJECT" and return to the CAD/OAGM-Charity/OGM. If in order, forward the DV/RFP to Cashier for check preparation. 			
	<p>3. Prepare check and print Disbursement Vouchers</p> <p>A. Assign check</p> <p>For CAS Transactions:</p> <ul style="list-style-type: none"> Assign Check (Note: CAS automatically generates check number). Preview the Check and verify the following details: <ul style="list-style-type: none"> Name of Payee Amount Date Signatories In case of inaccuracies in check entries, click "VOID" and prepare another Check. <p>For Manual Transactions:</p>	None	4 hours	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<ul style="list-style-type: none"> • Encode the following details of the check in the LBP Corporate Check Printing System (CCPS): <ul style="list-style-type: none"> ○ Name of Payee ○ Date of Check ○ Amount ○ Nature of Payment ○ DV number B. Print the approved Disbursement Voucher (Note: For CAS transactions only) C. Print check and attach the same to its supporting documents; then, forward it to the Division Chief for review and initial. D. Record Check to the Daily Checks Issued for reporting purposes E. Record issued Check in the Checks Disbursement Register 			
	<p>4. Verify and affix initial on the printed check.</p> <ul style="list-style-type: none"> • Countercheck the following details of the check with approved DV: <ul style="list-style-type: none"> ○ Name of Payee ○ Date of Check 	None	One (1) working day	Division Chief; Cashier III and Cashier IV as alternate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<ul style="list-style-type: none"> ○ Amount ○ Digitized Signature • Affix initial and forward to Department Manager for signature, if in order; otherwise, stamp check as "Spoiled" or "Cancelled". <p><i>Note:</i> <i>*The Cashier III and IV will serve as the alternate of the DC in reviewing checks and affixing initial thereto upon receipt of instruction from superiors.</i></p>			
	<p>5. Approve and sign check as co-signatory.</p> <ul style="list-style-type: none"> • Manually sign the check as co-signatory when everything is found in order. • Digitized signature of the principal signatory is automatically attached to checks amounting to Php300,000.00 and below • Checks above Php300,000.00 are forwarded to the principal signatory 	None	Two (2) working days	Department Manager; DC and/or AGM for Administrative Sector as alternate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<i>Note: ** In the absence of the DM, DC signs the check P300K and below.</i>			
Staff of OAGM for Charity Sector/ OAGM for Administrative Sector / OGM receive checks (with complete attachments) for signature as principal signatory	<p>6. Approve and sign manually the check, when applicable</p> <ul style="list-style-type: none"> For checks amounting to Php300,000.01 to- Php500,000.00, the AGM for Charity Sector signs the check For checks above Php500,000.00, the General Manager signs the Check Return the sign checks with attachments to the Treasury Department 	None	Two (2) working days	<p>AGM for Charity Sector/ AGM for Administrative Sector (alternate signatory)</p> <p>General Manager</p>
	<p>7. Fully signed checks (with complete documents) are recorded in the logbook of Check Disbursement Register.</p> <ul style="list-style-type: none"> Ensure completeness and correctness of signatures. Segregate and transmit checks to Branch Cash Transaction Division that are 	None	One (1) working day	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	intended to be released through PCSO Branches			
Acknowledge the notification from the Treasury Department of the availability of checks for release.	8. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release.	None	Two (2) working days	Cashier
	Sub-total	None	Ten (10) working days	
TOTAL			Forty-five (45) working days	

DISCLOSURE STATEMENTS:

- A. The processing time of ten (10) calendar days commence from receipt of the bulk of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
- B. Processing is done simultaneous with other payments of Charity fund expenses such as:
 - a. LGU Lotto and STL shares
 - b. Rental/ Equipment Lease Agreement (ELA)
 - c. PNP and NBI share on STL
 - d. Mandatory contributions
 - e. Institutional Partnership Program
 - f. Drawing and Liquidation of Cash advances
 - g. Aid to victims of National Calamities
 - h. Other expenses chargeable against Charity fund.
- C. The duration of activity is under normal circumstances.



2. Processing of Payment for Mandatory Contributions

Processing of Disbursement Vouchers (DVs) for Mandatory Contributions charged against Charity Fund

Stage 1: Accounting and Budget Department (ABD) / OAGM for MSS /OAGM for Charity Sector / Office of the General Manager (5 working days)

This process enumerates the steps in processing of DVs for Mandatory Contributions charged against Charity Fund.

Office/Department/Division:		Accounting and Budget Department/Charity Fund Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who May Avail:		MSS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mandatory Contributions <ol style="list-style-type: none"> 1. Copy of Republic Act (RA) or Executive Order (EO) 2. Sales Report 3. Computation of share 4. Applicable Board Resolution (BR) if any 		Documentary attachments are provided by the Originating Office – ABD/Charity Fund Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.1. Prepare Request for Payment (RFP) based on the approved schedule and attach complete documentary requirements. 1.2. Submit to OAGM MSS for approval of Box A.	None	One (1) working day	Financial Analyst / Division Chief
	2. Approve/sign Request for Payment (RFP) and forward to ABD-Charity Fund Division.	None	One (1) working day	AGM for Management Services Sector
	3. Receive Request for Payment (RFP).	None	Two (2) working hours	Receiving Personnel /



	<p>3.1. Check DVs/RFPs versus transmittal list, stamp individual RFP "Received", and affix initials and date.</p> <p>3.2. For Computerized Accounting System (CAS) Processing, receive electronically each RFP.</p>			Accounting Clerk
	<p>4. Pre-audit and process the Disbursement Voucher / RFP.</p> <p>4.1. Review, check accounting entries for appropriateness and particulars of payment against RFP.</p> <p>4.2. In case of deficiencies/ errors, reject and return to the originating party with the attached return slip for rectification.</p> <p>4.3. If in order, forward DV/RFP to the DC/DM for review and approval.</p>	None	Four (4) working hours	Financial Analyst/ Fiscal Controller
	<p>5. Approve the Certification of Availability of Funds (Box B of DV).</p> <p>5.1. Review the Disbursement Voucher and certify availability</p>	None	One (1) working day	Division Chief / Department Manager



	<p>of funds if in order, otherwise.</p> <p>5.2. Reject and return to the Financial Analyst/Fiscal Controller with the attached return slip for rectification of deficiencies/errors.</p> <p>Note:</p> <p>i. <i>Division Chief – signs for and in behalf of the DM if within the level of authority (P200,000.00 and below), otherwise, initials;</i></p> <p>ii. <i>Department Manager – signs/approves the DV (above P200,000.00).</i></p> <p>5.3. Forward DVs to Releasing Officer.</p>			
	<p>6. Prepare transmittal (for AGM/OGM) of all processed DVs.</p> <p>6.1. Transmit DVs for approval of Box C</p>	None	Two (2) working hours	Releasing Personnel
	<p>7. Approve DV (Box C).</p> <ul style="list-style-type: none"> - Office of the AGM for Charity Sector (P500,000.00 and below) - GM (above P500,000.00) <p>7.1. Forward approved DVs to the Treasury Department</p>	None	One (1) working day	AGM/ General Manager
	TOTAL	None	Five (5) working days	

**Disclosure Statements:**

1. The processing timeline of five (5) working days is from preparation of RFPs with complete documents up to the approval of Box C.
2. Said processing is done simultaneously with other payments of Charity Fund Expenses, such as MAP General and Malasakit, and LGU Lotto share, which are bulk transactions. Moreover, there are other priority RFPs / DVs – Rental / Equipment Lease Agreement, (ELA), Board of Director's Charity Fund (DCF), PNP and NBI share on STL, Cash Advance, Liquidation of Cash Advance for Employees Medicine Reimbursement, and Aid to Victims of National Calamities and others, charged against Charity Fund.
3. The duration of activity is under normal circumstances.

Stage 2: Treasury Department / OAGM for Charity Sector / OGM (Five (5) working days)

Processing of Check Payments for approved Disbursement Vouchers DVs)/ Request for Payment (RFPs) for Mandatory Contributions Charged against Charity Fund

This process involves the steps in processing of check payments for Mandatory Contributions from receipt of DVs/RFPs up to notification of availability of checks for release to concerned payees by email, phone call and other means of communications.

Office/Department/Division:		PCSO/Treasury Department/ Charity Fund Disbursement Division		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		Charity Fund Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved DVs/RFPs with complete documentary requirements		<ul style="list-style-type: none"> - Office of the General Manager - Office of the Assistant General Manager for Charity Sector 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Transmit to Treasury Department the approved DVs/ RFPs with documentary requirements and Transmittal List for	1. Receive approved DV's/RFPs from CAD, OAGM- Charity and OGM. 1.1. Check DVs/RFPs versus transmittal list:	None	Four (4) working hours	Cash Clerk/ Cashier as alternate



preparation of checks by the personnel from OGM/OAGM for Charity.	<ul style="list-style-type: none"> • Check the number of DVs/RFPs submitted versus transmittal list. • Stamp individual DV/RFP "Received" and affix initials, date, and time. • In case of missing or unlisted DV/RFP return the transmittal list and unlisted DV/RFP, if any, with remarks for appropriate action of the originating office. • Attach a Monitoring Slip with the following data: <ul style="list-style-type: none"> ○ Voucher Number ○ Date and Time ○ Amount ○ Initials <p>1.2. Check individual DVs/RFPs:</p> <p>A. For CAS Transactions:</p> <ul style="list-style-type: none"> • Verify the completeness of DV/ RFP details (voucher number, amount, and approval of signatories). • Search for the voucher number and click the "RECEIVE" box. 			Cashier
---	--	--	--	---------



	<ul style="list-style-type: none"> Record the DV/ RFP to the Daily Voucher Receipt. <p>B. For Manual Transactions:</p> <ul style="list-style-type: none"> Verify the completeness of the voucher (name of the payee, signatories, date, and amount of the voucher). If DV/RFP is not in order, log and return the documents to the originating office for appropriate action. 			
	<p>2. Review pre-audited DVs/RFPs</p> <ul style="list-style-type: none"> Verify the completeness of the DV/ RFP (name of the payee, signatories, date and amount of the voucher). Search for the voucher number and click the "REVIEW" box. If errors are found in the DV, click "REJECT" and return to the originating office. If in order, forward the DV/RFP to Cashier for check preparation. 	None	Four (4) working hours	Cashier



	<p>3. Prepare check and print Disbursement Vouchers</p> <p>3.1. Assign check.</p> <p>For CAS Transactions:</p> <ul style="list-style-type: none"> Assign Check (Note: CAS automatically generates check number). Preview the Check and verify the following details: <ul style="list-style-type: none"> Name of Payee Amount Date Signatories In case of inaccuracies in check entries, click "VOID" and prepare another Check. <p>For Manual Transactions:</p> <ul style="list-style-type: none"> Encode the following details of the check in the LBP Corporate Check Printing System CCPS): <ul style="list-style-type: none"> Name of Payee Date of Check Amount Nature of Payment DV number <p>3.2. Print the approved Disbursement voucher (Note: For</p>	None	Four (4) working hours	Cashier
--	---	------	------------------------	---------



	<p>CAS transactions only).</p> <p>3.3. Print check and attach the same to its supporting documents; then, forward it to the Division Chief for review and initial.</p> <p>3.4. Record Check to the Daily Checks Issued for reporting purposes.</p> <p>3.5. Record issued Check in the Checks Disbursement Register.</p>			
	<p>4. Verify and affix initial on the printed check.</p> <ul style="list-style-type: none"> Counter-check the following details of the check with approved DV: <ul style="list-style-type: none"> Name of Payee Date of Check Amount Digitized Signature Affix initial and forward to Department Manager for signature, if in order; otherwise, stamp check as "Spoiled" or "Cancelled". <p><i>Note:</i> <i>*The Cashier III and IV will serve as the alternate of the DC in reviewing checks and</i></p>	None	Two (2) working hours	Division Chief; Cashier III and Cashier IV as alternate



	<i>affixing initial thereto upon receipt of instruction from superiors.</i>			
	<p>5. Approve and sign check as co-signatory.</p> <ul style="list-style-type: none"> Manually sign the check as co-signatory when everything is found in order. Digitized signature of the principal signatory is automatically attached to checks amounting to Php300,000.00 and below. Checks above Php300,000.00 are forwarded to the principal signatory. <p><i>Note:</i> ** In the absence of the DM, DC signs the check P300K and below.</p>	None	Two (2) working hours	Department Manager; DC and/or AGM for Administrative Sector as alternate
Staff of OAGM for Charity Sector/OGM receive checks (with complete attachments) for signature as principal signatory	<p>6. Approve and sign manually the check, when applicable</p> <ul style="list-style-type: none"> For checks amounting to Php300,000.01 to- Php500,000.00, the AGM for Charity Sector signs the check For checks above Php500,000.00, the General 	None	Four (4) working hours	<p>AGM for Charity Sector/ AGM for Administrative Sector (as alternate signatory)</p> <p>General Manager</p>



	<p>Manager signs the Check</p> <ul style="list-style-type: none"> Return the sign checks with attachments to the Treasury Department 			
	<p>7. Fully signed checks (with complete documents) are recorded in the logbook of Check Disbursement Register.</p> <ul style="list-style-type: none"> Ensure completeness and correctness of signatures. Segregate and transmit checks to Branch Cash Transaction Division that are intended to be released through PCSO Branches 	None	Four (4) working hours	Cashier
Acknowledge the notification from the Treasury Department of the availability of checks for release.	<p>8. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release.</p>	None	Two (2) working days	Cashier
TOTAL		None	Five (5) working days	
Grand Total			Ten (10) working days	

DISCLOSURE STATEMENTS:

1. The processing time of five (5) working days commence from receipt of the bulk of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
2. The duration of activity is under normal circumstances.



B. Processing of Prize Claims

1. Processing of Payment in Cash of Prize Claim Php 10,000.00 and Below (Low-Tier)

Stage 1: Accounting and Budget Department (ABD) / Prize Fund Division (18 minutes)

This involves the procedural steps in processing prize claim of P10,000.00 and below.

Office/Dept./Division:	Accounting and Budget Department (ABD) /Prize Fund Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Winners of PCSO games with prizes Php10,000.00 and below(except scratch tickets)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal-holder/owner: 1. Winning ticket/s in good condition and; 2. Two (2) Valid Identification Documents (ID's)	Any two (2) of the following acceptable valid Identification Documents (ID's): 1. National ID 2. Alien Certificate of Registration 3. Barangay ID 4. Employment ID 5. Driver's License 6. DSWD-4Ps 7. AFP/PNP 8. Pag-IBIG Loyalty Card 9. GSIS e-card	1. Philippine Statistics Authority (PSA) 2. Department of Foreign Affairs (DFA) office 3. Barangay Hall/offices 4. Office/Company where employed 5. Land Transportation Office (LTO) 6. Department of Social Welfare and Development (DSWD) office 7. AFP/PNP office 8. Home and Development Mutual Fund (PAG-IBIG) office 9. Government Service Insurance System (GSIS) office
Representative: 1. Winning ticket/s in good condition; 2. Two (2) valid ID's of person being represented; 3. Two (2) valid ID's of authorized representative. 4. SPA (Special Power of Attorney) or LOA (Letter of Authority)		
Note: All requirements must be original.		



	10. IBP ID	10. Integrated Bar of the Philippines office
	11. NBI ID/ Clearance	11. National Bureau of Investigation office
	12. OWWA ID	12. OWWA office
	13. Phil Health card	13. Phil Health office
	14. Police Clearance Certificate	14. City Hall
	15. Postal ID	15. Post Office
	16. PRC ID	16. Professional Regulation Commission (PRC) office
	17. Senior Citizen's Card	17. Senior Citizen's Affairs Office/Barangay hall
	18. SSS ID Card	18. Social Security System office
	19. TIN ID (BIR)	19. Bureau of Internal Revenue office
	20. UMID	20. Government Service Insurance System/SSS office
	21. Passport-Philippine or Foreign	21. Department of Foreign Affairs office (DFA)
	22. Voter's ID	22. Commission on Election (COMELEC) office
	23. NCWDP ID	23. National Council for Welfare of Disabled Person (NCWDP) office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Fill up Winner's Profile Form located outside the validation	1.1. Instruct the winner to fill up Winner's Profile Form located outside the validation	None	5 minutes	Guard on duty at the 2 nd Floor Sun Plaza Bldg.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>window with the following details: (window #1)</p> <ul style="list-style-type: none"> ✓ Name ✓ Address ✓ Civil Status ✓ Work <p>1.2. Write full name and affixes signature at the back of the original winning ticket (window # 1).</p>	<p>windows with the following details:</p> <ul style="list-style-type: none"> ✓ Name ✓ Address ✓ Civil Status ✓ Work <p>1.2. Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s</p>			
<p>2. Presents ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff, at the validation window # 1.</p>	<p>2.1. Accept the winning ticket/s and two (2) valid IDs presented together with the winner's profile form.</p> <p>2.2. Assign queueing number for the transaction.</p> <p>2.3. Check ticket for any sign of mutilation.</p> <p>2.4. Verify the correctness of name and signature affixed at the back of the ticket vis-a-vis ID's and Winner's Profile Form presented.</p>	None	5 minutes	Staff/Personnel PRIZE FUND DIVISION



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.5. Proceed with ticket validation procedure by inserting the winning ticket in the validation machine.</p> <p>2.6. Instruct the winner/ claimant to sit at the designated waiting area.</p>			
3. Remain seated at the designated waiting area while the prize claim is being processed.	<p>3.1. Review the correctness and validity of claims for ticket presented vis-vis prize claim receipt, IDs and Winners Profile form.</p> <p>3.2. Sign the reviewed ticket/s as proof of approval for payment.</p> <p>3.3. Return the complete documents to the assigned personnel.</p>	None	5 minutes	Division Chief/ Asst. Division Chief PRIZE FUND DIVISION
<p>4.1. Sign logbook.</p> <p>4.2. Receives the following: ✓ Validated winning ticket/s</p>	<p>4.1. Record transaction in a logbook and instruct the claimant/winner to sign.</p> <p>4.2. Return the following documents and instruct the claimant/winner to check the</p>	None	2 minutes	Staff/Personnel Prize Fund Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
✓ 2 valid ID's 4.3. Accepts Client Satisfaction Measurement (CSM) form	completeness of documents before leaving the window: ✓ Validated winning ticket/s ✓ 2 valid ID's 4.3. Provide questionnaire for Client Satisfaction Measurement (CSM) for services availed after completed transaction. The accomplished CSM will be collected by the Treasury Dept. after processing of payment.			
5. Proceed to Treasury Department (window 5).	5. Instruct the claimant/winner to proceed to window 5 of Treasury Dept. for cash payment.	None	1 minute	Staff/Personnel Prize Fund Division
	Sub - Total	None	18 minutes	

DISCLOSURE STATEMENTS:

1. The duration of the activity is under normal circumstances.
2. Prizes are paid to validated winning tickets only. Holders/claimants of altered or forged tickets will be subjected to criminal prosecution.
3. All prizes above P10,000.00 are paid in checks, net of 20% final tax, as prescribed by RA 10963 or the Tax Reform Acceleration and Inclusion (TRAIN) Law.
4. Prizes must be claimed within 12 months from the date of winning, otherwise these shall be forfeited.

5. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:15 AM to 4:30 PM, Monday to Friday.

Stage 2: Treasury Department (15 minutes)

Payment in Cash of Prize Claims of Low Tier Prizes (Php10,000.00 and Below)

Prize/s of PCSO Games amounting to P10,000.00 and below are payable in cash. Claimants/winners may claim their cash prizes from the PCSO outlets, PCSO branch offices or from the Treasury Department of the PCSO Main Office.

Office/Department/Division:	Treasury Department (TD) / Prize Payment Division
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who May Avail:	PCSO Games Low Tier Prize Winners
Checklist of Requirements	Where to Secure
1. <u>Any two (2) of the following acceptable valid Identification Documents (ID's)</u> <ul style="list-style-type: none"> ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID 	1. Winner/Claimant
2. Validated Winning Ticket (original)	2. Prize Fund Division, Accounting and Budget Department (ABD)
3. Prize Claim Receipt	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present winning ticket, prize claim receipt validated by the Accounting and Budget Department (ABD) and valid ID to the Prize Fund Disbursement Division (Window 5 of the Treasury Department)	1. Receive validated winning ticket from the claimant and check the presence of the following: <ul style="list-style-type: none"> a. Validated winning ticket/s duly signed at the back by the winner. b. Prize claim receipt duly signed at the back by ABD staff; c. Valid IDs. 	None	5 minutes	Disbursing Officer
2.1. Receive cash prize payment from Disbursing Officer. 2.2. Count the money before leaving the counter. 2.3. Sign the Logbook as proof of payment.	2.1. Pay the winner if all items under Item no.1 above are in order. 2.2. Request the winner to count the money before leaving the counter. 2.3. Request the winner to sign the logbook to acknowledge receipt of payment.	None	5 minutes	Disbursing Officer
2. Submit the fully accomplished Client Satisfaction Measurement (CSM) form given by ABD.	2.4. Collect from the claimant the fully accomplished CSM form.	None	5 minutes	Disbursing Officer
	Sub-total	None	15 minutes	



TOTAL NO. OF HOURS FOR THE WHOLE PROCESS	33 minutes	
---	-------------------	--

Processing of Payment in Cash of Prize Claim Php 10,000.00 and below (Low-Tier) qualified for multi-stage processing.

DISCLOSURE STATEMENT:

1. The duration of activity is under normal circumstances.
2. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:00 AM to 5:00 PM Monday to Friday.



2. Processing of Payment of Prize Claim above Php10,000.00 except Jackpot (High-Tier)

Stage 1: Accounting and Budget Department (ABD) /Prize Fund Division and OAGM for Management Services Sector (2 hours and 10 minutes)

Processing and Preparation of Disbursement Voucher (DV)

This involves the procedural steps in processing of disbursement vouchers (DVs) of prize claim P10,000.00 and above except jackpot until the transmittal (release of DVs) to Treasury Department for check payment preparation.

Office/Department/Division:	Accounting and Budget Department (ABD)/Prize Fund Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Winners of PCSO games with prizes above Php 10,000.00 except Jackpot.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal-holder/owner: 1. Winning ticket/s in good condition 2. Two (2) Valid Identification Documents (ID's)	<u>Any two (2) of the following acceptable valid Identification Documents (ID's)</u> 1. National ID 2. Alien Certificate of Registration 3. Barangay ID 4. Employment ID 5. Driver's License 6. DSWD-4Ps 7. AFP/PNP 8. Pag-IBIG Loyalty Card 9. GSIS e-card	1. Philippine Statistics Authority (PSA) 2. Department of Foreign Affairs (DFA) office 3. Barangay Hall/offices 4. Office/Company where employed 5. Land Transportation Office (LTO) 6. Department of Social Welfare and Development (DSWD) office 7. AFP/PNP office 8. Home and Development Mutual Fund (PAG-IBIG) office
Representative: 1. Winning ticket/s in good condition 2. Two (2) valid IDs of person being represented 3. Two (2) valid IDs of authorized representative 4. SPA (Special Power of Attorney) or LOA (Letter of Authority)		



Note: All requirements should be original.	10. IBP ID	9. Government Service Insurance System (GSIS) Office			
	11. NBI ID/ Clearance	10. Integrated Bar of the Philippines office			
	12. OWWA ID	11. National Bureau of Investigation office			
	13. Phil Health Card	12. OWWA office			
	14. Police Clearance Certificate	13. Phil Health office			
	15. Postal ID	14. City Hall			
	16. PRC ID	15. Post Office			
	17. Senior Citizen's Card	16. Professional Regulation Commission (PRC) office			
	18. SSS ID Card	17. Senior Citizen's Affairs Office/Barangay Hall			
	19. TIN ID (BIR)	18. Social Security System office			
	20. UMID	19. Bureau of Internal Revenue Offices			
	21. Passport-Philippine or Foreign	20. Government Service Insurance System/SSS			
	22. Voter's ID	21. Department of Foreign Affairs office (DFA)			
	23. NCWDP ID	22. Commission on Election (COMELEC) Office			
		23. National Council for Welfare of Disabled Person (NCWDP) office			
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.1. Fill up Winner's Profile Form located outside the validation window with the following details: (window #1)</p> <ul style="list-style-type: none"> ✓ Name ✓ Address ✓ Civil Status ✓ Work <p>1.2. Write full name and affixes signature at the back of the original winning ticket. (window # 1);</p>	<p>1.1. Instruct the winner to fill up Winner's Profile Form located outside the validation windows with the following details:</p> <ul style="list-style-type: none"> ✓ Name ✓ Address ✓ Civil Status ✓ Work <p>1.2. Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s.</p>	None	20 minutes	Guard on duty at the 2 nd Floor Sun Plaza Bldg.
<p>2. Present the ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff, at the window #1.</p>	<p>2.1. Accept the winning ticket.</p> <p>2.2. Assign queueing number for the transaction to be collected by the Treasury Department upon release of check. (Give priority to Senior Citizen, Pregnant Women, PWDs)</p> <p>2.3. Check ticket for any signs of non-compliances:</p> <ul style="list-style-type: none"> ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil). ✓ Tampering ✓ Illegibility 	None	15 minutes	Staff/Personnel PRIZE FUND DIVISION



	<p>For any non-compliance detected: reject the claim or refer to Gaming and Technology Department for technical issues and later to Legal Department for fraudulent claims.</p> <p>If compliant: Secure two valid IDs from claimants for comparison of signature of winning ticket vis-à-vis ID and Winner's Profile Form presented.</p> <p>2.4. Proceed with ticket validation procedure by inserting the winning ticket in the validation machine.</p> <p>Note: For scratch tickets: Complete documents with validated ticket are submitted for request for payment (RFP) and Disbursement Voucher (DV) processing.</p> <p>2.5. Instruct the winner/claimant to sit at the designated waiting area.</p>			
--	---	--	--	--

	2.6. Forward the complete documents to assigned personnel for processing of prize claim Disbursement Voucher (Request for payment-as needed).			
3. Remain seated at the designated waiting area while the prize claim is being processed.	3.1. Encode winner/claimant's personal information and prize claim details and prepare the Disbursement Voucher (DV). 3.2 Submit DV to Division Chief for approval.	None	20 minutes	Staff/Personnel PRIZE FUND DIVISION
4. Remain seated at the designated waiting area.	4.1 Review and verify the correctness of the encoded name, prize details, accounting codes and accuracy of amount in the transmitted DV vis-a-vis validated ticket/s, valid ID's and winner's profile form and approve DV (Box A). 4.2 Approve Disbursement Voucher (Box B)	None	10 minutes 10 minutes	Department Manager (ABD) / Division Chief/Asst. DC.(PFD/ABD) Department Manager (ABD) / Division Chief/Asst. DC.(PFD/ABD)



5.1. Wait for the queuing number/name of the claimant to be called.	5.1. Photocopy the winning ticket, prize claim receipt and IDs	None	10 minutes	Staff/Personnel Prize Fund Division
5.2. Receive/accept two (2) valid IDs.	5.2. Return two (2) IDs of the winner.			
5.3. Accept Client Satisfaction Measurement (CSM) form.	5.3. Provide questionnaire for Client Satisfaction Measurement (CSM) for services availed after completed transaction. The accomplished CSM will be collected by the Treasury Department after processing of payment.			
5.4. Affix signature on the photocopies of prize claim documents (Window # 2) and return to the designated waiting area.	5.4. Request the winner to affix signature on the photocopies of prize claim documents and inform claimant to seat at the designated waiting area.			
6. Remain seated at the designated waiting area and wait for the Queueing Number to be called.	6.1. Print transmittal report. 6.2. Forward original prize claim documents to authorized signatories for approval of DV (Box C).	None	10 minutes	Staff/Personnel Prize Fund Division
7. Remain seated at the designated	7. Approve/sign processed DV.	None	30 minutes	Assistant General Manager –



waiting area and wait for the Queueing Number to be called.				MSS or his alternate signatory
8. Remain seated at the designated waiting area and wait for the Queueing Number to be called.	8.1 Forward complete documents to Treasury Department for processing of check. 8.2 Inform the winner that his/her prize claim documents are already forwarded to Treasury Department for check processing.	None	5 minutes	Staff/Personnel Prize Fund Division
	Sub-total	None	2 hours and 10 minutes	

DISCLOSURE STATEMENTS:

1. The duration of the activity is under normal circumstances.
2. Prizes are paid to validated winning tickets only. Holders/claimants of altered or forged tickets will be subjected to criminal prosecution.
3. All prizes above P10,000.00 are paid in checks, net of 20% final tax, as prescribed by RA 10963 or the Tax Reform Acceleration and Inclusion (TRAIN) Law.
4. Prizes must be claimed within 12 months from the date of winning, otherwise these shall be forfeited.
5. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:15 AM to 4:30 PM, Monday to Friday.
6. The processing timeline of ABD is one (1) working hour and thirty-five (35) minutes from filling-up of Winner's Profile Form of then claimant up to the preparation of Transmittal of Processed DVs (Steps 1- 6). The activity in Step 7, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.

Stage 2: Treasury Department (3 hours and 25 minutes)

Payment of Prize Claims by Checks (High-Tier)

This process starts from the time the ABD staff forwarded the approved Disbursement Voucher with complete documents up to the release of check for the payment of prize claim.



Office/Department/Division:		Treasury Department (TD) / Prize Payment Division		
Classification:		Simple		
Type of Transaction:		Government to Client (G2C)		
Who May Avail:		PCSO Games High Tier Prize Winners (above P10,000.00 except Jackpot)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prize Claim Processing Slip (original copy)		Accounting and Budget Department (ABD)		
2. Validated tickets (original copy and 1 photocopy)		Accounting and Budget Department (ABD)		
3. Disbursement Voucher (DV)		To be printed by TD from the Computerized Accounting System (CAS)		
4. 2 valid IDs (original and photocopies)		Claimant and ABD		
<ul style="list-style-type: none"> ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Remain seated at the designated waiting area and wait for the Queueing	1. Receive the original and complete prize claim documents from ABD Staff and check the presence of the following:	None	10 minutes	Designated Prize Payment Staff



Number to be called.	<ul style="list-style-type: none"> ○ Prize Claim Processing Slip (PCPS) ○ Validated winning ticket duly signed at the back by the winner/claimant ○ Prize pay receipt ○ Signed photocopies of 2 valid IDs of the winner ○ If the prize is to be claimed by an authorized representative, submit a notarized Special Power of Attorney and 2 valid IDs of the authorized representative <p>Note: Write the Queueing Number (QN) given by the ABD and the time of receipt in the monitoring slip. Give priorities to Senior Citizen, Person with Disability (PWD) and Pregnant women.</p>			
2. Remain seated at the designated waiting area and await for the Queueing Number to be called.	<p>2. Print disbursement voucher/Print Check</p> <p>2.1. Review DV by comparing details vs supporting documents against the data encoded by ABD.</p>	None	1 hour	Cashier II



	<p>➤ Review and approve transaction in the system for check assignment (reject transaction if there are corrections), record the reviewed documents in the logbook and return to the originating department (ABD)</p> <p>2.2. Assign check number.</p> <p>2.3. Print DV.</p> <p>2.4. Encode and print prize check with the:</p> <p>➤ Date of check</p> <p>➤ Name of payee (winner)</p> <p>➤ Amount of prize</p>			
3. Remain seated at the designated waiting area and await for the Queueing Number to be called.	<p>3. Review the prize check.</p> <p>3.1. Review and verify correctness of data encoded in the prize check vs DV.</p> <p>3.2. Affix initial in the prize check and forward to the Department Manager for signature.</p>	None	15 minutes	Division Chief (DC)/ Designated alternate of the DC
4. Remain seated at the	4.1. Sign and approve prize	None	30 minutes	Department Manager/DC



designated waiting area and await for the Queueing Number to be called.	check as co-signatory. 4.2. Forward check to principal signatory.			and AGM for AS as alternate signatory
5. Remain seated at the designated waiting area and await for the Queueing Number to be called.	6.1. Sign and approve prize check as principal signatory. For prizes P10,000.01 to P300,000.00 <ul style="list-style-type: none"> Digitized signature is attached to the check For prizes above P300,000.00 Sign manually the prize check 6.2. Return signed check to Treasury Department for release.	None	1 hour	Assistant General Manager-MSS
7. Remain seated at the designated waiting area and await for the Queueing Number to be called.	6. Scan check and DV before releasing the check.	None	10 minutes	Disbursing Officer
7.1. Approach the window when called. 7.2. Return the QN issued by the ABD staff.	7.1. Call claimant for check releasing. 7.2. Retrieve QN issued by the ABD from the claimant.	None	15 minutes	Disbursing Officer



7.3. Sign in the following: ➤ Disbursement Book ➤ DV ➤ Acknowledgment receipt portion of the prize check.	7.3. Have the winner sign in the following: ➤ Disbursement Book ➤ DV ➤ Acknowledgment receipt portion of the prize check.			
7.4. Receive the prize check.	7.4. Release the prize check.			
8. Fill-up and submit the fully accomplished Client Satisfaction Measurement (CSM) form given by ABD	8. Collect from the claimant the fully accomplished CSM form.	None	5 minutes	Disbursing Officer
	Sub-total	None	3 hours 25 minutes	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS			No longer than 1 working day	

DISCLOSURE STATEMENTS:

1. The duration of activity is based on normal/regular circumstances.
2. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:00 AM to 5:00 PM Monday to Friday.
3. **Processing of Payment of Prize Claim for Jackpot**

Stage 1: Accounting and Budget Department (ABD) / Prize Fund Division (2 hours and 50 minutes)

Processing and Preparation of Disbursement Voucher

This involves the procedural steps in processing of disbursement vouchers (DVs) of prize claim for jackpot until the transmittal (release of DVs) to Treasury Department for check payment preparation.

Office/Department/Division:	Accounting and Budget Department (ABD)/Prize Fund Division
Classification:	Simple



Type of Transaction:	G2C	
Who may avail:	Winners of PCSO games for Jackpot.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal-holder/owner: 1. Winning ticket/s in good condition 2. Two (2) Valid Identification Documents (ID's)	<u>Any two (2) of the following acceptable valid Identification Documents (ID's)</u> 1. National ID 2. Alien Certificate of Registration 3. Barangay ID 4. Employment ID 5. Driver's License 6. DSWD-4Ps 7. AFP/PNP 8. Pag-IBIG Loyalty Card 9. GSIS e-card 10. IBP ID 11. NBI ID/Clearance 12. OWWA ID 13. Phil Health card 14. Police Clearance Certificate	1. Philippine Statistics Authority (PSA) 2. Department of Foreign Affairs (DFA) office 3. Barangay Hall/offices 4. Office/Company where employed 5. Land Transportation Office (LTO) 6. Department of Social Welfare and Development (DSWD) office 7. AFP/PNP office 8. Home and Development Mutual Fund (PAG-IBIG) office 9. Government Service Insurance System (GSIS) office 10. Integrated Bar of the Philippines office 11. National Bureau of Investigation office 12. OWWA office 13. Phil Health office 14. City Hall 15. Post Office 16. Professional Regulation Commission (PRC) office
Representative: 1. Winning ticket/s in good condition 2. Two (2) valid IDs of person being represented; 3. Two (2) valid IDs of authorized representative; and 4. SPA (Special Power of Attorney) or LOA (Letter of Authority)		
Note: All requirements should be original.		



	15. Postal ID 16. PRC ID 17. Senior Citizen's Card 18. SSS ID Card 19. TIN ID (BIR) 20. UMID 21. Passport-Philippine or Foreign 22. Voter's ID 23. NCWDP ID	17. Senior Citizen's Affairs Office/Barangay Hall 18. Social Security System office 19. Bureau of Internal Revenue Offices 20. Government Service Insurance System/SSS 21. Department of Foreign Affairs office (DFA) 22. Commission on Election (COMELEC) Office 23. National Council for Welfare of Disabled Person (NCWDP) office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Fill up Winner's Profile Form located outside the validation window with the following details: (window #1) ✓ Name ✓ Address ✓ Civil Status ✓ Work 1.2. Write full name and affixes signature at the back of the original	1.1. Instruct the winner to fill up Winner's Profile Form located outside the validation windows with the following details: ✓ Name ✓ Address ✓ Civil Status ✓ Work 1.2. Instruct the claimant to write his/her full name and affix signature	None	10 minutes	Guard on duty on duty at the 2 nd Floor Sun Plaza Bldg.



winning ticket. (window # 1);	at the back of the ticket/s.			
2. Present the ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff at the window #1.	<p>2.1. Accept the winning ticket/s.</p> <p>2.2. Assign queueing number for the transaction (to be collected by Treasury Department; Prioritize Senior Citizen, Pregnant Women, PWDs).</p> <p>2.3. Check ticket for any signs of non-compliance:</p> <ul style="list-style-type: none"> ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil). ✓ Tampering ✓ Illegibility <p>For any non-compliance detected: reject the claim or refer to the Gaming and Technology Department for technical issues; and later to Legal Department for fraudulent tickets.</p>	None	15 minutes	Staff/Personnel Prize Fund Division



	<p>If compliant: Secure two valid IDs from claimants for comparison of signature vis-à-vis ID's and Winner's Profile Form presented.</p> <p>2.3 Proceed with ticket validation procedure by inserting the winning ticket in the validation machine. Validation can be done mechanically or manually.</p> <p>2.4 Endorse validated winning tickets to Division Chief / Assistant Division Chief together with the Jackpot winner inside the department. (for security reason).</p>			
3. Proceed to the Division Chief.	3.1 If winning ticket was purchased from POSC lotto terminal, email scanned copy of winning ticket to Cebu Data Center for confirmation of actual amount of Jackpot prize through issuance of	None	35 minutes	Division Chief/ Assistant DC Prize Fund Division



	<p>'Declaration of Validated Winning Ticket Form'; otherwise proceed to next step.</p> <p>3.2 Encode winner/claimant's personal information and prize claim details and prepare the Disbursement Voucher (DV).</p> <p>3.3 Photocopy the winning ticket, prize claim receipt and IDs.</p> <p>3.4 Approve Disbursement Voucher (Box A)</p> <p>3.5 Submit complete documents together with the winning ticket, prize claim receipt and photocopy of IDs to the Department Manager for approval of DV (Box B).</p>			
4. Proceed to the Department Manager, as escorted by Prize Fund Division DC/Staff.	4.1 Review transmitted data vis-a vis validated ticket/s, valid IDs and winner's profile form.	None	30 minutes	Department Manager (ABD)



	4.2 Approve Disbursement Voucher (Box B).			
5.1. Receive/accept two (2) valid ID's.	5.1. Return two (2) IDs of the winner.	None	5 minutes	Division Chief/ Assistant DC Prize Fund Division
5.2. Accept Client Satisfaction Measurement (CSM) form.	5.2. Provide questionnaire for Client Satisfaction Measurement (CSM) for services availed after completed transaction. The accomplished CSM will be collected by Treasury Department after processing of payment.			
5.3. Affix signature on the photocopies of prize claim document.	5.3. Request the winner to affix signature on the photocopies of prize claim documents.			
	5.4. Provide winner photocopies of original documents			
6. Await approval of DV.	6.1. Print transmittal report.	None	10 minutes	Division Chief/ Assistant DC Prize Fund Division
	6.2. Forward original prize claim documents to authorized			



	signatories for approval of Disbursement Voucher (Box C).			
7. Await approval of DV.	7. Approve/sign processed DV.	None	1 hour	General Manager/ Alternate signatory is the AGM for GPDMS
8. Proceed to Treasury Department	8. Forward documents in a sealed envelope to Treasury Department together with the jackpot winner for check processing.	None	5 minutes	Division Chief/ Assistant DC Prize Fund Division
	Sub-Total	None	2 hours and 50 minutes	

DISCLOSURE STATEMENTS:

1. The duration of activity is based on normal/regular circumstances.
2. Prizes are paid to validated winning tickets only. Holders/claimants of altered or forged tickets will be subjected to criminal prosecution.
3. All prizes above P10,000.00 are paid in checks, net of 20% final tax, as prescribed by RA 10963 or the Tax Reform Acceleration and Inclusion (TRAIN) Law.
4. Prizes must be claimed within 12 months from date of winning, otherwise these shall be forfeited.
5. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:15 AM to 4:30 PM, Monday to Friday.

Stage 2: Treasury Department (4 hours)

Payment of Prize Claim for Jackpot Prize

This process starts from the time the ABD staff forwarded the approved Disbursement Voucher with complete documents up to the release of check for the payment of prize claim for Jackpot Prize/s of PCSO Games.

Office/Department/Division:	Administrative Sector, Treasury Department, Prize Fund Division
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who May Avail:	PCSO Jackpot Prize Winners



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>(Received in sealed envelope)</i> 1. Prize Claim Processing Slip (original copy) 2. Validated Tickets (original copy) 3. Photocopy of 2 Valid ID's and validated tickets (1 copy) ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID 4. Declaration of Validated Winning Ticket/Confirmation from VisMin Data Center, if applicable, (original copy)		Accounting and Budget Department (ABD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Division Chief of the Prize Payment Division as escorted by the ABD Division Chief.	1.1. Receive documents in a sealed envelope from the Division Chief (DC) of Accounting and Budget Department (ABD).	None	10 minutes	Division Chief



	<p>1.2. Check the presence of the following:</p> <ul style="list-style-type: none"> ➤ Duly processed and signed Disbursement Voucher (DV). ➤ Supporting documents: <ul style="list-style-type: none"> ○ Validated winning tickets duly signed at the back by the winner ○ Prize Claim receipt ○ Declaration of Validated Winning Ticket/Confirmation from Vismin Data Center (if applicable) ○ Photocopies of two (2) valid IDs of the winner ○ In case the prize is to be claimed by an authorized representative, a notarized Special Power of Attorney (SPA) & 2 valid IDs of the representative and Jackpot Winner must be submitted. 			
2. Answer the profile questions and sign the profile form after the interview.	<p>2.1. Interview the Jackpot winner for profiling.</p> <p>2.2. Accomplish Winner's Profile Form.</p>	None	30 minutes	Division Chief



	<p>2.3. Sign accomplished Winner's Profile Form.</p> <p>2.4. Forward Winner's Profile Form to Technical Assistant of Treasury Department (TD) for safekeeping.</p>			
3. Await while the document is being processed.	<p>3.1. Review DV by comparing details vs supporting documents against the data encoded by ABD.</p> <p>➤ Review and approve transaction in the system for check assignment (reject transaction if there are corrections), record the rejected documents in the logbook and return to the originating department (ABD)</p> <p>3.2. Assign check number.</p> <p>3.3. Print Disbursement Voucher.</p> <p>3.4. Review the encoded details on check. Print prize check with the:</p> <p>➤ Date of check.</p>	None	30 minutes	Cashier II



	<ul style="list-style-type: none"> ➤ Name of payee (winner) ➤ Amount of prize 			
4. Await while the document is being processed.	4.1. Review and verify correctness of data encoded in the prize check vs DV. 4.2. Affix initial on the check. 4.3. Forward the check to the signatories.	None	20 minutes	Division Chief/ Designated alternate of the DC
5. Await while the document is being processed.	5. Sign the check manually as co-signatory.	None	30 minutes	Department Manager/AGM for Administrative Sector as alternate signatory
6. Affix thumbmarks on the DV and sign in the DV, acknowledgement portion of the prize check and Jackpot winner's logbook.	6.1. Take the winner's thumbmarks and sign in the DV, acknowledgement portion of the prize check and Jackpot winner's logbook. 6.2. Escort the winner to the Office of the General Manager or his/her alternate signatory.	None	10 minutes	Division Chief Department Manager
7. Proceed to the Office of the General Manager or his/her alternate signatory as escorted by the Treasury Department Division Chief.	7. Sign the check manually as principal signatory	None	1 hour 30 minutes	General Manager/ Alternate Signatories: Chairperson Members of the Board of Directors AGM for Gaming, Product Development and Marketing Sector (GPDMS)
8.1. Photo opportunity	8.1. Take the photo of the winner with the	None	15 minutes	General Manager/



with the General Manager/or his alternate signatory.	GM/or his alternate signatory.			Alternate Signatories: Chairperson Members of the Board of Directors AGM for Gaming, Product Development and Marketing Sector (GPDMS) Division Chief/ Designated alternate of the DC
8.2. Receive the prize check.	8.2. Release the prize check.			
9. Fill-up and submit the fully accomplished Client Satisfaction Measurement (CSM) form given by ABD.	9. Collect from the claimant the fully accomplished CSM form given by ABD.	None	5 minutes	Division Chief
	Sub - Total	None	4 hours	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS			No longer than 1 working day	

DISCLOSURE STATEMENT:

1. The duration of activity is based on normal/regular circumstances.
2. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:00 AM to 5:00 PM Monday to Friday.



4. Processing of Payment Other Than Prize Claims Charged against Prize Fund

Stage 1: Accounting and Budget Department (ABD) / Prize Fund Division (3 hours and 15 minutes) and Office of the Assistant General Manager/Office of the General Manager (2 days)

Processing and Preparation of DV-Other Expenses Charged Against Prize Fund

This involves the procedural steps in processing of disbursement vouchers (DVs) charged against the Prize Fund (payment of ELA, Cash Advance, BIR, Seller's Prize, etc.) until the transmittal (release of DVs) to Treasury Department for check payment preparation.

Office/Department/Division:	Accounting and Budget Department (ABD) /Prize Fund Division
Classification:	Simple
Type of Transaction:	G2C,G2B, G2G
Who may avail:	Claimants of other expenses charged to Prize Fund (ELA, BIR, CA, Seller's Prize)
CHECKLIST OF REQUIREMENTS	
<u>Equipment and Lease Agreement (ELA)</u> Request for Payment with the following attachment: <ul style="list-style-type: none"> ✓ Billing Summary (SOA) ✓ Summary of Draw Sales/Closed Sales <ul style="list-style-type: none"> • From the System Provider • From PCSO Data Center Div., GTD 	
<u>Cash Advance-Disbursing Officer</u> Request for payment with the following attachment: <ul style="list-style-type: none"> ✓ Certification of No Cash Advance ✓ Certificate of Bond ✓ Special Order of concerned Disbursing Officer 	
<u>Seller's Prize</u> 1. <u>Lotto Tickets</u> Request for payment with the following attachment: <ul style="list-style-type: none"> ✓ Certification of no outstanding accountability ✓ Certification of draw results ✓ Summary of winners ✓ Certification of Highest Prize Report ✓ Certification of Agent Prize Share 	
WHERE TO SECURE	
Originating Department-GTD	
Originating Department- TD	
Originating Department- NCR	
Originating Department-NCR Department	



✓ Certification of Winning Outlet issued by NCR 2. Sweepstakes Tickets Request for payment with the following attachment: ✓ Sales Invoice ✓ Official List of winning tickets ✓ Certification of printed tickets ✓ Computation of Prizes 3. For Special Draws-Sweepstakes: Request for payment with the following attachment: 1. Secretary's Certificate/Board Resolution 2. Memorandum of Agreement		Originating Department- PSDD		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Prize Fund Division Request for Payment (RFP)/route slip from originating Department.	1. Receive approved Request for Payment with supporting documents from the originating departments, by stamping the RFP "received".	None	5 minutes	Staff/Personnel Prize Fund Division
	○ Pre-audit (checking/verification/ assessment) of supporting documents attached to the RFP including the correct amount requested for payment. ○ In case of deficiencies/ errors, reject and return to the originating department with the attached return slip for rectification. ○ If in order with complete documentary	None	1 hour	Staff/Personnel Prize Fund D



	requirements and correct amount, prepare Disbursement Voucher (DV), and submit to Division Chief for review and approval thru CAS by journalizing (encoding of account codes, correct amounts including applicable taxes), select authorized approvers and click "submit".			
	<p>3.1. Review the entries in the Disbursement Voucher and forward them to Department Manager, if in order, otherwise.</p> <p>3.2. Reject and return to the Financial Analyst/Fiscal Controller with the attached return slip for rectification of deficiencies/ errors.</p>	None	1 hour	Division Chief Prize Fund Division
	<ul style="list-style-type: none"> ○ Review, approve and sign DV using CAS processing (Box B); ○ Forward DVs to Prize Fund Division. 	None	1 hour	Department Manager-ABD
	<p>5.1. Print the processed DV and transmittal.</p> <p>5.2. Prepare routing slip.</p> <p>5.3. Transmit processed DV/ forward original documents to principal signatory for approval/ signature (Box C).</p>	None	10 minutes	Staff/Personne l Prize Fund Division



	<ul style="list-style-type: none"> ○ Approve and sign Disbursement Voucher (Box C). ○ Forwards approved DVs to the Treasury Department. 	None	2 days	AGM/ General Manager or his/her alternate signatory
	Sub-Total	None	2 days, 3 hours, 15 minutes	

DISCLOSURE STATEMENT:

1. The processing timeline of ABD is three (3) working hours and fifteen (15) minutes from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Steps 1- 5). The activity in Step 6, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.
2. Only Request for Payment (RFP) with complete documentary requirements will be processed.

Stage 2: Treasury Department (3 days, 1 hour and 50 minutes)**Processing of Check Payments for Other Expenses Charged against Prize Fund**

This process starts from the receipt of an approved Disbursement Voucher up to notification of availability of checks for release to concerned payees by email, phone call or other means of communications.

Office/Department/Division:	Administrative Sector, Treasury Department, Prize Fund Division				
Classification:	Simple				
Type of Transaction:	Government to Client/Government to Business/Government to Government				
Who May Avail:	Other claimants for payment of other expenses chargeable against the Prize Fund				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> 1. <u>Equipment and Lease Agreement (ELA)</u> Approved Request for Payment (RFP) with the following attachments: <ul style="list-style-type: none"> ✓ Billing Summary (SOA) ✓ Summary of Draw Sales/Closed Sales ✓ Delivery Receipt </td><td> Office of the General Manager (OGM) Office of the Assistant General Manager for Management Services Sector (OAGM-MSS) </td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. <u>Equipment and Lease Agreement (ELA)</u> Approved Request for Payment (RFP) with the following attachments: <ul style="list-style-type: none"> ✓ Billing Summary (SOA) ✓ Summary of Draw Sales/Closed Sales ✓ Delivery Receipt 	Office of the General Manager (OGM) Office of the Assistant General Manager for Management Services Sector (OAGM-MSS)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. <u>Equipment and Lease Agreement (ELA)</u> Approved Request for Payment (RFP) with the following attachments: <ul style="list-style-type: none"> ✓ Billing Summary (SOA) ✓ Summary of Draw Sales/Closed Sales ✓ Delivery Receipt 	Office of the General Manager (OGM) Office of the Assistant General Manager for Management Services Sector (OAGM-MSS)				



2. Cash Advance- Cash Disbursing Officer

Request for payment with the following attachment:

- ✓ Certification of No Existing Cash Advance
- ✓ Certificate of Fidelity Bond
- ✓ Special Order as Cash Disbursing Officer

3. Seller's Prize

○ Lotto Agents

Request for payment with the following attachment:

- ✓ Certificate of No Outstanding accountability
- ✓ Certification of draw results
- ✓ Summary of winners
- ✓ Certification of Highest Prize Report
- ✓ Certification of Agent Prize Share
- ✓ Certification of Winning Outlet issued by NCR

○ Sweepstakes Tickets

Request for payment with the following attachment:

- ✓ Sales Invoice
- ✓ Official List of winning tickets
- ✓ Certification of printed tickets
- ✓ Computation of Prizes

○ For Special Draw-Sweepstakes

- ✓ Secretary's Certificate/Board Resolution
- ✓ Memorandum of Agreement

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Forward approved DV with complete documents by staff of the	1.1. Receive the approved DV with complete documents for	None	5 minutes	Prize Payment Staff



principal signatory/or his alternate signatory.	<p>payment of the following:</p> <ul style="list-style-type: none"> ○ Lotto Equipment Rental and Maintenance (ELA) ○ Seller's Prize/Agents Prize ○ Taxes ○ Cash Advance ○ Other Payables <p>1.2. If everything is found in order, click the "Receive" box in the Computerized Accounting System (CAS) and press "Process", otherwise, click "Reject" and then press process. Return the documents to ABD after recording the data in the logbook.</p>			
	<ul style="list-style-type: none"> ○ Review and approve the DV in the CAS system for check assignment. ○ Check the DV by comparing its details with the supporting documents, when everything is in order click the "Assign Check Number" button, otherwise return the DV to the originating department for appropriate action. 	None	1 hour	Cashier II



	<ul style="list-style-type: none"> ○ Print the disbursement voucher. ○ Review the encoded details of the check in the CAS, when everything is in order, click "Print" button in the system, otherwise, void the check and take appropriate action. ○ Forward to the Division Chief for review. 			
	<p>3.1. Review the correctness of data in the check and affix initial if there is no error, otherwise, take appropriate action to address discrepancies noted.</p> <p>3.2. Affix initial in the prize check and forward to the Department Manager for signature.</p>	None	15 minutes	Division Chief/Designated alternate of the DC
	<p>4.1. Sign and approve check as co-signatory.</p> <p>4.2. Forward to principal signatory for signature.</p>	None	30 minutes	Department Manager
	5.1. Sign and approve check as principal signatory.	None	1 day	AGM/General Manager or his/her alternate signatory



	<p>For checks up to P300,000.00, digitized signature is attached to the check.</p> <p>For prizes above P300,000.00, sign the check manually.</p> <p>5.2. Return signed check to Treasury Department for release.</p>			
6. Acknowledge the notification from the Treasury Department of the availability of checks for release.	6. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release at the Treasury Department.	None	2 days	Cash Clerk/ Cashier
	Sub-total	None	3 days, one hour and 50 minutes	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS			5 days, 5 hours, and 5 minutes	



C. Conduct of Online Lottery Draw Operations

This procedure provides standards in Start of Day (SOD) up to Post Draw Procedures.

Office/ Department/ Division:		Gaming Technology Department (GTD) and Branch Operations Sector (BOS)						
Classification:		Simple						
Type of Transaction:		G2C						
Who May Avail:		General public of at least eighteen (18) years of age						
Availability of Service :	ONLINE LOTTERY OPERATION: Start-of-Day up to Post Draw Procedures							
	DAILY DRAW SCHEDULE: 2:00 PM, 5:00 PM and 9:00 PM Draws							
		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	2:00 PM	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto
		3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto
	5:00 PM	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto
		3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto
	9:00 PM	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto	2D Lotto
		3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto	3D Lotto
		4D Lotto	6D Lotto	4D Lotto	6D Lotto	4D Lotto	6D Lotto	Super Lotto 6/49
		Mega Lotto 6/45	Lotto 6/42	Mega Lotto 6/45	Lotto 6/42	Mega Lotto 6/45	Lotto 6/42	Ultra Lotto 6/58
		Grand Lotto 6/55	Super Lotto 6/49	Grand Lotto 6/55	Super Lotto 6/49	Ultra Lotto 6/58	Grand Lotto 6/55	
			Ultra Lotto 6/58					
	Non-Selling and Non-Draw Day Schedules:							
	a) January 1 = New Year (1 day)							
	b) Holy Week (Holy Thursday, Good Friday, Black Saturday, and Easter Sunday) (4 days)							
	c) Christmas Day = December 25 (1 day)							
	d) Special Non-Draw Day as approved by the PCSO Board							
CHECKLIST OF REQUIREMENTS						WHERE TO SECURE		
1. Play slips (available for each PCSO Lotto Games) <ul style="list-style-type: none">○ 2D Lotto○ 3D Lotto○ 4D Lotto○ 6D Lotto○ Lotto 6/42○ Mega Lotto 6/45○ Super Lotto 6/49○ Grand Lotto 6/55						1. Authorized Lotto Outlets		

o Ultra Lotto 6/58					
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID IN PhP	PROCESSING TIME	RESPONSIBLE PERSON	
	A. PRE-DRAW PROCEDURE		15 minutes	Data Center Division	
	1. Start-of-Day Process The process of initializing the lottery system. The selling operation starts at 6:00 am. 2. Pre-Draw Activities The process of preparing the lottery draw equipment for the actual drawing of winning numbers/combinations. Video coverage of activities is done for future reference. a. Draw Machine inspection <ul style="list-style-type: none"> Inspection of the general physical condition of the draw machine and paraphernalia by the PCSO and COA representative /s. 		60 minutes	Draw Division Panel of Judges ABD, IAS and COA Representatives Creatives Division	



	<ul style="list-style-type: none"> • Loading of draw test balls. <p>b. Draw Machine Testing</p> <ul style="list-style-type: none"> • Testing of the draw machine in front of the PCSO and COA representative /s to verify that it is functioning properly and does not contain any material, which could affect its operation. <p>c. Selection of Draw Ball Cases</p> <p>d. Weighing of draw balls</p> <ul style="list-style-type: none"> • In front of the PCSO and COA representative/s, member of the Draw Team performs the weighing of draw balls to verify that it is made of non-magnetic or magnetized material and does not contain any material, which could affect its operation. <p>e. Loading of official draw balls</p> <ul style="list-style-type: none"> • The Draw Supervisor drops the inspected ball in the 			
--	--	--	--	--



	specified chamber at the top of the machine.			
	<p>3. Draw Definition</p> <p>The process of adding/defining draws in the lottery system.</p> <p>4. Generation of Draw Sales and Jackpot Prizes.</p> <p>The process of determining the total draw sales per game and determination of Jackpot Prizes for jackpot bearing games.</p>		<p>15 minutes</p> <p>15 minutes</p>	<p>Data Center Division</p> <p>Data Center Division</p>
	Total Pre-Draw		1 hour and 45 minutes	
	<p>B. ACTUAL DRAW (2PM and 5PM Draws)</p> <p>1. Opening Billboard,</p> <p>VTR material showing the start of the PCSO Lottery Draw Program.</p> <p>Note: The Draws are aired/broadcasted live over national free TV and live streamed on PCSO and PTV's social media accounts</p> <p>2. Determination of winning numbers.</p> <ul style="list-style-type: none"> Conduct actual draws 		<p>15 minutes</p>	<p>Creatives Division</p> <p>Draw Division</p>

	<p>of the scheduled lotto and digit games.</p> <ol style="list-style-type: none"> 3. Draw results entry in the lottery system. <ul style="list-style-type: none"> Winning draw numbers are entered into the lottery system as they are announced by the Lotto Draw Host. 4. Generation of draw results for the jackpot-bearing games <ul style="list-style-type: none"> The lottery system searches the database and generates the results of whether or not there is a winner. 5. Announcement of the number of jackpot winners. <ul style="list-style-type: none"> Based on the document from the Data Center Division, the Lotto Host announces the number of jackpot winners indicated in the document 6. Closing Billboard <ul style="list-style-type: none"> VTR material signifying the end of the PCSO Lottery Draw Program. 			Data Center Division
				Data Center Division
				Creatives Division
				Creatives Division
	Total		15 minutes	
	C.ACTUAL DRAW (9PM Draw)		30 minutes	Creatives Division



	Total		30 minutes	
	D. POST DRAW 1. Validation of winning numbers. <ul style="list-style-type: none"> Physical checking of winning numbers by the Panel of Judges and Draw Representatives. 2. Unloading of Official Draw Balls, Sealing and Securing of Lotto Draw Equipment, Draw Balls, and paraphernalia. <ul style="list-style-type: none"> Actual securing and sealing using security seals of draw machines, draw balls and other equipment into its respective storage cases 3. Preparation of "Cotejo". <ul style="list-style-type: none"> Production of Official Draw Results (Cotejo) for information dissemination 4. End-of-Day Process <ul style="list-style-type: none"> Backing up all lottery data for the day and turning off the Lottery System 		3 hours (180 minutes)	Draw Division Panel of Judges ABD, IAS and COA Representatives Draw Division ABD, IAS, and COA Representatives Data Center Division PSDD, ABD, IAS, GPDMS and COA Representatives Data Center Division
	Total Post-Draw		3 hours	



D. Corporate Social Responsibility (CSR)

1. Processing of Request for Corporate Social Responsibility (CSR) Project

This starts with the receipt of an endorsement from the Office of the General Manager (OGM) to provide various assistance and services to target individuals, communities, institutions, and organizations nationwide, up to the notification of release/ availability of grant/assistance to beneficiaries.

OFFICE/DEPARTMENT/ DIVISION:	Executive Sector, Corporate Planning Department- Public Relations and Corporate Communications Division		
CLASSIFICATION:	Highly Technical		
TYPE OF TRANSACTION:	Government to Government (G2G)/ Government to Citizen (G2C)		
WHO MAY AVAIL:	Individuals, families, Government and Non-Government Agencies and Institutions		
CHECKLIST OF REQUIREMENTS:		Where to Secure	
A. Rear, Assist, Inspire, Support and Enhance (RAISE) Program 1. Letter request of assistance from local government units (LGUs), National Government Agencies (NGAs), Non- Government Organizations (NGOs), etc., 2. Certification from the LGU, NGA, NGO, etc., that the beneficiaries belong to the vulnerable or marginalized sector of society, i.e., women, youth, elderly, PWD, among others. 3. Recommendation letter 4. Purchase Request 5. Bids and Awards Committee (BAC) Resolution 6. Purchase Order		Documents 1-2 to be provided by the client. 3. Corporate Planning Department-Public Relations and Corporate Communications Division (CPD-PRCCD) 4. CPD-PRCCD, Office of the General Manager (OGM) 5. Bids and Awards Committee (BAC) 6. GSD-Procurement Division	
B. Disaster Preparedness and Relief Program 1. Letter request of assistance from local government units (LGUs)		Documents 1-3 to be provided by the client.	



2. Report of Local Disaster Risk Reduction & Management Council (DRRMC) (optional), 3. Sangguniang Panlalawigan/ Bayan/ Barangay Resolution endorsing the request for assistance (optional) 4. Recommendation Letter 5. Purchase Request 6. Bids and Awards Committee (BAC) Resolution 7. Purchase Order		4. Corporate Planning Department-Public Relations and Corporate Communications Division (CPD-PRCCD) 5. CPD-PRCCD, Office of the General Manager (OGM) 6. Bids and Awards Committee (BAC) 7. GSD-Procurement Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Phase 1 – Endorsement (Office of the General Manager)				
1. Client submits the request for assistance directly to the Office of the General Manager (OGM)	1.1 Receive endorsement of the request for assistance from the OGM for review and evaluation under the PCSO Corporate Social Responsibility (CSR) Program. 1.2 Transmit the endorsement/ request to CPD-Public Relations and Corporate Communication Division (PRCCD) for evaluation and appropriate action.	None	Within one (1) working day	Office of the Department Manager-Corporate Planning Department (ODM-CPD) Receiving Officer, CPD-PRCCD Receiving Officer
Phase 2 – Evaluation (Corporate Planning Department)				
	1.3 Evaluate and prepare the <i>Recommendation of list of items</i> to be provided, and the <i>Purchase Request</i>	None	Within three (3) working days	CPD-PRCCD Public Relations Officer, CPD-PRCCD Division Chief



	<p>(PR) for procurement of the items based on the Guidelines of the CSR Program.</p> <p>1.4 Transmit Recommendation to the Department Manager (DM) of the Corporate Planning Department (CPD) for approval, and the PR for review.</p> <p>1.5 Transmit the Recommendation and the Purchase Request to the OGM for approval.</p>			
<p align="center">Phase 3 – Approval of Purchase Request and Issuance of the Certificate of Fund Availability (Office of the General Manager/ Accounting and Budget Department)</p>				
	<p>1.6 Review and certify that project is included in the APP/PPMP.</p> <p>1.7 Recommend approval of the Purchase Request.</p> <p>1.8 Transmit the Recommendation and the Purchase Request to the General Services Department – Procurement Division (GSD-PD).</p>	None	Within three (3) working days	<p>OGM Budget Officer</p> <p>OGM Chief of Staff</p> <p>OGM personnel</p>
	<p>1.9 Provide the reference number for the Purchase Request.</p> <p>1.10 Transmit the Recommendation and the Purchase Request to the</p>	None	Within one (1) working day	GSD-Procurement Division personnel



	Accounting and Budget Department.			
	<p>1.11 Review, evaluate, and issue the Certificate of Fund Availability, if necessary.</p> <p>1.12 Sign the PR certifying Fund Availability.</p> <p>1.13 Transmit the Recommendation, Purchase Request, and the Certificate of Fund Availability to the OGM for final approval.</p>	None	Within three (3) working days	Accounting and Budget Department (ABD) Budget Officer, ABD-Division Chief on Budget, ABD Manager
	<p>1.14 Provide final approval of the Purchase Request.</p> <p>1.15 Transmit the approved Purchase Request, Recommendation, and Certificate of Fund Availability to the General Services Department – Procurement Division for the procurement process.</p>	None	Within seven (7) working days	General Manager OGM personnel
Phase 4 – Request for Quotations (GSD Procurement Division)				
	<p>1.16 Receive the approved Purchase Request, Recommendation, and Certificate of Fund Availability.</p> <p>1.17 Prepare Request for Quotation (RFQ) and other necessary documents.</p>	None	Within seven (7) working days	GSD Receiving Officer, BAC Receiving Officer



	1.18 Transmit the RFQ, received quotations, and other documents to the Bids and Awards Committee (BAC). <i>(Note: The timeline does not include the BAC process and the procurement process.)</i>			
Phase 5 – Distribution of Items Requested (Corporate Planning Department)				
	1.19 Receive a copy of Notice of Availability (NOA) and Notice to Proceed (NTP). 1.20 Notify recipients of the availability of requested items.	None	Within three (3) working days	GSD-PD, CPD-PRCCD
TOTAL			Twenty-eight (28) working days	

The Philippine Charity Sweepstakes Office (PCSO) is a gender responsive organization which includes **Gender Equality, Diversity, and Social Inclusion (GEDSI)** principles to model relevant strategies, policies, and practices to promote equal access and opportunities for women, in accordance with RA9710, as well as other disadvantaged, vulnerable, and marginalized groups/sectors. Based on this, the PCSO **Student Assistance Program (SAP)** is conceptualized under the CSR project to provide equal access to educational support for its beneficiaries.

CHECKLIST OF REQUIREMENTS:	Where to Secure
C. Student Assistance Program (SAP) <ol style="list-style-type: none"> 1. Letter request of assistance from applicant, 2. Birth Certificate of applicant, 3. Letter endorsement of owner/management of the Lotto outlet or STL AAC, certifying/ including the following: <ol style="list-style-type: none"> i. The parent/s of the applicant is/are employed by the Lotto outlet/STL AAC, ii. Baranggay Certification that the applicant and his/her household are not members of the 4Ps. 4. Recommendation letter of the concerned PCSO Department/ Branch office, 	<p>Documents 1-3 to be provided by the applicant.</p> <p>4. To be provided by the BOS</p> <p>Documents 5-8 to be provided by the applicant.</p>



5. Original or certified true copy of the school's Certificate of Registration, 6. Official Receipt of enrollment, or any proof of enrollment, 7. Recent School ID, 8. Certified true copy of report card or class cards of the 2 most recent grading period or semester. 9. Recommendation Letter 10. Certificate from CPD that documents are on file.		9. Corporate Planning Department-Public Relations and Corporate Communications Division (CPD-PRCCD) 10. CPD-PRCCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Phase 1 – Endorsement (Office of the General Manager)				
1. Applicant submits the letter of request, endorsement, and other documentary requirements for the Student Assistance Program (SAP) to the Office of the General Manager (OGM)	1.1 Receive endorsement of the request for assistance from the OGM for review and evaluation under the PCSO Corporate Social Responsibility (CSR) Program. 1.2 Transmit the endorsement/ request to CPD-Public Relations and Corporate Communication Division (PRCCD) for evaluation and appropriate action.	None	Within one (1) working day	Office of the Department Manager-Corporate Planning Department (ODM-CPD) Receiving Officer, CPD-PRCCD Receiving Officer
Phase 2 – Evaluation (Corporate Planning Department)				
	1.3 Receive the endorsement/ request and all attachments. 1.4 Check and evaluate completeness of	None	Within three (3) working days	CPD-PRCCD Public Relations Officer, CPD-PRCCD Division Chief, CPD-Manager



	<p>documentary requirements.</p> <p>1.5 Prepare the Recommendation for assistance based on the Guidelines of the CSR Program.</p> <p>1.6 Transmit the Recommendation and all attachments to the Department Manager (DM) of the Corporate Planning Department (CPD) for initial approval.</p> <p>1.7 Transmit the Recommendation and all attachments to the Office of the General Manager (OGM) for final approval.</p>			
<p align="center">Phase 3 – Approval and Processing of Request for Payment (Office of the General Manager)</p>				
	<p>1.8 Provide final approval of the Recommendation.</p> <p>1.9 Process Request for Payment (RFP) in the PCSO Computerized Accounting System (CAS).</p> <p>1.10 Transmit all <i>certified true copies</i> of recommendation and all attachments, including RFP, to ABD for the processing of payment.</p> <p>1.11 Transmit <i>original</i> Recommendation and all attachments</p>	None	Within seven (7) working days	OGM Chief of Staff, General Manager, OGM Budget Officer



	to the CPD-Public Relations and Corporate Communication Division (PRCCD) for filing. (Note: CPD will retain all original documents for filing. A Certificate that all documents are on file will be issued by CPD in the processing of the succeeding monthly stipends.)			
Phase 4 – Processing of Payment (Accounting and Budget Department)				
	1.12 Receive all certified true copies of recommendation and all attachments. 1.13 Process and approve voucher. 1.14 Transmit all necessary documents to the Treasury Department for the processing of the check.	None	Within three (3) working days	Accounting and Budget Department (ABD) personnel, ABD Division Chief, ABD Manager
Phase 5 – Processing and Release of Check (Treasury Department)				
	1.15 Receive all necessary documents. 1.16 Processing of check. 1.17 Notify applicant of the availability of the check.	None	Within ten (10) working days	Treasury Department (TD) personnel, TD Manager
TOTAL			Twenty-four (24) working days	

The **Environmental Awareness and Protection Program** under the CSR project is based on **Gender Equality, Diversity, and Social Inclusion (GEDSI)** principles



promoting equal access and financial support to promote green practices, environmental conservation, and ecological sustainability through the implementation of various nature preservation-related activities.

CHECKLIST OF REQUIREMENTS:	Where to Secure
D. Environmental Awareness and Protection Program <ol style="list-style-type: none"> Letter request of assistance from institutions or Non-Government Organizations (NGOs) related to environment conservation and management, Profile/ Project Design signed by the Head of office of the requesting party, which will include the following: <ol style="list-style-type: none"> Background/ description of the project Issues to be addressed Activities to be conducted by the party to address the issues List of beneficiaries of the project Cost of the project Map of the covered area, including specifications/ dimensions Recommendation letter 	<p>Documents 1-2 to be provided by the client.</p> <p>3. Corporate Planning Department-Public Relations and Corporate Communications Division (CPD-PRCCD)</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Phase 1 – Application for Financial Assistance under the Environmental Awareness and Protection Program (Office of the General Manager)				
1. Client submits the request for assistance directly to the Office of the General Manager (OGM)	1.1 Receive endorsement of the request for assistance from the OGM for review and evaluation under the PCSO Corporate Social Responsibility (CSR) Program. 1.2 Transmit the endorsement/ request to CPD-Public Relations and Corporate	None	Within one (1) working day	Office of the Department Manager-Corporate Planning Department (ODM-CPD) Receiving Officer, CPD-PRCCD Receiving Officer



	Communication Division (PRCCD) for evaluation and appropriate action.			
Phase 2 – Evaluation (Corporate Planning Department)				
	1.3 Receive the endorsement/ request and all attachments. 1.4 Check and evaluate completeness of documentary requirements. 1.5 Prepare the <i>Recommendation</i> for assistance based on the Guidelines of the CSR Program. 1.6 Transmit the Recommendation and all attachments to the Department Manager (DM) of the Corporate Planning Department (CPD) for initial approval. 1.7 Transmit the Recommendation and all attachments to the Office of the General Manager (OGM) for final approval.	None	Within three (3) working days	CPD-PRCCD Public Relations Officer, CPD-PRCCD Division Chief, CPD-Manager
Phase 3 – Approval and Processing of Request for Payment (Office of the General Manager)				
	1.8 Final approval of the Recommendation. 1.9 Process Request for Payment (RFP) in the PCSO Computerized Accounting System (CAS).	None	Within seven (7) working days	OGM Chief of Staff, General Manager, OGM Budget Officer



	1.10 Transmit recommendation and all attachments, including RFP, to ABD for the processing of payment.			
Phase 4 – Processing of Payment (Accounting and Budget Department)				
	1.11 Receive recommendation and all attachments. 1.12 Process and approve voucher. 1.13 Transmit all necessary documents to the Treasury Department for the processing of the check.	None	Within three (3) working days	Accounting and Budget Department (ABD) personnel, ABD Division Chief, ABD Manager
Phase 5 – Processing and Release of Check (Treasury Department)				
	1.14 Receive all necessary documents. 1.15 Processing of check. 1.16 Notify recipient of the availability of the check.	None	Within ten (10) working days	Treasury Department (TD) personnel, TD Manager
TOTAL			Twenty-four (24) working days	



2. Processing of Payment for Procured Items under the Corporate Social Responsibility (CSR) Project

This starts after the turnover of the procured items to the beneficiary, up to the notification of release of payment to the Supplier.

OFFICE / DEPARTMENT / DIVISION:	Executive Sector, Corporate Planning Department- Public Relations and Corporate Communications Division
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Business (G2B)
WHO MAY AVAIL:	Suppliers
CHECKLIST OF REQUIREMENTS:	Where to Secure
A. Rear, Assist, Inspire, Support and Enhance (RAISE) Program <ol style="list-style-type: none"> 1. Letter request of assistance from local government units (LGUs), National Government Agencies (NGAs), Non-Government Organizations (NGOs), etc., 2. Certification from the LGU, NGA, NGO, etc., that the beneficiaries belong to the vulnerable or marginalized sector of society, i.e., women, youth, elderly, PWD, among others. 3. Recommendation letter, 4. Purchase Request, 5. Bids and Awards Committee (BAC) Resolution, 6. Purchase Order, 7. Delivery Receipt, Sales Invoice, 	<p>Documents 1-2 to be provided by the client.</p> <ol style="list-style-type: none"> 3. Corporate Planning Department-Public Relations and Corporate Communications Division (CPD-PRCCD) 4. CPD-PRCCD, Office of the General Manager (OGM) 5. Bids and Awards Committee (BAC) 6. General Services Department-Procurement Division (GSD-PD) 7. To be provided by the Supplier



8. Request for Inspection (RFI), Inspection and Acceptance Report (IAR),	8. Accounting and Budget Department (ABD), General Services Department (GSD)
9. Certificate of Acceptance,	9. Forms to be provided by the CPD-PRCCD, for signature of the recipient/ authorized representative.
10. Valid ID of recipient,	10. To be provided by the recipient/authorized representative
11. After activity report with photos	11. CPD-PRCCD
12. Request for Payment	12. General Services Department
13. Check(s)	13. Treasury Department
B. Disaster Preparedness and Relief Program	
1. Letter request of assistance from local government units (LGUs)/ local Disaster Risk Reduction & Management Council (DRRMC)	Documents 1-2 to be provided by the client.
2. Sangguniang Panlalawigan/ Bayan/ Barangay Resolution endorsing the request for assistance (optional)	
3. Recommendation letter	3. Corporate Planning Department-Public Relations and Corporate Communications Division (CPD-PRCCD)
4. Purchase Request	4. CPD-PRCCD, Office of the General Manager (OGM)
5. Bids and Awards Committee (BAC) Resolution	5. Bids and Awards Committee (BAC)
6. Purchase Order	6. General Services Department-Procurement Division (GSD-PD)
7. Delivery Receipt, Sales Invoice	7. To be provided by the Supplier



8. Request for Inspection (RFI), Inspection and Acceptance Report (IAR)			8. Accounting and Budget Department (ABD), General Services Department (GSD)	
9. Certificate of Acceptance,			9. Forms to be provided by the CPD-PRCCD, for signature of the recipient/ authorized representative	
10.Valid ID of recipient			10.To be provided by the recipient/authorized representative	
11.After activity report with photos			11.CPD-PRCCD	
12.Request for Payment			12. General Services Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Phase 1 – Evaluation (Corporate Planning Department)				
1. Supplier provides the Sales Invoice (SI) and Delivery Receipt (DR) of the procured items for the CSR Project.	1.1 Complete all the necessary supporting documents, <i>(items 7-11 in the documentary requirements)</i> for the processing of the Request for Payment. 1.2 Transmit all documents to the General Services Department – Procurement Division (GSD-PD).	None	Within seven (7) working days	CPD-PRCCD Public Relations Officer
Phase 2 – Processing of Request for Payment (General Services Department)				
	1.3 Prepare Request for Payment (RFP) 1.4 Approve the RFP. 1.5 Transmit all documents, including approved RFP, to the Accounting and Budget Department.	None	Within three (3) working days	GSD personnel, GSD Manager
Phase 3 – Processing of Payment (Accounting and Budget Department)				



	1.17 Receive all documents. 1.18 Process and approve the voucher. 1.19 Transmit all necessary documents to the Treasury Department for the processing of the check.	None	Within three (3) working days	Accounting and Budget Department (ABD) personnel, ABD Division Chief, ABD Manager
Phase 4 – Processing and Release of Check (Treasury Department)				
	1.20 Receive all necessary documents. 1.21 Processing of check. 1.22 Notify supplier of the availability of the check.	None	Within ten (10) working days	Treasury Department (TD) personnel, TD Manager
TOTAL			Twenty-three (23) working days	



E. Management of PCSO 8888-Hotline

This starts upon receipt of request/ concern/ complaint ticket from the PCC 8888-Hotline platform, up to the recommendation of ticket closure.

OFFICE / DEPARTMENT / DIVISION:		Executive Sector, Corporate Planning Department- Public Relations and Corporate Communications Division		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Government (G2G)		
WHO MAY AVAIL:		Presidential Complaint Center (PCC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Phase 1 – Evaluation of request/ concern/ complaint ticket (Corporate Planning Department)				
1. The Presidential Complaint Center (PCC) forwards request/ concern/ complaint ticket to PCSO from the 8888-Hotline platform.	1.1 Receive and evaluate the request/ concern/ complaint ticket from the PCC 8888-Hotline platform.	None	Within one (1) working day	PCSO 8888-Hotline Technical Officer/ PRCCD Personnel
	1.2 If the request/ concern/ complaint ticket has nothing to do with a PCSO personnel/ office/ department and pertains to a query that may readily be addressed, respond to the client directly via text message or phone call.			
	1.3 If the request/ concern/ complaint ticket refers to a PCSO personnel/ office/ department, endorse and forward the request/ concern/ complaint ticket to the concerned PCSO personnel/ office/ department for the appropriate action.			
Phase 2 – Appropriate Action of Concerned				



PCSO personnel/ offices/ departments				
	1.4 Receive the request/ concern/ complaint ticket.	None	Within one (1) working day	Other PCSO personnel/ offices/ departments
	1.5 Respond to the client directly via text message or phone call.			
	1.6 Transmit to CPD-PRCCD the documentation of the response to the client.			
Phase 3 – Closure of request/ concern/ complaint ticket (Corporate Planning Department)				
	1.7 Attach the documents/ screen grabs of response to client on the PCC 8888-Hotline platform.	None	Within one (1) working day	PCSO 8888-Hotline Technical Officer/ PRCCD Personnel
	1.8 Recommend ticket closure.			
TOTAL			Three (3) working days	



F. Sponsorships

1. Processing of Sponsorship Proposals

This starts with the receipt of an approved sponsorship proposal by the Advertising Division-Corporate Planning Department (CPD) endorsed from the Office of the General Manager, for preparation of documentary requirements.

OFFICE / DEPARTMENT / DIVISION:	Executive Sector, Corporate Planning Department-Advertising Division
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Business (G2B)
WHO MAY AVAIL:	Various Media Proponents
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE
1. Transmittal/Endorsement from the Office of the General Manager 2. Approved Feedback Report/Recommendation (Original) (if applicable) 3. Approved Sponsorship Proposal (Original) 4. Certificate of Inclusion in the Budget 5. Insertion Order (Original) 6. Media Plan (Certified True Copy)	PCSO, Office of the General Manager / Corporate Planning Department-Advertising Division
7. Program of Activities 8. List of Participants/Recipients/Beneficiaries 9. Estimated Expenses 10. Billing Statement/Statement of Account (Original) 11. Proof of Sponsorship 12. Certificate of Live Acknowledgement (if applicable) 13. Certificate of Performance (Original & Notarized) 11. DVD Copy of Actual Aired Radio, TV and/or Event Program (if applicable) 12. Advertising Contract 13. Advertising Rates 14. Authority of Signatories (Original) (if applicable) 15. Photocopy of IDs of Signatories (with 3 Original Specimen Signatures) 16. Authorization/Agreement between Publisher & Marketing Arm (if applicable) 17. Memorandum of Agreement with the Publisher & Marketing Arm (if applicable)	Media Partner/Advertising Agency
18. DTI Registration	Department of Trade & Industry
19. SEC Registration	Securities & Exchange Commission



20. Business/Mayor's Permit			City Hall/Municipal Hall	
21. BIR Registration			Bureau of Internal Revenue	
Phase 1 – Endorsement (Office of the General Manager)				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSI NG TIME	RESPONSIBL E PERSON
1. Proponent submits the sponsorship proposals directly or by email to the Office of the General Manager (OGM)	<ul style="list-style-type: none">• Receive endorsements from the OGM for the preparation of the necessary documents.• Transmit the endorsement/s to CPD-Advertising Division for evaluation and appropriate action.	None	within 1 day	Receiving Officer/Techni cal Assistant, Office of the Department Manager-Corporate Planning Department (ODM-CPD)
Phase 2 – Evaluation (Corporate Planning Department / Office of the General Manager)				
2. Propone nt waits for the notificati on from the Advertisi ng Division	<ul style="list-style-type: none">• If the received sponsorship proposal is with the approval of the General Manager, CPD-Advertising Division will prepare the following:<ul style="list-style-type: none">- Insertion Order- Media Plan- Letter to Proponent informing them of the approved sponsorship to be signed by the GM or his authorized signatory- Checklist of requirements• Transmit to OGM for review and approval	None	Within 7 working days	CPD-Advertising Division Personnel: Division Chief, Advertising Officers, & Information Officers



	<p>of prepared documents</p> <ul style="list-style-type: none"> • For sponsorship proposal without the approval of the General Manager, CPD-Advertising Division will prepare the Feedback Report/ Recommendation Memo and transmit the same to OGM for appropriate action • Receive Feedback Report / Recommendation Memo from CPD for GM's appropriate action • Transmit the approved/disapproved Feedback Report / Recommendation Memo to CPD • If approved, CPD through the Advertising Division will prepare the following: <ul style="list-style-type: none"> - Insertion Order - Media Plan - Letter to Proponent informing them of the approved sponsorship to be signed by the GM or his authorized signatory - Checklist of requirements 			CPD
Phase 3 – Approval (Office of the General Manager)				
	<ul style="list-style-type: none"> • Review and approval of documents 	None	within 3 working days	OGM



	<p>prepared by CPD, to wit:</p> <ul style="list-style-type: none"> - Insertion Order - Media Plan - Letter to Proponent informing them of the approved sponsorship to be signed by the GM or his authorized signatory. 			
Phase 4 – Contract Implementation (Corporate Planning Department)				
2. Proponent receives feedback	<ul style="list-style-type: none"> • Receive endorsement of approved / signed Insertion Order and Letter and other documents from OGM. <p>Transmit the endorsed signed documents to CPD-Advertising Division for implementation and information of the Proponent.</p>	None	within 1 day	<p>CPD-ODM</p> <p>CPD-Advertising Division Personnel: Division Chief, Advertising Officers, & Information Officers</p>
Total		None	Twelve (12) working days	



2. Processing of Approved/Delivered Services

This process shows the payment processing steps for all approved / delivered media services/sponsorships.

OFFICE / DEPARTMENT / DIVISION:		Executive Sector, Corporate Planning Department-Advertising Division		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		Government to Business (G2B)		
WHO MAY AVAIL:		Various Media Proponents		
CHECKLIST REQUIREMENTS:		WHERE TO SECURE		
Check(s)		Treasury Department		
Phase 1 – Endorsement (Office of the General Manager)				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submits complete documentary requirements to the Office of the General Manager such as: Billing Statement/Statement Account (Original), DTI/SEC Registration, Business/Mayor's Permit, BIR Registration, Proof of Publication/ Sponsorship, Program of Activities (for sponsorship), List of Participants/Recipients/Beneficiaries (for sponsorship), Estimated Expenses (for sponsorship), Certificate of Live Acknowledgement (if applicable), Certificate of Performance (Original & Notarized), DVD Copy of Actual Aired TV Program, Affidavit of Publication, Advertising Contract, Advertising Rates, Authority of Signatories (Original), Photocopy of IDs of	<ul style="list-style-type: none">• Receive submitted documentary requirements from the Proponent / Media Partner.• Transmit received documents to CPD for appropriate action.	None	Within 1 day	OGM's receiving officer



Signatories (with 3 Original Specimen Signatures, Authorization/ Agreement between Publisher & Marketing Arm (if applicable), Memorandum of Agreement with the Station (Original or Certified True Copy) – For Marketing Arm/Blocktime Contract				
Phase 2 – Evaluation (Corporate Planning Department)				
	<ul style="list-style-type: none"> Assigns the endorsement to CPD-Advertising Division. Check the completeness of all documentary requirements based on checklist prior to voucher preparation. In case of incomplete submission, inform the Media Partner to submit lacking documents. 	None	Within 2 working days	CPD-ODM CPD-Advertising Division Personnel: Division Chief, Advertising Officers, & Information Officers
Phase 3 – Processing of Payment (Office of the General Manager/Accounting and Budget Department)				

	<ul style="list-style-type: none"> For complete documents, transmit all documents to OGM for encoding of data in the Computerized Accounting System (CAS) for processing of payment. Transmit to Accounting and Budget Department (ABD) the Request for Payment (RFP) / Voucher, for approval and funding thru CAS. 	Non e	Within 7 working days	OGM ABD
Phase 4 – Release of Payment (Treasury Department)				
2. Releases check to Proponent(s) corresponding to the payment for delivered service(s)	<ul style="list-style-type: none"> Endorsement of RFP / Voucher to the Treasury Department (TD) for check 		Within 10 working days	TD

	<p>preparation.</p> <ul style="list-style-type: none"> • Check preparation and signing by the authorized signatories. • Notify the concerned Proponent on the availability of check / payment. 			
Total		None	Twenty (20) working days	



3. Procurement of Advertising and Promotion in Media Channels

This starts with the receipt of an endorsement from the Office of the General Manager (OGM) for the conduct of Market Study and determination of probable sources, preparation of Terms of Reference in line with the media services procurement activities through Negotiated Procurement.

OFFICE / DEPARTMENT / DIVISION:	Executive Sector, Corporate Planning Department-Advertising Division	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Business (G2B)	
WHO MAY AVAIL:	Various Media Proponents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Transmittal/Endorsement from the Office of the General Manager 2. Certificate of Inclusion in the Budget 3. Media Plan (Certified True Copy) 4. Signed Market Study (original) 5. Signed/Approved Terms of Reference (original) 6. Signed/Approved Purchase Request (original)		PCSO, Office of the General Manager / Corporate Planning Department-Advertising Division
7. Billing Statement/Statement of Account (Original) 8. Certificate of Live Acknowledgement (if applicable) 9. Certificate of Performance (Original & Notarized) 10.DVD Copy of Actual Aired TV Program 11.Affidavit of Publication 12.Advertising Contract 13.Advertising Rates 14.Authority of Signatories (Original) 15.Photocopy of IDs of Signatories (with 3 Original Specimen Signatures 16.Authorization/Agreement between Publisher & Marketing Arm (if applicable) 17.Memorandum of Agreement with the Station (Original or Certified True Copy) – For Marketing Arm/Blocktime Contract		Media Partner/Advertising Agency
18.DTI Registration		Department of Trade & Industry
19.SEC Registration		Securities & Exchange Commission
20.Business/Mayor’s Permit		City Hall/Municipal Hall
21.BIR Registration 22.Income and Business Tax Returns		Bureau of Internal Revenue



23.NTC License to Operate (Certified True Copy)			National Telecommunicatio ns Commission	
24.Certificate of Membership in Out-of-Home Advertising Association of the Philippines (OHAAP) (if applicable)			Out-of-Home Advertising Association of the Philippines (OHAAP)	
PHASE 1 – Endorsement (Office of the General Manager)				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	RESPONSIBL E PERSON
1. Proponent submits the advertising/sponsorsh ip proposals directly or by email to the Office of the General Manager (OGM)	<ul style="list-style-type: none">• Receive endorsements from the OGM for the conduct of Market Study and determination of probable sources prior to commenceme nt of the procurement process.• Transmit the endorsement/ s to CPD-Advertising Division for evaluation and appropriate action.	None	within 1 day	Receiving Officer / Technical Assistant, Office of the Department Manager-Corporate Planning Department (ODM-CPD)
PHASE 2 – Evaluation (Corporate Planning Department)				
2. Proponent awaits for the notification from the Advertising Division	<ul style="list-style-type: none">• Conduct Market Study and determine probable sources that could undertake the project at more advantageou	None	within 5 working days	CPD-Advertising Division Personnel: Division Chief, Advertising Officers, & Information Officers



	<p>s terms. Request price quotations from probable service providers for the procurement of media services based on PCSO's technical specifications / scope of work, for preparation of Market Study.</p> <ul style="list-style-type: none"> • Prepare Terms of Reference (TOR)/ Technical Specifications for the procurement of media services of various media platforms (television, radio, print, out-of-home and social media) through Negotiated Procurement. • Transmit the prepared TOR and MS to the Department Manager (DM) of the Corporate Planning Department 		within 3 working days	
--	--	--	-----------------------	--



	(CPD) for review and signature and transmit to OGM for final approval.			
Phase 3 – Approval of Terms of Reference / Market Study (Office of the General Manager)				
	<ul style="list-style-type: none"> Review and approval of the Market Study and Terms of Reference for the procurement. Prepare, review and approval of Purchase Request (PR) intended for procurement of media services. 		within 3 working days	OGM OGM's Budget Officer, Chief of Staff-OGM
Phase 4 – Approval of Purchase Request and Certificate of Fund Availability (Office of the General Manager / Accounting and Budget Department)				
	<ul style="list-style-type: none"> Transmit the signed PR, TOR, and MS to Accounting and Budget Department (ABD). 			OGM
	<ul style="list-style-type: none"> Review and approval of PR and Issuance of Certificate of Fund Availability (CFA). 		within 3 working days	ABD
	* Receipt of approved and duly funded PR by OGM for signature.		within 3 working days	OGM



Phase 5 – Procurement Process (Bids and Awards Committee)				
	*Transmit the approved PR, TOR, and MS with attachments to the Bids and Awards Committee (BAC) for procurement process. <i>(Note: The timeline does not include the procurement process.)</i>		within 1 day	OGM, BAC
Phase 6 – Contract Implementation (Bids and Awards Committee / Corporate Planning Department)				
3. Proponent / Service Provider makes a follow-up on the status of proposal/s	Proponent receives Contract and Notice to Proceed to commence delivery of procured services.		within 1 day	BAC, CPD
Total		Non e	Twenty (20) working days	



G. Fraudulent Ticket (Prize) Claims

1. Multi- Stage Process for Fraudulent Ticket (Prize) Claims (Simple Transaction)

Pursuant to the **Enhanced Procedure for Verification and Validation of Defective Lottery Tickets** (*Enhanced Procedure*) which took effect on February 1, 2019, **simple fraudulent prize claims** are endorsed to the Legal Department (LD) on the following instances: (a) When, after verification and validation, the DSD/GTD through the GPDMS recommends to the GM to endorse the prize claim to the LD for further investigation; and/or (b) Where a prize claim appears fraudulent on the face of the ticket (*i.e., fake, tampered, mutilated tickets or other abnormal condition of tickets*) upon initial examination of the receiving Department/Unit (*i.e., Branch Office/ABD/DSD/GTD*).

Office/Department/Division:		Legal Department		
Classification:		Simple multi-process procedure for fraudulent ticket claim/s		
Type of Transaction:		Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)		
Who May Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized sworn statement with complete contact details (original) 2. Government issued Identification Card – one (1) original and one (1) photocopy. 3. Ticket (original)		The client will provide the requirements needed.		
PHASE 1: Verification Process of suspected fraudulent ticket prize claim (SIMPLE)				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client shall submit to concerned PCSO Unit the required documents for prize claim.	The concerned Branch Office where the ticket was sold or the Accounting and Budget Department (ABD) for the Head Office shall accept/process the following: 1. Notarized “sworn statement” with complete contact details (original)	None	1 day	Concerned Branch Office where the ticket was sold or the Accounting and Budget Department (ABD) for the Head Office.



	<p>with the following information:</p> <ul style="list-style-type: none"> • The number combination • Type and amount of bet/s • Type of lotto game and draw date • Place and date where ticket was bought • Problem with the ticket and the reason for the complaint. <p>2. Government issued Identification Card – one (1) original and one (1) photocopy</p> <p>3. Ticket (original)</p>			
2. The ticket (prize claim) shall be subject to “ticket search validation” using the MCC system	The duly notarized “Sworn Statement” of the client shall be forwarded to the Data Security Division and Gaming Technology Department (DSD/GTD) for ticket search verification using PCSO’s Main Computer Center (MCC) system.	None	10 days (<i>i.e., the maximum duration of time for the leased lottery service providers to issue ticket search verification report</i>)	DSD, GTD, and the leased lottery service provider
3. Preparation of “ticket search validation report” on the client’s ticket (prize) claim.	1. The DSD/GTD through the Gaming, Product Development and Marketing Sector (GPDMS) shall prepare a Ticket Search and Verification Report and recommend to the General Manager (GM) whether or not to pay the prize claim.	None	5 days	Branch Office/ ABD/DSD/GTD thru the GPDMS



	<p>2. After ticket search verification, the ticket (prize) claim, may be recommended by the Branch Office/ABD thru the DSD/GTD and/or GPDMS to the General Manager to endorse for further investigation by the Legal Department the claim</p> <p>and/or</p> <p>Where a <u>prize claim appears fraudulent</u> (<i>i.e., fake, tampered, mutilated tickets or other abnormal condition of tickets</i>) upon initial examination of the receiving Department/Unit.</p>			
4. General Manager's decision to pay or not ticket claim	<p>GM's decision to treat the ticket claim as fraudulent or not) based on ticket validation report of concerned units.</p> <p>If the ticket (prize) claim verification process indicates suspicion of fraud or altered tickets:</p> <p>OGM's release of endorsement to the Legal Department for: (a) further investigation of "fraudulent" ticket claim; or (b) preparation of report/endorsement to NBI as suspected "fraudulent"</p>	None	7 working days	Office of the General Manager



	ticket claim ripe for action in appropriate Courts.			
Phase 1: Verification Process of suspected fraudulent ticket prize claim (SIMPLE)		None	23 days (Multi-Stage Process involving various units)	
PHASE 2: Legal Department's handling of fraudulent prize claim (SIMPLE)				
1. Submit fraud complaint/ OGM endorsement to the Legal Department Secretary	Check Completeness of the documents and stamped received the letter request indicating initials, date, and time.	None	3 minutes	Secretary Office of the Manager Legal Department
	Review complaint / endorsement and supporting documents and write notation to the assigned lawyer.	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks and forward the complaint/endorsement to assigned lawyer	None	2 minutes	Secretary Office of the Manager Legal Department
2. Talk to assigned lawyer for clarification or additional documentary requirements (if incomplete documents submitted).	1. Review and evaluate documents. • Conduct an interview if necessary • If not necessary, proceeds to the next step	None	1 to 2 hours	Attorney V and assigned lawyer/s Litigation and Investigation Division Legal Department
	1. Prepare recommendation based on the validation, verification and existing policies 2. Prepare letter to claimant based on the recommendation 3. Prepare endorsement to NBI, if necessary.	None	3 working days from receipt of complete documents	Assigned lawyer/s from Litigation and Investigation Division Legal Department, as the case may be.



	<p>4. Review the draft recommendation.</p> <p>If in order, affix initials and submit to Department Manager, for approval.</p> <p>If with revisions, return to assigned lawyer.</p>	None	4 hours	Attorney V Litigation and Investigation Division Legal Department
	<p>Review the draft recommendation.</p> <p>If in order, affix signature and endorse recommendation to the General Manager. If with revisions, return to assigned Lawyer for finalization.</p>	None	4 hours	Department Manager Legal Department
4. Wait for the letter of the General Manager thru registered mail.	<p>Inform claimant of the resolution of the investigation of the Legal Department thru mail.</p>	None	1 day	Assigned lawyer/s from Litigation and Investigation Division Legal Department
	<p>Referral to National Bureau of Investigation (NBI) / law enforcement agency for handling and/or further investigation, if necessary.</p>	None	30 minutes	Assigned lawyer/s from Litigation and Investigation Division Legal Department
	<p>Log file copy in the Record Book and encode details if document in the Legal Department Compilation System (LDCS)</p>	None	5 minutes	Secretary Office of the Manager Legal Department
Phase 2: Legal Department Processes Turn-Around Time for Simple Fraudulent Ticket Claims		None	6 days and 35 minutes	



2. Multi- Stage Process For Fraudulent Ticket (Prize) Claims (Complex Transaction)

Pursuant to the **Enhanced Procedure for Verification and Validation of Defective Lottery Tickets** (*Enhanced Procedure*) which took effect on February 1, 2019, **complex fraudulent prize claims** are endorsed to the Legal Department (LD) on the following instances: (a) When, after verification and validation, the DSD/GTD through the GPDMS recommends to the GM to endorse the prize claim to the Legal Department for further investigation; and/or (b) Where a prize claim appears fraudulent (*i.e., fake, tampered, mutilated tickets or other abnormal condition of tickets*) upon initial examination of the receiving Department/Unit (*i.e., Branch Office/ABD/DSD/GTD*).

Complex fraudulent ticket (prize claim) transaction provides for an objective process of investigating cases involving fraudulent and baseless claims and schemes using fake, tampered, mutilated tickets or other abnormal condition of tickets which will require the following: rendition of opinion based on the actual facts when there are no existing and applicable policies. This process also involves provision of appropriate legal opinion on “corporate matters” that involves the propriety of a corporate act, legality or illegality of a particular undertaking, legal efficacy of a document, legal effects of a transaction, etc.

Office/Department/Division:		Legal Department		
Classification:		Complex multi-stage process for fraudulent ticket claim/s		
Type of Transaction:		Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)		
Who May Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized sworn statement with complete contact details (original) 2. Government issued Identification Card – one (1) original and one (1) photocopy 3. Ticket (original)		PCSO Legal Department		
PHASE 1: Verification Process of suspected fraudulent ticket prize claim (COMPLEX)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client shall submit to concerned PCSO required documents for prize claim.	The concerned Branch Office where the ticket was sold or the Accounting and Budget Department (ABD) for the Head Office shall	None	1 day	Concerned Branch Office where the ticket was sold or the Accounting and Budget Department



	<p>accept/process the following:</p> <ol style="list-style-type: none"> 1. Notarized “sworn statement” with complete contact details (original) with the following information: <ul style="list-style-type: none"> • The number combination • Type and amount of bet/s • Type of lotto game and draw date • Place and date where ticket was bought • Problem with the ticket and the reason for the complaint. 2. Government issued Identification Card – one (1) original and one (1) photocopy 3. Ticket (original) 			(ABD) for the Head Office.
2. The client’s ticket (prize) claim shall be subject to “ticket search validation”.	The duly notarized “Sworn Statement” of the client shall be forwarded to the Data Security Division and Gaming Technology Department (DSD/GTD) for	None	10 days (i.e., the maximum duration of time for the leased lottery service providers to issue ticket search	DSD, GTD, and leased lottery system service provider



	ticket search verification using PCSO's Main Computer Center (MCC) system.		verification report)	
3. Preparation of "ticket search validation report" on the client's ticket (prize) claim.	<p>3. The DSD/GTD through the Gaming, Product Development and Marketing Sector (GPDMS) shall prepare a Ticket Search and Verification Report and recommend to the General Manager (GM) whether or not to pay the prize claim</p> <p>4. After ticket search verification, the ticket (prize) claim, may be recommended by the Branch Office/ABD thru the DSD/GTD and/or GPDMS to the General Manager to endorse for further investigation by the Legal Department the claim</p> <p>and/or</p> <p>Where a <u>prize claim appears fraudulent</u> (i.e., fake, tampered, mutilated tickets</p>	None	5 days	Branch Office/ ABD/DSD/GT D thru the GPDMS



	<i>or other abnormal condition of tickets) upon initial examination of the receiving Department/ Unit.</i>			
4. General Manager's decision to pay or not ticket claim	<p>GM's decision to treat the ticket claim as fraudulent or not) based on ticket validation report of concerned units.</p> <p>If the ticket (prize) claim verification process indicates suspicion of fraud or altered tickets:</p> <p>OGM's release of endorsement to the Legal Department for: (a) further investigation of "fraudulent" ticket claim; or (b) preparation of report/ endorsement to NBI as suspected "fraudulent" ticket claim ripe for action in appropriate Courts.</p>	None	7 working days	Office of the General Manager
Phase 1: Verification Process of suspected fraudulent ticket prize claim (COMPLEX)		None	23 days (Multi-Stage Process involving various units)	
PHASE 2: Legal Department's handling of fraudulent prize claim (COMPLEX)				



1. Submit fraud complaint/ OGM endorsement to the Legal Department Secretary	<p>Review and evaluate completeness of required documents:</p> <ul style="list-style-type: none"> • Conduct an interview, if necessary: • If not necessary, proceeds to the next steps. 	None	1 hour	Attorney IV and/or Legal Officer IV of the Litigation and Investigation Division Legal Department
2. Talk to assigned lawyer for clarification or additional documentary requirements (if incomplete documents submitted).	<p>Prepare recommendation based on the validation, verification, and existing policies.</p> <p>Prepare letter to claimant based on the recommendation.</p> <p>Prepare endorsement to NBI, if necessary.</p>	None	7 working days from receipt of complete documents	Assigned lawyer/s from the Litigation and Investigation Division Legal Department
	<p>Review the draft recommendation.</p> <p>If in order, affix initials and submit to Department Manager, for approval.</p> <p>If with revisions, return to assigned lawyer.</p>	None	1 day	Assigned lawyer/s from the Litigation and Investigation Division Legal Department
	<p>Review the draft recommendation.</p> <p>If in order, affix signature and endorse recommendation to the General Manager. If with revisions, return to</p>	None	1 day	Department Manager Legal Department



	assigned Lawyer for appropriate revision/s.			
3. Wait for the letter of the General Manager thru registered mail.	Inform claimant of the resolution of the investigation of the Legal Department thru mail.	None	1 day	Assigned lawyer/s from the Litigation and Investigation Division Legal Department
	Referral to National Bureau of Investigation (NBI) / law enforcement agency for handling and/or further investigation, if necessary.		30 minutes	Assigned lawyer/s from the Litigation and Investigation Division Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
Phase 2: Legal Department's handling of fraudulent prize claim (COMPLEX)		None	11 days and 1 hour	



3. Multi-Stage Process for Fraudulent Ticket (Prize) Claims (Highly Technical Transactions)

Pursuant to the **Enhanced Procedure for Verification and Validation of Defective Lottery Tickets** (*Enhanced Procedure*) which took effect on February 1, 2019, **complex fraudulent prize claims** are endorsed to the Legal Department (LD) on the following instances: (a) When, after verification and validation, the DSD/GTD through the GPDMS recommends to the GM to endorse the prize claim to the Legal Department for further investigation; and/or (b) Where a prize claim appears fraudulent (i.e., *fake, tampered, mutilated tickets or other abnormal condition of tickets*) upon initial examination of the receiving Department/Unit (i.e., Branch Office/ABD/DSD/GTD).

Highly technical fraudulent ticket (prize) claim transaction provides for an objective process of investigating cases involving fraudulent and baseless claims and schemes using fake, tampered, mutilated tickets or other abnormal condition of tickets which will require the following: rendition of opinion based on the actual facts when there are no existing and applicable policies. This process also involves provision of appropriate legal opinion on “corporate matters” that involves the propriety of a corporate act, legality or illegality of a particular undertaking, legal efficacy of a document, legal effects of a transaction, etc.

Office/Department/Division:	Legal Department			
Classification:	Highly Technical multi-stage process for fraudulent ticket claim/s			
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Notarized sworn statement with complete contact details (original) 2. Government issued Identification Card – one (1) original and one (1) photocopy 3. Ticket (original)	The client will provide the requirements.			
PHASE 1: Verification Process of suspected fraudulent ticket prize claim (HIGHLY TECHNICAL)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client shall submit to concerned PCSO required documents for prize claim.	The concerned Branch Office where the ticket was sold or the Accounting and Budget Department (ABD)	None	1 day	Concerned Branch Office where the ticket was sold or the Accounting and Budget



	<p>for the Head Office shall accept/process the following:</p> <p>1. Notarized “sworn statement” with complete contact details (original) with the following information:</p> <ul style="list-style-type: none"> • The number combination • Type and amount of bet/s • Type of lotto game and draw date • Place and date where ticket was bought • Problem with the ticket and the reason for the complaint. <p>2. Government issued Identification Card – one (1) original and one (1) photocopy</p> <p>3. Ticket (original)</p>			Department (ABD) for the Head Office.
2. The client’s ticket (prize) claim shall be subject to “ticket search validation”.	The duly notarized “Sworn Statement” of the client shall be forwarded to the Data Security Division and Gaming Technology Department	None	10 days <i>(i.e., the maximum duration of time for the leased lottery service providers to issue ticket)</i>	DSD, GTD, and leased lottery system service provider



	(DSD/GTD) for ticket search verification using PCSO's Main Computer Center (MCC) system.		<i>search verification report)</i>	
3. Preparation of "ticket search validation report" on the client's ticket (prize) claim.	<p>1. The DSD/GTD through the Gaming, Product Development and Marketing Sector (GPDMS) shall prepare a Ticket Search and Verification Report and recommend to the General Manager (GM) whether or not to pay the prize claim</p> <p>2. After ticket search verification, the ticket (prize) claim, may be recommended by the Branch Office/ABD thru the DSD/GTD and/or GPDMS to the General Manager to endorse for further investigation by the Legal Department the claim</p> <p>and/or</p> <p>Where a <u>prize claim appears fraudulent</u> (i.e., <i>fake, tampered,</i></p>	None	5 days	Branch Office/ ABD/DSD/GT D thru the GPDMS



	<i>mutilated tickets or other abnormal condition of tickets)</i> upon initial examination of the receiving Department/ Unit.			
4.General Manager's decision to pay or not ticket claim	<p>GM's decision to treat the ticket claim as fraudulent or not) based on ticket validation report of concerned units.</p> <p>If the ticket (prize) claim verification process indicates suspicion of fraud or altered tickets:</p> <p>OGM's release of endorsement to the Legal Department for: (a) further investigation of "fraudulent" ticket claim; or (b) preparation of report/ endorsement to NBI as suspected "fraudulent" ticket claim ripe for action in appropriate Courts.</p>	None	7 working days	Office of the General Manager
Phase 1: Verification Process of suspected fraudulent ticket prize claim (HIGHLY TECHNICAL)		None	23 days (Multi-Stage Process involving various units)	
PHASE 2: Legal Department's handling of fraudulent prize claim (HIGHLY TECHNICAL)				
1. Submit complaint / endorsement to the secretary.	Check completeness of the documents and stamped received the letter request	None	3 minutes	Secretary Office of the Manager Legal Department



	indicating initials, date, and time.			
	Review complaint / endorsement and supporting documents and write notation to the assigned lawyer.	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks and forward the complaint/endorsement to assigned lawyer	None	2 minutes	Secretary Office of the Manager Legal Department
2. Talk to assigned lawyer for clarification or additional requirement.	Review and evaluate documents <ul style="list-style-type: none"> • Conduct an interview if necessary • If not necessary, proceeds to the next step 	None	1 hour	Attorney V and assigned lawyer/s of the Litigation and Investigation Division, Legal Department
	Reception of evidence from concerned units and submission of statements from the claimant, and other processes. Conduct of formal investigation by the PCSO Anti-Fraud Committee based on all written evidence and statements submitted, subject to applicable provisions of the Revised Rules of Court (criminal and civil aspect) and applicable rules and regulations of	None	45 working days	Assigned lawyer/s of the Litigation and Investigation Division, Legal Department based on findings by PCSO Anti-Fraud Committee



	<p>PCSO on fraudulent ticket (price) claims.</p> <p>Prepare appropriate recommendation based on the validation, verification, and existing policies.</p> <p>Prepare letter to claimant based on the recommendation.</p> <p>Prepare endorsement to NBI, if necessary.</p>			
	<p>Review the draft recommendation.</p> <p>If in order, affix initials and submit to Department Manager, for approval.</p> <p>It with revisions, return to assigned lawyer.</p>	None	1 day	Attorney V Litigation and Investigation Division Legal Department
	<p>Review the draft recommendation.</p> <p>If in order, affix signature and endorse recommendation to the General Manager. If with revisions, return to assigned Lawyer following Step 7.</p>	None	1 day	Department Manager Legal Department
3. Wait for the letter of the General Manager thru registered mail.	Inform claimant of the resolution of the investigation of the Legal Department thru mail.	None	1 day	Attorney IV Litigation and Investigation Division Legal Department



				or Legal Officer IV Litigation and Investigation Division Legal Department
	Refer to National Bureau of Investigation (NBI) / law enforcement agency for handling and/or further investigation, if necessary.	None	30 minutes	Attorney IV Litigation and Investigation Division Legal Department or Legal Officer IV Litigation and Investigation Division Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
Phase 2: Legal Department's handling of fraudulent prize claim (HIGHLY TECHNICAL)		None	48 days and 35 minutes	



External Services

A. Branch Operations Sector

1. Corporate Owned- Chain Business (COCB) as PCSO Authorized Agent

A standard and unified process for COCB for an application of a minimum of 100 proposed Lotto sites. The process was created in order to expedite and shorten the process of application as an Agent Corporation by reducing the preparation of voluminous and duplicated documentary requirements

Office/Department/ Division:	NCR and Branch Offices								
Classification:	Highly Technical								
Type of Transaction:	Government to Citizens (G2C) and Government to Business (G2B)								
Who May Avail:	Corporation Applicant: <ul style="list-style-type: none">➤ Must be fully owned and controlled by Filipinos;➤ Corporate Officers must all be Filipinos; and➤ Corporation Applicant must be duly registered and existing under Philippine laws;								
Availability of Service	Monday to Friday, 8:00am to 5:00pm								
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE							
INITIAL REQUIREMENTS									
1. Lotto Application Form		NCR Department, PCSO Branch Offices							
2. Sketch of the Location/Google Map of the proposed outlet sites showing the exact name & no. of street. The proposed site must comply with the following distance requirements: <table><tr><td>A. Existing Lotto/ STL Outlet/s and booths</td></tr><tr><td>1. Provinces - 100 meters</td></tr><tr><td>2. National Capital Region (NCR) – 100 meters (minimum distance only)</td></tr><tr><td>3. 50 meters from existing STL booths and Draw courts</td></tr><tr><td>B. School</td></tr><tr><td>1. Elementary Schools - 100 meters</td></tr><tr><td>2. Secondary Schools - 100 meters</td></tr></table>		A. Existing Lotto/ STL Outlet/s and booths	1. Provinces - 100 meters	2. National Capital Region (NCR) – 100 meters (minimum distance only)	3. 50 meters from existing STL booths and Draw courts	B. School	1. Elementary Schools - 100 meters	2. Secondary Schools - 100 meters	Google Map
A. Existing Lotto/ STL Outlet/s and booths									
1. Provinces - 100 meters									
2. National Capital Region (NCR) – 100 meters (minimum distance only)									
3. 50 meters from existing STL booths and Draw courts									
B. School									
1. Elementary Schools - 100 meters									
2. Secondary Schools - 100 meters									
3. Pictures of the proposed sites including its surrounding vicinity.		Corporation							
ADDITIONAL REQUIREMENTS FOR CORPORATION (UPON SITE APPROVAL): One-time submission only									



4. Bio-data of its Board of Directors and Officers, or Partners	Applicant
5. NBI Clearance of its Board of Directors and Officers, or Partners	NBI
6. Secretary's Certificate authorizing the applicant to represent the Corporation/ Partnership	Applicant Corporation
7. Two (2) latest passport size ID picture with white background of the authorized representative;	Applicant Corporation
8. Proof of Identification (two (2) valid IDs) of its Board of Directors and Officers, or Partners	LTO, BIR, PSA, SSS, GSIS, DFA, PRC, Postal ID
9. Income Tax Return (ITR) for the immediate preceding year	BIR
10. Latest Audited Financial Statement;	Applicant Corporation
11. Certified True Copy of SEC Registration, Articles of Incorporation (for corporation applicant), Articles of Partnership (for partnership applicant), By-Laws, and latest General Information Sheet (GIS);	SEC
12. Company TIN	BIR
13. In case the proposed site is: a. <i>Residential building and owned by applicant or his / her immediate family:</i> <u>Barangay Certification</u> showing that the applicant resides in the proposed site. b. <i>Commercial and owned by applicant or his / her immediate family:</i> <u>Business permit</u> issued by the city or provincial government. c. <i>Leased property:</i> ➤ <u>Duly notarized Letter of Agreement</u> between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR ➤ If currently leased, <u>duly notarized Contract of Lease</u> .	Lessor / Building Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Letter of Intent and list of identified outlets to	Verifies the completeness of the documents submitted by the	None	2 working days	TEMD- For NCR applicants ECET/ Branch Managers for



NCR Department or nearest Branch Office;	Corporation. Application is good for a minimum of 100 sites			applicants in the Branch Offices
2. Payment of Application Fee	Prepares and approves the Order of Payment to be issued to the Corporation for payment to Window 4 of the Treasury Department	Php2,500.00 Per outlet	1 hour	ECET/ Division Chief- For NCR applicants ECET/ Branch Managers for applicants in the Branch Offices
	Accepts payment and issuance of Official Receipt to the Corporation	None	1 hour	Treasury Department- For NCR applicants Cashier for Branch Offices
3. Submission of additional requirements for approved applications	Inspects the proposed lotto sites of the Corporation	None	Within 5 working days (upon receipt of submitted documents)	ECET
	Endorses the application for approval based on the completeness of documents and site inspection evaluation	None	1 hour	Division Chief for NCR Branch Manager for Branch Offices
	Recommends the approval of Lotto application	None	1 working day	Department Manager
	Approves the Lotto application	None	1 working day	Assistant General Manager for Branch Operations Sector



	Informs the Corporation on the approval of Lotto applications and to request compliance with the submission of post-approval requirements	None	1 working day	Department Manager
POST APPROVAL REQUIREMENTS				
4. Construction of Booth	Provides the approved Corporation of the required standard specification of booth and lighted signage.	None	1 hour	ECET
5. Submission of photo of the newly constructed booth	Checks & verifies the Applicant's accomplishment and compliance on the approved specification of the booth.	None	1 working day (upon receipt of submitted documents)	ECET
6. Payment of Cash Bond and Installation Fee	Prepares and approves the Order of Payment for the proposed sites to be issued to the Corporation for payment to Window 4 of the Treasury Department	<p>Php8,000.00 per approved outlet-installation fee</p> <p>Cash Bond: ₱5M to cover for the initial 100 approved lotto outlets</p> <p>₱50,000.00 additional</p>	1 working day	<p>ECET/ Division Chief- For NCR applicants</p> <p>Treasury Department</p> <p>ECET/ Branch Managers for applicants in the Branch Offices</p>



		Cash Bond for every additional outlet in excess of the 100 outlets		
7. Submits a copy of the OR	<p>Receives the copy of the OR.</p> <p>Issue training request form and gaming paper supplies.</p>		1 working day	Technical Evaluation and Monitoring Division- For NCR applicants
8. Signing of Agency Agreement	Prepares the Agency Agreement for the signature of the Agent and his/her Witness (One-time only to cover 100 approved outlets)	None	1 working day	Division Chief / Department Manager
9. Training of Lotto Agents	Provides Training Application Forms	None	1 hour	Division Chief
	Conducts site inspection of lotto outlet	None	Within 5 working days after submission of post-approval requirements	ECET
	Prepares request for terminal installation (RFTI) and On-line order to PGMC/POSC or TGTI	None	1 hour	<p>Division Chief for NCR</p> <p>Branch Manager for Branch Offices</p>

Total		₱5,000,000.00 Cash Bond for 100 outlets	19 working days, 6 hours provided that all documentary requirements are complied with on time.	
--------------	--	--	--	--



2. How to Become an On-Line Lotto Agent

To provide and maintain high quality service standards as frontline to potential Lotto Applicants and ensure highest level of Customer Satisfaction in providing timely responsive delivery of service in an effective and efficient way of doing business with our customers.

Office/Department/ Division:	NCR and Branch Offices		
Classification:	Highly Technical		
Type of Transaction:	Government to Citizens (G2C) and Government to Business (G2B)		
Who May Avail:	For Individual Applicant <ul style="list-style-type: none">➤ Filipino Citizen and at least 18 years old In case of Partnership Applicant: <ul style="list-style-type: none">➤ Partners must be Filipino Citizen; and➤ Partnership Applicant must be duly registered and existing under Philippine Laws. In case of Corporation Applicant: <ul style="list-style-type: none">➤ Must be fully owned and controlled by Filipinos;➤ Corporate Officers must all be Filipinos; and➤ Corporation Applicant must be duly registered and existing under Philippine laws;		
Availability of Service	Monday to Friday, 8:00am to 5:00pm		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
INITIAL REQUIREMENTS			
1. Applicant Information Sheet		NCR Department, PCSO Branch Offices, downloaded Form from the PCSO website	
2. Sketch of the Location/Google Map of the proposed outlet site showing the exact name & no. of street. The proposed site must comply with the following distance requirements:		From Google Map / Drawn Sketch	
A. Existing Lotto / STL Outlets/Booths			
1. Provinces - 100 meters			
2. National Capital Region (NCR) – 100 meters (minimum distance only)			
3. 200 meters from existing STL booths and Draw Courts			
B. School			
1. Elementary Schools - 100 meters			
2. Secondary Schools - 100 meters			



<p>3. Pictures of the proposed outlet/site including its surrounding vicinity.</p> <ul style="list-style-type: none"> • <u>For National Capital Region (NCR)</u> applicants within Metro Manila, submission of accomplished application form at the Technical Evaluation & Monitoring Division located at the PCSO Main Office, 2/F Shaw Plaza Bldg., Shaw Boulevard, Mandaluyong OR send via e – mail to ncr@pcso.gov.ph for National Capital Region (NCR) • <u>For applicants outside Metro Manila</u>, submission of application form is at the nearest PCSO Branch Office covering the proposed outlet location. 	Applicant
ADDITIONAL REQUIREMENTS FOR INDIVIDUAL APPLICANT (UPON SITE APPROVAL):	
<p>1. Any two (2) valid identification cards with at least one (1) Government issued ID:</p> <ul style="list-style-type: none"> ➤ National ID ➤ Postal ID ➤ Driver's License ➤ Passport (valid) ➤ UMID ID ➤ Tax Identification Number (TIN) ➤ NBI Clearance (valid) 	LTO, BIR, PSA, SSS, GSIS, DFA, PRC
<p>2. Two (2) latest passport size ID picture with white background of applicant</p>	Applicant
<p>3. In case the proposed site is:</p> <ol style="list-style-type: none"> <i>Residential building and owned by applicant or his / her immediate family:</i> <u>Barangay Certification</u> showing that the applicant resides in the proposed site. <i>Commercial and owned by applicant or his / her immediate family:</i> <u>Business permit</u> issued by the city or provincial government. <i>Leased property:</i> <ul style="list-style-type: none"> ➤ <u>Duly notarized Letter of Agreement</u> between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR 	Lessor / Building Owner



➤ If currently leased, <u>duly notarized Contract of Lease</u> .				
ADDITIONAL REQUIREMENTS FOR CORPORATION (UPON SITE APPROVAL):				
1. Bio-data of its Board of Directors and Officers, or Partners		Applicant		
2. NBI Clearance of its Board of Directors and Officers, or Partners		NBI		
3. Secretary's Certificate authorizing the applicant to represent the Corporation/ Partnership		Applicant Corporation		
4. Two (2) latest passport size ID picture with white background of the authorized representative;		Applicant Corporation		
5. Proof of Identification (two (2) valid IDs) of its Board of Directors and Officers, or Partners		LTO, BIR, PSA, SSS, GSIS, DFA, PRC, Postal ID		
6. Income Tax Return (ITR) for the immediate preceding year		BIR		
7. Latest Audited Financial Statement;		Applicant Corporation		
8. Certified True Copy of SEC Registration, Articles of Incorporation (for corporation applicant), Articles of Partnership (for partnership applicant), By-Laws, and latest General Information Sheet (GIS);		SEC		
9. Company TIN		BIR		
10. In case the proposed site is: a. <i>Residential building and owned by applicant or his / her immediate family:</i> <u>Barangay Certification</u> showing that the applicant resides in the proposed site. b. <i>Commercial and owned by applicant or his / her immediate family:</i> <u>Business permit</u> issued by the city or provincial government. c. <i>Leased property:</i> ➤ <u>Duly notarized Letter of Agreement</u> between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR ➤ If currently leased, <u>duly notarized Contract of Lease</u> .		Lessor/ Building Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of	Verifies the completeness	None	1 hour	Technical Evaluation



Applicant Information Sheet, sketch and google map of the proposed location to NCR Department for applicants in the NCR and nearest Branch Office	of the documents submitted by the Applicant			and Monitoring Division- For NCR applicants ECET for applicants in the Branch Offices
2. Payment of Application Fee	Prepares and approves the Order of Payment to be issued to Applicant for payment to Window 4 of the Treasury Department	Php2,500.00	1 hour	Technical Evaluation and Monitoring Division (TEMMD)- For NCR applicants ECET/ Branch Managers for applicants in the Branch Offices
	Accepts payment and issuance of Official Receipt to the Applicant (Window 4 of the Treasury Department for Main Office and Cashier of concerned Branch Offices)	None	1 hour	Treasury Department- For NCR applicants Cashier for Branch Offices
	Inspects the proposed lotto site of the applicant	None	Within 5 working days	ECET



			(upon receipt of the copy of the OR)	
	Endorses the application for approval based on the completeness of documents and site inspection evaluation	None	Within 5 working days	Division Chief of TEMD for NCR applicants Branch Manager for Branch Offices
	Recommends the approval of Lotto application	None	1 working day	Department Manager
	Approves the Lotto application	None	2 working days	Assistant General Manager for Branch Operations Sector
3. Submission of additional requirements for approved applications	Informs the applicant on the approval of Lotto application and to request compliance with the submission of post-approval requirements	None	1 working day	Department Manager
POST APPROVAL REQUIREMENTS				
4. Construction of Booth	Provides the approved applicant of the required standard specification of booth and lighted signage.	None	1 hour	TEMD- For NCR applicants ECET/ Branch Managers for applicants in the Branch Offices
5. Submission of photo of the newly constructed booth	Checks & verifies the Applicant's accomplishment and compliance on	None	1 hour	TEMD- For NCR applicants ECET/ Branch Managers for



	the approved specification of the booth.			applicants in the Branch Offices
6. Site Preparation	Inspects the constructed lotto booth to check compliance with requirements	None	5 working days (upon receipt of submitted documents)	TEMD- For NCR applicants ECET/ Branch Managers for applicants in the Branch Offices
7. Signing of Agency Agreement	Prepares the Agency Agreement for the signature of the Agent and his/her Witness	None	2 working days	Division Chief / Department Manager
8. Payment of Premium for Surety Bond Application and Installation Fee	<u>For Cash Bond</u>	<ul style="list-style-type: none"> • NCR - ₱300,000.00 • Cities Outside NCR - ₱200,000.00 • Municipalities Outside NCR - ₱100,000.00 	1 hour	TEMD-For NCR applicants ECET for applicants in the Branch Offices Treasury Department
	<u>Installation Fee</u>	Php10,000.00	1 hour	
	<u>For Surety Bond:</u> Provides the applicant of	₱13,864.32 (GSIS) (Premium for 2-year period)	1 hour	TEMD- For NCR applicants



	the Bond Form & Co-signer's Form and informs applicant to file it to the nearest GSIS Office.			ECET for applicants in the Branch Offices GSIS
6. Request for Terminal Installation	Requests the Gaming Technology Department and System Provider for the installation of lotto terminal	None	1 working day	ECET
7. Training of Lotto Teller	Conducts training of new lotto teller	None	1 working day	ECET for Branch Offices
Total		<p>₱26,362.32 for Lotto Agents (if the agent opted to pay the premium for the Surety Bond)</p> <p>Or</p> <p>For Cash Bond: ₱312,500.00 for NCR Agents</p> <p>₱212,500.00 for Cities outside NCR</p> <p>₱112,500.00 for Municipalities outside NCR</p>	19 working days & 8 hours provided that all documentary requirements are complied by the applicants on time.	



3. Medical Access Program (MAP) Payment Processing in Branch Offices

Office/Department/Division:	Branch Offices
Classification:	Complex
Type of Transaction:	Government to Citizens (G2C)
Who May Avail:	Patient or duly authorized representative
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS <ul style="list-style-type: none"> • Original Statement of Account Documentary Requirements: Confinement <ul style="list-style-type: none"> • Updated and Original/Certified True Copy of the Clinical / Medical Abstract/ Discharge Summary • Copy of the Valid ID of the patient and representative, if applicable • PCSO MAP Application Form • Unified Intake Sheet (for Malasakit Center Patients) Chemotherapy Medicines <ul style="list-style-type: none"> • Medical Certificate and Prescription (issued by the same doctor) • Updated and Original/Certified True Copy of the Clinical / Medical Abstract • Original/Certified True Copy of the Treatment Protocol (<i>for chemotherapy</i>) • Original copy of Quotation from three(3) qualified suppliers • Photocopy of Valid ID (patient and claimant) • PCSO MAP Application Form Dialysis Medicines <ul style="list-style-type: none"> • Medical Certificate and Prescription (issued by the same doctor) • Original copy of Quotation from three(3) qualified suppliers • Updated and Original/Certified True Copy of the Clinical / Medical Abstract • Photocopy of Valid ID (patient and claimant) • PCSO MAP Application Form • Unified Intake Sheet (for Malasakit Center Patients) 	WHERE TO SECURE <ul style="list-style-type: none"> • PCSO • Medical Facilities / Institutions • Attending Physician • Suppliers



- Copy of certification on the number of sessions availed from Philhealth

Radiation Procedure

- Medical Certificate and Prescription (issued by the same doctor)
- Original copy of Quotation from qualified suppliers
- Copy of Certification on the number of sessions availed from Philhealth (*for hemodialysis and radiation*)
- Photocopy of Valid ID (patient and claimant)
- PCSO MAP Application Form
- Unified Intake Sheet (for Malasakit Center Patients)

Laboratory, Diagnostic & Imaging Procedures

- Medical Certificate and Prescription/doctor's request (issued by the same doctor)
- Original copy of Quotation from facility/qualified suppliers
- Photocopy of Valid ID (patient and claimant)
- PCSO MAP Application Form
- Unified Intake Sheet (for Malasakit Center Patients)

Orthopedic (bone) implant and Medical Devices

- Medical Certificate and Prescription/doctor's request (issued by the same doctor)
- Original copy of Quotation from three (3) different suppliers that accept PCSO GL
- Schedule of operation as certified by the attending physician
- Photocopy of Valid ID (patient and claimant)
- PCSO MAP Application Form
- Unified Intake Sheet (for Malasakit Center Patients)

Catastrophic Illness

- Original or Certified True Copy of the Clinical or Medical abstract



<ul style="list-style-type: none">• Certification that patient is due for translant (for kidney and liver transplant)• Certification that patient did not qualify for pHilhealth Z-benefit (for kidney transplant / Coronary Artery Bypass Graft)• Valid ID of the patient and valid ID of next of kin, if applicable.• PCSO MAP Application Form• Unified Intake Sheet (for Malasakit Center Patients)								
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON				
Submits Statement of Account (SOA) and the documentary requirements	Receives, check and verifies the original SOA and completeness of the documentary requirements	None	1 hour	Branch Social Welfare Officer (SWO)/ Designated Personnel				
	<ul style="list-style-type: none">• Receives SOA from the SWO / designated personnel.• Checks the completeness of the documentary requirements attached to the SOA.• Prepares the Disbursement Voucher (DV)• Endorses the DV to the following: <table><tr><td>Branch A</td><td>Branch Accountant</td></tr><tr><td>Branch B and C</td><td>ODM Accountant</td></tr></table>	Branch A	Branch Accountant	Branch B and C	ODM Accountant	None	30 minutes (Branch A)	Bookkeeper/ Designated personnel
		Branch A	Branch Accountant					
		Branch B and C	ODM Accountant					
14 working days (Branch B and C)								



	Branch A <ul style="list-style-type: none"> Reviews and certifies correctness of the DV, completeness of the documentary requirements and availability of funds. Signs Box A of the DV Submits summary report of the total amount of budget utilization to the ODM If Php 50,000.00 and below, certifies the availability of fund (with authority from the ODM Budget Officer) endorses to the Branch Manager for approval. If above Php 50,000.00, endorses to the ODM for processing of DV 	None	30 minutes	Branch A - Branch Accountant
	Branches B and C <ul style="list-style-type: none"> Reviews and certifies correctness of the DV, completeness of the documentary requirements, and availability of funds. Signs Box A of the DV Endorses to the Budget Officer / designated personnel for BUS preparation. 	None	30 minutes from receipt of DV from Branch Office B and C Turnaround time of transit of documents is 14 days	Branch B and C – Accountant III/IV of the Office of the Department Manager (ODM)
	For Branch B and C <ul style="list-style-type: none"> Prepares Budget Utilization Slip (BUS) for the Certifies fund availability Endorses DV for approval 	None	1 hour	ODM Budget Officer



	Approval of the Disbursement Vouchers: <table><tr><th>Amount</th><th>Approver of DV</th></tr><tr><td>Up to Php 1 Million Pesos</td><td>Assistant General Manager</td></tr><tr><td>Up to ₱100K</td><td>Department Manager</td></tr><tr><td>Up to ₱50K</td><td>Branch Manager / Heads</td></tr></table>	Amount	Approver of DV	Up to Php 1 Million Pesos	Assistant General Manager	Up to ₱100K	Department Manager	Up to ₱50K	Branch Manager / Heads	None	1 working day	<ul style="list-style-type: none">• Assistant General Manager• Department Managers• Branch Managers / Heads
Amount	Approver of DV											
Up to Php 1 Million Pesos	Assistant General Manager											
Up to ₱100K	Department Manager											
Up to ₱50K	Branch Manager / Heads											
	<ul style="list-style-type: none">• Checks if all DVs and its supporting documents are duly signed and approved• Prepares transmittal to the concerned branch office for pickup of the courier	None	14 working days (including transit time)	ODM Designated Personnel								
	<ul style="list-style-type: none">• Prepares check for payment to the concerned hospitals / medical facilities or institutions• Endorses check to the Branch Manager / Branch Head for signature	None	2 hours	Branch Cashier / Designated Personnel								
	Signs the check for payment to the concerned hospitals / medical facilities or institutions	None	2 hours	Branch Manager/ Branch Head/ Designated Officer								
	Notifies the hospital / medical facilities or institutions of the availability of check through the following mode of service: (1) Text message or other messaging application (Viber, messenger, WhatsApp etc) (2) Email	None	1 working day	Branch Cashier / Designated Personnel								



	(3) Personal service of notice			
Receives check from PCSO and issues Official Receipt	Releases check to the representative from the hospital, health facilities / institutions	None	2 hours	Cashier
TOTAL		None	45 working days	



4. Payment of Prizes for Lotto

This process shows the processing of payment of prizes for winners in PCSO Branch offices.

Office/Department/Division:		Branch Operations Sector BRANCH OFFICES		
Classification:		Simple		
Type of Transaction:		Government to Citizens (G2C) and Government to Business (G2B)		
Who May Avail:		Lotto and Sweepstakes Winners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Winning Ticket		Claimant		
2. Valid Identification Card (Government issued ID – Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Gives the winning ticket	Validates the ticket at the lotto terminal/machine	None	Three (3) minutes	Cash Clerk IV
	If the amount of winnings is below ₱10,000 the claimant is immediately paid			
	If the winnings if more than Php10,000 but less than Php300,000, a Prize Claim Form and valid ID with picture are required	None	Ten (10) minutes	Clerk
	Sweepstakes – minor prizes will be immediately paid, major prizes will be processed and paid by the Head Office			
	Verifies the authenticity of the ticket and the claimant	None	Five (5) minutes	Accountant
	Prepares the check	None	Five (5) minutes	Cashier
	Approves the payment	None	Five (5) minutes	Branch Manager or the Authorized Officer



2. Receives payment for the winning ticket	Issue the corresponding check to the claimant	None	Two (2) minutes	Cashier
Total		None	30 minutes	



5. Request for Individual Medical Access Program (IMAP) Assistance in Branch Offices

This shows the process of providing timely and responsive medical assistance to individuals with health related problems seeking financial help to PCSO Branch Offices nationwide.

Office/Department/Division:	Branch Offices
Classification:	Complex
Type of Transaction:	Government to Citizens (G2C)
Who May Avail:	Patient or duly authorized representative
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
1. PCSO IMAP Application Form	Available for download at www.pcsso.gov.ph or through Branch Offices nationwide
2. Government issued ID of the Patient: <ul style="list-style-type: none"> ➤ National ID ➤ Postal ID ➤ Driver's License ➤ Passport (valid) ➤ UMID ID ➤ Tax Identification Number (TIN) ➤ NBI Clearance (valid) 	LTO, BIR, PSA, SSS, GSIS, DFA, PRC, Postal ID
3. Original/Certified True Copy of the Clinical with signature of the Attending Physician and its License No.	Hospital wherein the patient is being treated
Specific Requirements:	
For Hospital Confinement:	
1. Original copy of Statement of Account with printed name and signature of the Billing Officer with Philhealth, Senior Citizen or HMO deductions	Hospital wherein the patient is being treated
2. If discharged: Validly executed Promissory Note by the Hospital Representative indicating the remaining balance from the hospital	Accounting or Billing Office of the hospital wherein the patient is being treated
3. For Medico-Legal Cases: Copy of the Vehicular/Police Report	Police precinct wherein the incident was reported
For Chemotherapy:	



1. Original prescription with printed full name, signature and license number of oncologist		Oncologist/Attending physician of the patient		
2. Original copy of the treatment protocol with printed full name, signature and license number of oncologist		Oncologist/Attending physician of the patient		
3. Photocopy of Surgical/ Histopathology or Biopsy Result		Records Section of the of the hospital wherein the patient is being treated		
<u>For Dialysis:</u>				
1. Acceptance letter from the dialysis center or hospital signifying the acceptance of Guarantee Letter from PCSO		Hospital or dialysis center wherein the patient is being treated		
2. Prescription with printed full name, signature and license number of attending physician (for Epoetin)		Hospital or dialysis center wherein the patient is being treated		
3. Official quotation from the Dialysis Center (for dialysis)		Hospital or dialysis center wherein the patient is being treated		
4. Photocopy of laboratory results		Records Section of the of the hospital wherein the patient is being treated		
5. PCSO Index Card		PCSO Social Worker		
6. For Philhealth Members:				
a. Copy of Member Data R		Philhealth		
b. Certification on the number of benefits availed		Hospital or dialysis center wherein the patient is being treated		
<u>For Requests for Medicines (Hemophilia and Post-transplant)</u>				
1. Prescription with printed full name, signature and license number of attending physician		Attending physician		
2. Laboratory results within the last three (3) months		Records Section of the of the hospital wherein the patient is being treated		
3. PCSO Index Card		PCSO Social Worker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of duly accomplished IMAP application form and requirements	Receives the request and checks completeness of the requirements. Records the request in the database.	None	1 hour per case	Social Worker



	Evaluates the request and prepares recommendation of the amount of assistance to be extended by PCSO for medical assistance	None	2 hours	Social Worker
	Approves the amount of assistance to be extended by PCSO	None	1 hour	Branch Manager
	Prepares the Guarantee Letter for issuance to the Patient	None	1 hour	Data Encoder/Social Worker
	Approves the Guarantee Letter	None	1 hour	Branch Manager
2. Receipt of Guarantee Letter	Releases the Guarantee Letter to Patient	None	30 minutes	Social Worker
TOTAL		None	6 hours and 30 minutes	



6. Request for Renewal of Lotto Agency Agreement

The process involves the evaluation process of agent's performance, compliance and commitment consistent with the rules and regulations in the renewal of the sales outlet operation.

Office/Department/Division:		NCR and Branch Offices		
Classification:		Complex		
Type of Transaction:		Government to Citizens (G2C) and Government to Business (G2B)		
Who May Avail:		Lotto Agents		
Availability of Service		Mondays to Fridays, 8:00am to 5:00pm		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished renewal form		Agent		
2. Documentary requirements for renewal		Agent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of duly accomplished renewal form to the Technical Evaluation and Monitoring Division- For NCR agents and ECET/ Branch Managers for agents in the Branch Offices	Receives the request and check completeness of the requirements . Recording of the request in the database.	None	30 minutes	ECET
2. Secure clearance from Accounts Management Division – For NCR	Secures clearance of Accountabilities from Accounts Management Division	None	1 hour	ECET/TEMD for NCR
3. Payment of renewal fee	Prepares and approved the Order of Payment for payment to Window 4 of the Treasury Department	₱1,000.00	1 hour	ECET/TEMD for NCR ECET/Cashier for Branch Offices



4. Signing the Notice of Extension / Renewal of Agency Agreement	Prepares Notice of Extension/ Renewal of Agency Agreement for the signature of the Agent and his/her Witnesses	None	2 working days	Division Chief / Department Manager / Assistant General Manager - BOS
5. Notary of Notice of Extension / Renewal of Agency Agreement	Forwards to Legal Department for notarization	None	1 working day	OAGM for Branch Operations Sector
6. Issuance of documents	Upon receipt of the Notarized Notice of Extension/ Agency Agreement Renewal, the Authority to Operate shall be issued to the Agent	None	2 working days	ECET/TEMD for NCR
TOTAL		Php1,000.00	5 working days 2 hours and 30 minutes	



7. Request for Transfer of Lotto Ownership

The process involves the application of Lotto Agents for transfer of ownership due to justifiable reasons. Application for transfer of ownership may be submitted at the PCSO Main Office and Branch Offices nationwide.

Office/Department/Division:		NCR and Branch Offices		
Classification:		Complex		
Type of Transaction:		Government to Citizens (G2C) and Government to Business (G2B)		
Who May Avail:		Lotto Agents		
Availability of Service		Mondays to Fridays, 8:00am to 5:00pm		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request letter		Applicant		
2. The Transferee is within the third (3 rd) degree of consanguinity		Applicant		
3. Documentary requirements for new agent of the transferee		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of duly accomplished request letter	Receives the request and check completeness of the requirements. Recording of the request in the database.	None	1 hour	ECET/TEMD for NCR ECET/Cashier for Branch Offices
2. Payment of transfer fee	Prepares and approved the Order of Payment for payment to Window 4 of the Treasury Department	Php2,500.00	1 hour	ECET/TEMD for NCR ECET/Cashier for Branch Offices
	Accepts payment and	None	1 hour	Treasury Department



	issuance of Official Receipt for payment to the Window 4 of the Treasury Department			for Main Office Cashier for Branch Offices
3. Submits the OR for the Transfer of Ownership Fee	Evaluates the documents submitted and determine the qualification of the request	None	1 working day	Division Chief/ NCR Branch Manager-Branches
	Forwards the request with the required documents to the Office of the Department Manager for signature	None	1 working day	Division Chief/ NCR Branch Manager-Branches
	Endorses the request for Transfer of Ownership to the Assistant General Manager for approval	None	1 working day	Department Manager
	Approves the request for Transfer of Ownership	None	2 working days	Assistant General Manager for Branch Operations Sector
4. Payment of Premium for Surety Bond Application	<u>For Cash Bond</u> Prepares and approves the Order of Payment to	<i>Cash Bond (for Lotto)</i> <ul style="list-style-type: none"> • NCR - ₱300,000.00 • Cities Outside NCR - ₱200,000.00 	1 hour	TEMD-For NCR applicants ECET for applicants in



	be issued to Applicant for payment at Window 4 of the Treasury Department	<ul style="list-style-type: none"> Municipalities Outside NCR - ₱100,000.00 		the Branch Offices Treasury Department
	<u>For Surety Bond:</u> Provides the applicant of the Bond Form & Co-signer's Form and informs applicant to file it to the nearest GSIS Office.	₱13,864.32 (GSIS) (Premium for 2-year period)	1 hour	
	Informs the Agent on the approval of request for transfer	None	1 working day	Division Chief/ NCR Branch Manager- Branches
TOTAL		Php2,500.00	6 working days and 5 hours	



8. Request for Transfer of Site of Lotto Outlet

The process involves the application of Lotto Agents for transfer of site due to justifiable reasons. Application for transfer of site may be submitted at the PCSO Main Office and Branch Offices nationwide.

Office/Department/Division:		NCR and Branch Offices		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizens (G2C) and Government to Business (G2B)		
Who May Avail:		Lotto Agents		
Availability of Service		Mondays to Fridays, 8:00am to 5:00pm		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		TEMD/ Branch Office concerned		
2. Sketch and picture of new site		Applicant		
3. Duly authorized Authority/Certification from the building owner or Land Title for owned property (notarized)		Lessor/Building Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of duly accomplished request form	Receives the request and check completeness of the requirements. Recording of the request in the database	None	1 hour	ECET
2. Payment of the transfer fee	Prepares and approves the Order of Payment for payment to Window 4 of the Treasury Department	Php2,500.00	1 hour	ECET/CEI II Division Chief/ NCR Branch Manager- Branches
	Accepts payment and issuance of Official Receipt	None	1 hour	Treasury Department for Main Office Cashier for Branch Offices
	Conducts ocular inspection of the	None	Within 5 working days upon receipt of documents	ECET



	proposed site			
	Prepares recommendation for the approval / disapproval of the request for transfer of site	None	1 working day	ECET Division Chief / Department Manager
	Approves the request for transfer of site	None	2 working days	AGM for Branch Operations Sector
3. Construction of new booth	Informs the agent to facilitate construction of booth upon receipt of approval	None	1 working day	ECET
4. Submission of photo of the newly constructed booth and Site Inspection	Checks Agent's compliance to the standard booth design	None	Within 5 working days	ECET
5. Request for Terminal Installation	Requests the Gaming Technology Department and System Provider for the installation of lotto terminal	None	1 working day	ECET
TOTAL		Php2,500.00	15 working days and 3 hours	



B. Charity Assistance Department

1. Calamity Assistance Program (CAP)

Provision of assistance to families and individuals affected by calamities/disasters in appropriate form through the Local Government Units (LGUs), directly to individuals affected by the calamities, health facilities and authorized agencies and entities created to address the needs of the country and its communities during calamities/disasters/medical emergencies.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Special Projects Division (SPD)		
Classification:	Highly Technical		
Type of Transaction:	G2G / G2C		
Who May Avail:	Local Government Units / Hospitals from provinces/cities/municipalities or those areas with evacuees, families and individuals affected by calamities/disasters/medical emergencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>For New Requests</u>			
For LGUs:			
1. Sangguniang Panlalawigan /Bayan/Barangay Resolution authorizing the signatory to sign the Deed of Undertaking and to receive the assistance from PCSO		1. LGU	
2. Photocopy of government-issued ID of the requesting party		2. Requesting Party	
3. Situational Report from the National/Provincial/Municipal/City Disaster Risk Reduction and Management Council and/or Department of Social Welfare and Development Disaster Response Operations Monitoring and Information Center (DSWD – DROMIC) or through on-site assessment		3. National/Provincial/Municipal/City Disaster Risk Reduction Management Office, DSWD, concerned PCSO Branch Office	
For Health Institutions and Facilities:			
1. DOH Situational Report on		1. DOH	



Emerging Diseases/Cases 2. Other Relevant documents 2.1. Hospital Profile 2.2. DOH License to Operate		2. Health Institutions and Facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements (Office of the Board, Office of the Chairman, OGM, Branch Office, CAD)	1.1. SPD-CAD receive request Concerned Branch Office receive request	None	30 minutes	Office of the Board, Office of the Chairman, OGM, Branch Office, CAD
	1.2 SPD – CAD / Concerned Branch review and evaluate the request and prepare recommendation 1.3 Concerned Branch submit recommendation to SPD-CAD		2 days	
	1.4 Submit recommendation endorsed by the DM and OAGM to the OGM/Branch for approval	None		CAD / Branch Office/ABD
	1.5 Receive approved / disapproved request and; Disapproved Requests – notified via email. Approved Requests – endorsed to ABD for processing of payment		1 day	



	1.6 Schedule release of assistance from the Main Office (Treasury Department) or the concerned Branch Office			CAD/ OGM /Branch Office
2. Receive the Calamity Assistance	2.1 Inform beneficiary of the schedule of release of the calamity assistance.		1 day	CAD / Branch Office
Total		None	4 days and 30 minutes	

For complaints please call: The Legal Department at 706-43714; Ombudsman at 997-0248; Civil Service Commission (CSC) at 740-8412 Whistleblowing.gcg.gov.ph submit a report



2. Institutional Partnership Program (IPP)

Financial grant that augments the resources of the various social welfare agencies and charitable medical facilities in order to further extend the charity services of the government for the poor and disadvantaged sectors in the local communities.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Institutional Charity Assistance Division (INSTICAD)		
Classification:	Highly Technical		
Type of Transaction:	G2G / G2C		
Who May Avail:	<div>1. Residential Care agencies for disadvantaged children, youth, women, and elderly that provide basic human needs such as food, clothing, shelter, and medicines as well as physical, psychological and spiritual activities.</div> <div>2. Detention centers or temporary shelter for juvenile delinquents or street children.</div> <div>3. Medical/health organization involved in providing free medical services, blood services, or other health-related humanitarian endeavors for indigents.</div> <div>4. Other institutions implementing health-related programs and services taking into consideration the project proposal submitted and DSWD accreditation standards.</div> <div>5. LGU-accredited initiatives or facilities and projects that are recognized and supervised by the local health/social welfare office for the well-being of its constituents.</div>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>For New Applicants:</u>			
<div>1. Application Form</div> <div>2. Copy of DSWD/DOH/LGU Accreditation Certificate (or proof of application for renewal) or Approved Project Proposal by LGU Head and proof of monitoring done by the concerned Department from the LGU.</div> <div>3. Project Proposal with work and financial plan including budgetary allocation (for government agencies) or Sources of Fund (for NGOs).</div>		<div>1. PCSO-CAD, 3rd Floor, Conservatory Bldg., Shaw Blvd., Mandaluyong City</div> <div>2. Department of Social Welfare and Development (DSWD) / LGU</div> <div>3. Requesting Party</div>	



4. Latest Accomplishment Report 5. Liquidation Report of previous PCSO grant, if applicable 6. SEC Registration and Audited Financial Statement for the past three (3) years (for NGOs in operation for three years and above).		4. Requesting Party 5. Requesting Party 6. Securities and Exchange Commission (SEC) / Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application with complete documentary requirements to the Branch Office concerned / INSTICAD	1.1. Review completeness of submitted documents before accepting the application	None	30 minutes	Branch Office (BO)/ NSTICAD
	1.2. Validation and assessment of the application and preparation of the recommendation	None	2 days	Branch Office (BO)/ NSTICAD
	1.3. Review of recommendation			AGM for Charity Sector
	1.4. Approval by the Board of Directors thru the General Manager; Board meetings are held every other week			OGM/BOD/ Board Secretary
	1.5. Preparation of the Memorandum of Agreement			Legal Department



	(MOA)			
2. Sign the MOA and notarization	2.1. Notify partner agency on the schedule of the MOA Signing		30 minutes	Branch Office (BO)/ NSTICAD
	2.2. Prepare Request for Payment (RFP)		30 minutes	INSTICAD
	2.3. Process RFP			ABD and Treasury Department
3. Receive the assistance in the form of a check	3.1. Release of the funding assistance			CAD/Treasury /BO
Total			2 days and 1.5 hours	



3. Integrated Health for Overall Productivity and Empowerment Program (I-HOPE)

Provision of access to the poorest provinces in the country on the agency's charity programs and services through funding assistance for the procurement of medical equipment and primary health care capability building packages for the barangay health stations and rural health units.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Special Projects Division (SPD)
Classification:	Highly Technical
Type of Transaction:	G2G
Who May Avail:	Hospitals, health facilities belonging to the poorest provinces of the Philippines which were determined as focus/priority areas based on the data from the Philippine Statistics Authority (PSA) in 2015 and National Anti-Poverty Commission (NAPC), particularly on data indicative of poverty incidence and magnitude in these provinces
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<u>For New Requests</u>	
1. Letter Request addressed to PCSO Chairman/General Manager (Liham ng Kahilingan)	1. Requesting Party
2. Project Proposal with the following information: <ul style="list-style-type: none"> a. Rationale/Justification b. Objectives c. Program Plan of Implementation d. Budgetary Requirements e. Monitoring and Evaluation Scheme f. Photo of the hospital façade and area where the medical equipment will be installed 	2. Requesting Party
3. Price Quotations of the Medical Equipment from three (3) suppliers, complete with company address written on official stationary with name, signature and designation of its authorized representative. In case of sole distributorship, a certification for the same shall be required	3. Medical Equipment Suppliers
4. Department of Health Certificate	4. DOH



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request with complete documentary requirements to CAD	1.1. Review completeness of submitted documents before accepting the request	None	30 minutes	CAD
	1.2. Validate and assess the request	None	1 day	CAD/BO
	1.3. Conduct on-site assessment			BO
	1.4. Prepare recommendation		1 day	CAD
	1.5. Review recommendation			AGM for Charity Sector
	1.6. Approval by the Board of Directors thru the General Manager			OGM/BOD/Office of the Board Secretary
	1.7. Prepare Memorandum of Agreement (MOA)			Legal Department
	1.8 Provide notice to beneficiary of the schedule for MOA signing		30 minutes	CAD/BO
2. Sign the MOA and notarization	2.1. Provide the MOA	None	30 minutes	CAD
	2.2. Prepare Request for Payment (RFP)		30 minutes	CAD
	2.3. Process the RFP			ABD and Treasury Department
	2.4. Notify the beneficiary of release of check		30 minutes	CAD/BO
3. Receive the assistance in check	3.1. Release the assistance		per schedule	CAD/BO

TOTAL			2 days, 2 hours, and 30 minutes	
--------------	--	--	--	--



4. Medical Access Program (MAP)

For PCSO to extend timely and responsive assistance through issuance of GLs addressed to our Partner Health Facility (PHF) in favor of our patient.

Classification:	Simple
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN
Who may Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) <ul style="list-style-type: none"> • In-Patients (confined in the Charity Ward / Private Ward) • Out patients (Charity/Private)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>GENERAL REQUIREMENTS:</u> <ol style="list-style-type: none"> 1. Government-issued ID of the patient 2. Original/ Certified True Copy of the Medical Abstract (inpatient)/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with printed full name and signature with license number <u>SPECIFIC REQUIREMENTS:</u> A. CONFINEMENT <ol style="list-style-type: none"> 1. Original copy of the Final Statement of Account/ Latest Hospital bill with printed name duly signed by the Billing officer/Credit Supervisor with PHILHEALTH, Senior Citizen, HMO, MSS/ Discounts deductions 2. If Discharged: Validly-executed Promissory Note duly signed by the hospital representative or Certification with remaining balance from the hospital 	<ol style="list-style-type: none"> 1. DFA, GSIS, SSS, PRC, PSA, COMELEC, Phil health, OSCA, DSWD, NGAs, Medical Social Service (MSS) ID , Barangay ID, National ID, Driver's Licensed, PWD ID, Solo Parent ID, Tax Identification Number and Educational Institution where the student is currently enrolled 2. Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed <ol style="list-style-type: none"> 1. Hospital or PHF where patient is presently confined 2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined



<p>B. CHEMOTHERAPY</p> <ol style="list-style-type: none"> 1. Original prescription with printed full name and signature with license number of oncologist/ attending physician 2. Original copy of treatment protocol with printed full name and signature with license number of oncologist/attending physician 3. Three (3) official quotations from different retail/ supplier 	<ol style="list-style-type: none"> 1. Oncologist/Attending Physician of the patient 2. Oncologist/Attending Physician of the patient 3. Any three (3) quotations from different retailer/ supplier
<p>C. HEMODIALYSIS</p> <ol style="list-style-type: none"> 1. Official Quotation from the Dialysis Center/ Hospital 2. For Philhealth Members: <ul style="list-style-type: none"> • Certification on the number of benefits availed 	<ol style="list-style-type: none"> 1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment 2. Phil health / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
<p>D. MEDICINES</p> <ol style="list-style-type: none"> 1. Original Prescription with printed full name and signature with license number of the attending physician 2. Three (3) quotations from different retailer / Supplier 3. For Erythropoietin Injection only <ul style="list-style-type: none"> • Official quotation from the dialysis center/ hospital 	<ol style="list-style-type: none"> 1. Attending Physician of the patient 2. Any three (3) quotations from different Medicine Retailer/Pharmacy/Drugstore where patient will obtain the needed medicines 3. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
<p>E. Laboratory/ Diagnostic Procedures (To exclude route laboratory examination)</p> <ol style="list-style-type: none"> 1. Official quotation from the diagnostic center or hospital duly signed by the representative of the diagnostic center or hospital. 2. Request for laboratory/ diagnostic/ initial development assessment from the attending physician 	<ol style="list-style-type: none"> 1. Official quotation from diagnostic center/ hospital 2. Attending Physician



with printed full name and signature with license number	
F. Orthopedic Implants/ Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves) <ol style="list-style-type: none"> Three (3) official quotation from different supplier Request for specification of medical devices/ prescription of medical device 	<ol style="list-style-type: none"> Any three (3) quotations from different retailer/ supplier Attending Physician
G. Catastrophic Illnesses: <ol style="list-style-type: none"> 1. Kidney/Liver Transplant <ol style="list-style-type: none"> Certification that patient is due for transplant procedure Certification that patient did not qualify for Philhealth Z-Benefit (for kidney transplant); and Valid ID of the patient and valid ID of next of kin 2. Coronary Artery Bypass Graft (CABG) <ol style="list-style-type: none"> Certification that patient is due for transplant procedure Certification that patient did not qualify for Philhealth Z-Benefit; and Valid ID of the patient and valid ID of next of kin 	<ol style="list-style-type: none"> <ol style="list-style-type: none"> Medical Social Service/ Billing Section/ Credit and Collection of the hospital Medical Social Service/ Billing Section/ Credit and Collection of the hospital Patient nearest relative <ol style="list-style-type: none"> Medical Social Service/ Billing Section/ Credit and Collection of the hospital Medical Social Service/ Billing Section/ Credit and Collection of the hospital Patient nearest relative

A. NCR ONLINE APPLICATION SYSTEM PROCESS:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.pcso.gov.ph and click E-Services to proceed to the Online application. Fill-in the basic		None		



information of the patient and upload the scanned documentary requirements.	1. NCR Online Application System automatically send notification that request was successfully received		13 minutes/ case	CAD Controller
1.1.Receive notification confirming that his/ her request was successfully accepted by the NCR Online Application				
1.2.Receive notification on the status of the case	1.1 Review the encoded relevant information and check the completeness of the documents. If incomplete, send notification on the status of the case.			
	1.2. If complete, endorse / forward the case to social workers.			
	2. Validate the data and authenticity of scanned documents. 2.1. Determine the amount recommended based on existing guidelines and available budget. If found incomplete return to controller for notification	None	10 minutes/ case	CAD Social Worker



3. Receive notice of approval	3. Confirm and approve the recommended amount of assistance. 3.1. The system shall notify the applicant/ patient once the approval was made within 24 hours		2 minutes/ case	CAD Supervisor/ Division Chief / CAD Manager
4. Print Claim Slips (CS) or Guarantee Letter (GL) and MAP application Form 4.1. Attach original copies of the documentary requirements 4.2. Proceed to the Partner Health Facility (PHF) to present all the documents.				
	TOTAL		Within 24 hours	

MEDICAL ACCESS IN MALASAKIT CENTER (MAM) PROGRAM

For PCSO to extend timely and responsive assistance through issuance of GLs addressed to hospitals with MCs in favor of patient.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Individual Charity Assistance Division (ICAD)
Classification:	Simple
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN
Who may Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) <ul style="list-style-type: none"> In-Patients (confined in the Charity Ward / Private Ward) Out patients (Charity/Private)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>GENERAL REQUIREMENTS:</u>	



<p>1. Government-issued ID of the patient</p> <p>2. Original/ Certified True Copy of the Medical Abstract (inpatient)/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with printed full name and signature with license number</p>	<p>1. DFA, GSIS, SSS, PRC, PSA, COMELEC, Phil health, OSCA, DSWD, NGAs, Medical Social Service (MSS) ID, Barangay ID, National ID, Driver's Licensed, PWD ID, Solo Parent ID, Tax Identification Number and Educational Institution where the student is currently enrolled and Educational Institution where the student is currently enrolled</p> <p>2. Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed</p>
<p><u>SPECIFIC REQUIREMENTS:</u></p> <p>A. CONFINEMENT</p> <p>1 Original copy of the Final Statement of Account/ Latest Hospital bill with printed name duly signed by the Billing officer/Credit Supervisor with PHILHEALTH, Senior Citizen, HMO, MSS/ Discounts deductions</p> <p>2 If Discharged: Validly-executed Promissory Note duly signed by the hospital representative or Certification with remaining balance from the hospital</p> <p>B. CHEMOTHERAPY</p> <p>1. Original prescription with printed full name and signature with license number of oncologist/ attending physician</p> <p>2. Original copy of treatment protocol with printed full name and signature with license number of oncologist/attending physician</p> <p>3. Three (3) official quotations from different retail/ supplier</p> <p>C. HEMODIALYSIS</p> <p>1. Official Quotation from the Dialysis Center/ Hospital</p> <p>2. For Philhealth Members:</p>	<p>1. Hospital or PHF where patient is presently confined</p> <p>2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined</p> <p>1. Oncologist/Attending Physician of the patient</p> <p>2. Oncologist/Attending Physician of the patient</p> <p>3. Any three (3) quotations from different retailer/ supplier</p> <p>1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment</p>



<ul style="list-style-type: none"> • Certification on the number of benefits availed <p>D. MEDICINES</p> <ol style="list-style-type: none"> 1. Original Prescription with printed full name and signature with license number of the attending physician 2. Three (3) quotations from different retailer / supplier 3. For Erythropoietin Injection only <ul style="list-style-type: none"> • Official quotation from the dialysis center/ hospital <p>E. Laboratory/ Diagnostic Procedures (to exclude routine laboratory examination)</p> <ol style="list-style-type: none"> 1. Official quotation from the diagnostic center or hospital duly signed by the representative of the diagnostic center or hospital. 2. Request for laboratory/ diagnostic from the attending physician with printed full name and signature with license number <p>F. Orthopedic (bone) implant / Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves)</p> <ol style="list-style-type: none"> 1. Three (3) official quotation from different supplier 2. Request for specification of medical devices/ prescription of medical device 3. Schedule of operation as certified by the attending physician 	<p>2. Phil health / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment</p> <ol style="list-style-type: none"> 1. Attending Physician of the patient 2. Any three (3) quotations from different Medicine Retailer/ Pharmacy/Drugstore where patient will obtain the needed medicines 3. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment <ol style="list-style-type: none"> 1. Official quotation from diagnostic center/ hospital 2. Attending Physician <ol style="list-style-type: none"> 1. Any three (3) quotations from different retailer/ supplier 2. Attending Physician 3. Attending Physician
--	---

G. With PCSO MC PERSONNEL PROCESS UNDER THE MALASAKIT CENTER



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	<p>1. Check and review the completeness of the documentary requirements before accepting the request.</p> <p>1.1 Encode the basic information of the patient in the Malasakit Center (MC) System</p> <p>1.2. Scan and Upload the documentary requirements in the Malasakit Center (MC) System (The system shall automatically compute the amount of assistance) and forward to PCSO Social Worker for assessment and evaluation.</p>	None	15 minutes / case	PCSO MC Personnel
2. Await the status of application	2. Based on the assessment and evaluation of the CAD / Branch Social Worker, the recommended amount is subject for approval of the CAD/ Branch Manager		5 minutes / case	CAD/Branch (Social Worker)
3. Await the approval of the Guarantee Letter	3. The CAD/ Branch Manager shall approve the case and forward to the PCSO MC Personnel		2 minutes	CAD/Branch Manager
	4. The PCSO MC Personnel shall print the Guarantee Letter		10 minutes/ case	PCSO MC Personnel



	and PCSO Assessment Form.			
5. Present the proper Identification (ID) and receive the Guarantee Letter after being called. Fill-up the PCSO Logbook and answer the PCSO Customer Satisfaction Survey.	5. Release the Guarantee Letter, PCSO Assessment Form and the submitted original documentary requirements to the beneficiary or his / her representative. Require to fill-up the PCSO Logbook and conduct Customer Satisfaction Survey		10 minutes / case	PCSO MC Personnel
	TOTAL		Within 24 hours/ case	

H. Without PCSO MC PERSONNEL PROCESS UNDER THE MALASAKIT CENTER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or his / her Authorized representative submits complete documentary requirements to the assigned Medical Social Worker (MSW) at the PCSO Desk in the Malasakit Center. If incomplete, return the documents to the patient/ or patient's relative. If complete, email the documentary	1. Await endorsement from Medical Social Worker.	None	15 minutes / case	MSW of the hospital



requirements to PCSO.				
2. Await the status of application.	<p>2. Receive, Check and review the scanned documentary requirements before accepting the request.</p> <p>2.1. Encode the basic information of the patient in the Malasakit Center (MC) System</p> <p>2.2. Scan and Upload the documentary requirements in the Malasakit Center (MC) System (The system shall automatically compute the amount of assistance) and forward to partner social worker for assessment and evaluation. Based on the assessment and evaluation of the CAD/ Branch Social Worker, the recommended amount is subject for approval of the CAD/ Branch Manager.</p>		15 minutes / case	CAD/Branch (Social Worker)



3. Await the approval of the Guarantee Letter	3. The CAD / Branch Manager shall approved the case and forward to the CAD / Branch Social Worker.		2 minutes	CAD/Branch Manager
	Print the Guarantee Letter and PCSO Assessment Form and email back to the Medical Social Worker assigned at PCSO Desk.		5 minutes / case	CAD/Branch (Social Worker)
	TOTAL		Within 24 hours / case	

MAP GUARANTEE LETTERS REQUEST FOR PAYMENT PREPARATION PROCEDURE

To ensure timely and accurate payment of accounts payable charged to the Charity Fund (CF) through the preparation and submission of Request for Payment with complete documents to the Accounting and Budget Department within the specific turn-a-round time.

Classification:	Simple
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN
Who may Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) <ul style="list-style-type: none"> • In-Patients (confined in the Charity Ward / Private Ward) • Out patients (Charity/Private)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>GENERAL REQUIREMENTS:</u> <ol style="list-style-type: none"> 1. Government-issued ID of the patient 2. Original/ Certified True Copy of the Medical Abstract (inpatient)/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with 	<ol style="list-style-type: none"> 1. DFA, GSIS, SSS, PRC, PSA, COMELEC, Phil health, OSCA, DSWD, NGAs, Medical Social Service (MSS) ID, Barangay ID, National ID, Driver's Licensed, PWD ID, Solo Parent ID, Tax Identification Number and Educational Institution where the student is currently enrolled 2. Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed



<p>printed full name and signature with license number</p> <p><u>SPECIFIC REQUIREMENTS:</u></p> <p>H. CONFINEMENT</p> <ol style="list-style-type: none"> Original copy of the Final Statement of Account/ Latest Hospital bill with printed name duly signed by the Billing officer/Credit Supervisor with PHILHEALTH, Senior Citizen, HMO, MSS/ Discounts deductions If Discharged: Validly-executed Promissory Note duly signed by the hospital representative or Certification with remaining balance from the hospital <p>I. CHEMOTHERAPY</p> <ol style="list-style-type: none"> Original prescription with printed full name and signature with license number of oncologist/ attending physician Original copy of treatment protocol with printed full name and signature with license number of oncologist/attending physician Three (3) official quotations from different retail/ supplier <p>J. HEMODIALYSIS</p> <ol style="list-style-type: none"> Official Quotation from the Dialysis Center/ Hospital For Philhealth Members: <ul style="list-style-type: none"> Certification on the number of benefits availed <p>K. MEDICINES</p> <ol style="list-style-type: none"> Original Prescription with printed full name and signature with license number of the attending physician Three (3) quotations from different retailer/Supplier 	<ol style="list-style-type: none"> Hospital or PHF where patient is presently confined Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined Oncologist/Attending Physician of the patient Oncologist/Attending Physician of the patient Any three (3) quotations from different retailer/ supplier Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment Phil health / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment Attending Physician of the patient
--	--



<p>3. For Erythropoietin Injection only</p> <ul style="list-style-type: none"> Official quotation from the dialysis center/ hospital <p>L. Laboratory/ Diagnostic Procedures (To exclude route laboratory examination)</p> <ol style="list-style-type: none"> Official quotation from the diagnostic center or hospital duly signed by the representative of the diagnostic center or hospital. Request for laboratory/ diagnostic/initial development assessment from the attending physician with printed full name and signature with license number <p>M. Orthopedic Implants/ Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves)</p> <ol style="list-style-type: none"> Three (3) official quotation from different supplier Request for specification of medical devices / prescription of medical device 	<ol style="list-style-type: none"> Any three (3) quotations from different Medicine Retailer/Pharmacy/Drugstore where patient will obtain the needed medicines Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment <ol style="list-style-type: none"> Official quotation from diagnostic center/ hospital Attending Physician <ol style="list-style-type: none"> Any three (3) quotations from different retailer/ supplier Attending Physician
--	---

CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Submit the Statement of Account (SOA) and other complete documents including Guarantee Letter (GL). Receive and keep receiving copy. 	<ol style="list-style-type: none"> Check the list of patients in the transmittal form provided by the PHF against the submitted Statement of Account. Check completeness of the 	None	One (1) Calendar Day	CAD (Receiving Personnel)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3. Await notification from Treasury Department on the availability of check for release.	<p>documentary requirements.</p> <p>1.3. If complete, tick the box of the available document in the Tracking Slip and stamp "RECEIVED" on the appropriate space in the Tracking Slip and indicate the printed name, signature with time and date received.</p> <p>1.4. If not, return all documents to the liaison officer of PHF.</p> <p>1.5. Distribute the received documents to Data Analyst present.</p>			
	1.6 Scan each Quick Response (QR) code of the Guarantee Letter and check the correctness of the data entry in the Computerized Accounting System (CAS) against the original documents at hand. Check the following:	None	Four (4) calendar days	CAD (Data Analysts)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>a. Name of payee</p> <p>b. Amount approved</p> <p>c. Amount in the SOA</p> <p>d. Nature of Request</p> <p>e. Transaction Type</p> <p>f. Date of receipt of SOA</p> <p>1.7 If complete, received and sign the Tracking Slip for each case. Assign and print the transmittal number per hospital in the Charity Disbursement Slip (CDS) through the CAS.</p> <p>1.8 Submit all documents to Supervisor for review and signature.</p> <p>1.9 Assign and print transmittal number and Charity Disbursement Slip (CDS) and submit to Supervisor for review and signature.</p>			



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.10 Review the encoded data in the CAS against the original document requirements at hand.</p> <p>1.11 If data entry and documents are consistent, click "APPROVE" button in the CAS. Assign transmittal number and sign the CDS.</p> <p>1.12 In case of discrepancy, disapprove, click "REJECT" button in the CAS and indicate the reason for disapproval. Return the CDS together with its attachments to concerned Data Analyst for appropriate action.</p> <p>1.13 Fill up the DV Receiving Logbook for DM/DC and endorse the case to the Division Chief.</p>	None	Two (2) calendar days	CAD (Supervisor)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.14 Verify the data entry in the CAS. If with discrepancy, click the "REJECT" button and return documents to assigned supervisor.</p> <p>1.15 If consistent, click "APPROVE" button in the CAS and sign the following:</p> <ul style="list-style-type: none"> a. CDS b. Summary of Disbursement Voucher for approval of ABD/ CAD Processing of MAP Availment c. DV Receiving Logbook for DM/DC. <p>1.16 Endorse all documents and signed forms to Databank Controller.</p>	None	Two (2) calendar days	CAD (Division Chief)/ CAD Manager
	1.17 Review attachments per CDS and assign	None	One (1) calendar day	ICAD (Data Bank Controller)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>transmittal number for every batch. Each batch shall contain a maximum of thirty (30) SOA with approved Request for Payment (RFP).</p> <p>1.18 Print RFP and attach to the corresponding CDS.</p> <p>1.19 Prepare Summary of Transmittal.</p> <p>1.20 Bundle Summary of MAP Availment with RFPs per batch.</p> <p>1.21 Forward the documents to the Individual Charity Assistance Division (ICAD) Liaison personnel.</p>			
	<p>1.22 Check the completeness of Summary of MAP Availment and RFP.</p> <p>Endorse to ABD approved RFP with</p>	None		ICAD (Liaison Personnel)



CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>complete documentary requirements, together with the transmittal sheets.</p> <p>1.23 Provide receiving copy of transmittal to the Databank Controller for recording and monitoring.</p>			
	Sub - total		Ten (10) Calendar days	



5. Medical Transport Vehicle Donation Program (MTVDP)

Provision of medical transport vehicles to the Local Government Units at the provincial, municipal and city located in the conflict-stricken areas and vulnerable communities and those geographically-isolated and disadvantaged areas in order to immediately and safely transport the patients to, from, and between locations with most efficient access to places of treatment by land, water and areas of rough and mountainous terrain.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Special Projects Division (SPD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	Local Government Units at the provincial, municipal and city level with priority given to conflict-stricken areas and vulnerable communities and those geographically isolated and disadvantaged areas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Letter Request addressed to PCSO Chairperson or General Manager signed by the Head of Office / Official Contact Person, and indicating the designation, business address and complete contact details of the signatory. Profile of the Beneficiary to include the following: <ol style="list-style-type: none"> Political, economic, demographic & topographical information Description of health and emergency related programs and services and current level of resources allocated Statistics on health and emergency cases requiring MTV Scope and area of coverage of existing services, if applicable Organizational and functional structure Sanggunang Panlalawigan / Panlungsod / Bayan Resolution authorizing the Local Chief Executive to sign the Deed of Donation for the grant. Certification from the Local Budget Officer on the availability of funds for the training of required personnel, registration (LTO and DOH), insurance, and the maintenance and operation of the MTV. 			<ol style="list-style-type: none"> Requesting Party Requesting Party Local Government Unit Local Government Unit 	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Submit written request to the OGM or Office of the Chairperson	1.1 Accept the request. If received by BO/ OGM/ Office of the Chairperson, endorse to CAD	None	30 minutes	CAD / Branch Office / OGM / Office of the Chairperson
	1.2 Evaluate the eligibility of the request	None	1 hour per request	CAD
	1.3 Submit list of all requests to the Office of the Chairperson and Office of the General Manager as evaluated	None	1 day	CAD / Branch Office
	1.4 Identify short list (eligible requests)			Office of the Chairperson and Office of the General Manager
	1.5 Prepare recommendation to Board of Directors		1 day	CAD
	1.6 Endorse for Board's Action			General Manager
	1.7 Approval of the final list			Board of Directors
2. Receive the Notice of Approval	2. Provide notice to beneficiary of approval		1 day	CAD/BOS
3. Submit complete documentary requirements	3.1 Check the completeness of the documents before accepting the documents		30 minutes	
	1.1 Prepare Deed of Donation (DOD)			Legal Department
4. Receive notice of schedule of DOD signing	4. Notify beneficiary of schedule of signing of DOD		1 day	CAD/BO
5. Sign the DOD	5. Receive the signed DOD		1 day	

6. Receive the medical transport vehicle	6. Distribute the unit actually delivered and accepted by PCSO to the beneficiary	None	per schedule	CAD / Assets and Supplies Management Department (ASMD)
TOTAL			6 days and 1 hour	



6. Medical Equipment Donation Program (MEDP)

Provision of funding assistance to government or private non-profit health institutions to support the upgrading of medical facilities through the acquisition of medical equipment.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Special Projects Division (SPD)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	Government or Private non-profit health institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request addressed to PCSO Chairman/General Manager (Lihang Kahilingan) 2. Project Proposal with the following information: <ul style="list-style-type: none"> a. Rationale/Justification b. Objectives c. Program Plan of Implementation d. Budgetary Requirements e. Monitoring and Evaluation Scheme f. Photo of the hospital façade and area where the medical equipment will be installed 3. Price Quotations of the Medical Equipment from three (3) suppliers, complete with company address written on official stationery and the name, signature and designation of its authorized representative. In case of sole distributorship, a certification for the same shall be required 4. Department of Health Certificate			➤ Requesting Party ➤ Requesting Party ➤ Medical Equipment Suppliers ➤ DOH	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary	1.1. Review completeness of submitted	None	30 minutes	CAD



requirements to CAD	documents before accepting the documents		2 days	CAD
	1.2. Evaluate the documents and prepare recommendation			
	1.3. Review of recommendation			
	1.4. Endorse for Board's action			
	1.5. Approval by the Board of Directors			
	1.6. Preparation of MOA			
2. Receive notification on the schedule of MOA signing	2.1. Inform the beneficiary of the schedule of the MOA signing	None	1 day	CAD / BO
3. Sign the MOA	3.1. Provide the MOA to the Beneficiary	None	1 day	CAD / BO
	3.2. Cause notarization of the signed MOA			Legal Department
4. Conduct the public bidding for the approved medical equipment				
5. Submit a copy of the Notice of Award	5.1. Issue a Certificate of Fund Availability			ABD
6. Receive the assistance in the form of a check	6.1. Release the assistance to the beneficiary in the form of a check			Treasury Department
TOTAL			4 days and 30 minutes	

For complaints please call: The Legal Department at 706-4371; Ombudsman at 997-0248; Civil Service Commission (CSC) at 740-8412 Whistleblowing.gcg.gov.ph submit a report



	<p>PCSO concern, the receiving officer formally endorses the request to the concerned Government office/agency.</p> <p>b. Using the FOI portal – if the requirements are complete, the designated receiving officer clicks “Accept”. If the requirements are incomplete, the receiving officer clicks “awaiting clarification” and a clarificatory message as to the missing requirement/ information. If the request is not PCSO concern, the receiving officer forwards (thru the portal) the request to the concerned Government office/agency.</p> <p>c. Requests received via telephone calls by the FOI Receiving Officer shall</p>			
--	---	--	--	--



	be directed to submit a written request or to log in in the eFOI portal.			
	<p>1.2 The designated receiving officer evaluates the request and endorses to the appropriate Decision Makers</p> <ul style="list-style-type: none"> • Admin concerns – OAGM Admin • Branch concerns – OAGM BOS 		Within 1 working day	FOI Receiving Officer
	Receives the recommendation (approved or denied) of the Decision Maker.		Within 4 working days	FOI Receiving Officer FOI Decision Maker
2. Received the requested information.	<p>2.1 The FOI Receiving Officer will provide the information to the requestor. This can be done through:</p> <ul style="list-style-type: none"> • Personal pick up by the requestor in the PCSO. • Email • eFOI portal • Private Courier 		Within 2 working days	FOI Receiving Officer FOI Decision Maker
TOTAL			7 Days, 8 Hours	

FOI is covered under Executive Order No. 02 series 2016.



	<p>request to the concerned Government office/agency.</p> <p>b. Using the FOI portal – if the requirements are complete, the designated receiving officer clicks “Accept”. If the requirements are incomplete, the receiving officer clicks “awaiting clarification” and a clarificatory message as to the missing requirement/ information. If the request is not PCSO concern, the receiving officer forwards (thru the portal) the request to the concerned Government office/agency.</p> <p>c. Requests received via telephone calls by the FOI Receiving Officer shall be directed to submit a written request or to log in in the eFOI portal.</p>			
--	--	--	--	--



	<p>1.2 The designated receiving officer evaluates the request and endorses memorandum with the attached copy of the request to the appropriate Decision Makers</p> <ul style="list-style-type: none"> • Admin concerns – OAGM Admin • Branch concerns – OAGM BOS <p>(request is then endorsed to the concerned department)</p>		Within 4 working days	FOI Receiving Officer
	<p>1.3 Request for an Extension of time, If the information requested requires extensive search in the PCSO records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases.</p>		Within 20 working days	<p>FOI Receiving Officer</p> <p>FOI Decision Maker</p>
	<p>1.4 Receives the recommendation of the Decision Maker</p> <ul style="list-style-type: none"> • Issuance – the receiving officer provides information or copy of the document requested • Seek approval of the GM – the 		Within 4 working days	<p>FOI Receiving Officer</p> <p>FOI Decision Maker</p>



	receiving officer prepares endorsement for approval of the GM			
	<p>1.5 Receives request approved/disapproved by the GM</p> <ul style="list-style-type: none"> • Approved request - the receiving officer provides information or copy of the document requested • Disapproved – the receiving officer prepares a letter to the requesting party explaining the reason why the request is being denied. 		Within 2 working days	<p>FOI Receiving Officer</p> <p>FOI Decision Maker</p>
2. Received the requested information.	<p>2.1 The FOI Receiving Officer will provide the information to the requestor. This can be done through:</p> <ul style="list-style-type: none"> • Personal pick up by the requestor in the PCSO. • Email • eFOI portal • Private courier 		Within 2 working days	
TOTAL		32 Days, 8 Hours		

FOI is covered under Executive Order No. 02 series 2016.



D. Office of the General Manager

1. Processing of External Requests/Communications

This serves as the guide for evaluating, and endorsement of various requests/communications received from external clients and other government agencies. The process covers the receipt of the request/communication up to the evaluation and recommendation to the concerned office.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C), Government to Government (G2G)			
Who May Avail:	Any individual, government agency, private corporate entity, public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Request / Letter / Communication Documentary Requirements for Charity Requests/ Concern			Provided by the client	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the request/ Letter/ Communication to the Receiving area of the OGM	1. Receives the request/ letter/ communication from the client	None	5 minutes	Receivers
1.1 Receives the copy with "received" stamp and contact information of the OGM.	1.1 Stamps "received" on the copy of the client and provides the client with the number of the OGM for follow up/ request for status.		10 minutes	Encoders
	1.2 Evaluates the request/letter/ communication and		5 minutes	Office of the EA/COS Staff



	<p>endorses to the appropriate office of the Executive Assistant/ COS</p> <p>a. Admin and MSS Concerns – Ms. MO Burgan</p> <p>b. Charity, and Gaming – Atty. RGR Miasco</p> <p>c. Legal and Concerns requiring action of the GM – Office of the COS RM Samarita</p> <p>d. Request for Assistance (MAP, Institutional, etc) – ML Serojales</p> <p>2. The receiving staff on the Office of the EA/COS records the request/ letter/ communication on the database, assigns tracking/ control number and forwards to the EA/COS</p>		10 minutes	EA/ COS
--	---	--	------------	---------



	<p>3. The office of the EA/ COS/ Assistance Officer reviews and prepares endorsement to the concerned office.</p> <p>4. Endorses the request/ letter/ communication to the concerned office</p>			
Total		None	30 minutes	



E. Medical Services Department

1. Auxiliary Ambulance Service

This process provides assistance through free transport service to eligible patients within the National Capital Region or nearby provinces.

Office/ Department/ Division:		Satellite Clinic Division (SCD), Medical Services Department (MSD)		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to PCSO Chairman/ General Manager		1. Requesting Party		
2. Medical /Clinical Abstract		2. Hospital		
3. Discharge Slip		3. Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client submits Letter Request addressed to the General Manager / Chairman's Office with pertinent documents	1. Receives and transmits documents for assessment. Request received by the Office of the Chairman/GM - Endorses to MSD Request received by MSD (SCD) - Evaluates request.	None	1 day	Personnel of Chairman (CH) General Managers office (GM) Assistant General Manager for Charity Sector (AGM) Department Manager (DM) SCD Division Chief Nurse/s SCD Division Chief DM



2. Client receives notification of approval / disapproval	2. Defers or recommends approval. <ul style="list-style-type: none"> - Deferred – notifies via phone call. - Approved – SCD endorses approved request to DM for approval. Client is notified of approval. 2.1 Orientation of Vehicle conduction and signing of waiver by the client.			Nurse
3. Actual conduction with companion	3. Conduction of patient	None		Nurse/s With or without Doctor Driver Paramedic
4. Accomplishes Customer Satisfaction Survey (CSS) form (by random)	4. Collects CSS form	None		Nurse
	5. Submission of activity report to DM			
	Total	None	1 day	



2. Dental Services

The Dental Services Section of the Medical and Dental Division (Medical Services Department) provides limited and free dental services to all.

Office/Department/Division:		Philippine Charity Sweepstakes Office/Medical Services Department/Medical and Dental Division		
Classification:		G2C		
Type of Transaction:		Simple		
Who may Avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1a. For New Patients (Non-students) One (1) valid national or local government issued Identification Card with 1x1 picture and a (1) photocopy thereof		BIR, DFA, PRC, NBI, SSS, PAGIBIG, UMID, LGU, OWWA, COMELEC, OSCA, PPPP (4P'S), LTO, POSTAL CORP., PNP, National ID, DOLE, PNP, IBP, MARINA		
1b. For New Patients (Students) One (1) School Identification Card with picture valid for the current school year and a (1) photocopy thereof		Educational Institution where the student is currently enrolled		
2. For Old Patients – PCSO Medical Services Department (MSD) Identification Card with one (1) attached 1"x1" photo		PCSO MSD		
3. Patients, aged 17 years or younger – One (1) valid national or local government issued Identification Card with picture or PCSO MSD Identification Card and one (1) valid national or local gov't. issued Identification card by accompanying parent or adult sibling or legal guardian with proof of similar address of the patient.		BIR, DFA, PRC, NBI, SSS, PAGIBIG, UMID, LGU, OWWA, PCSO MSD, COMELEC, OSCA, PPPP (4P'S), LTO, POSTAL CORP., PNP, National ID, DOLE, PNP, IBP, MARINA, .		
4. COVID-19 Vaccination Card / International Certificate of Vaccination or Prophylaxis (ICVP)/VaxCertPH		LGU, Bureau of Quarantine		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approaches the Officer of the Day.	1. Receives the document/s and checks for completeness 1.1 Issues queuing number	None	5 minutes	Communication Equipment Operator IV



	1.2 Advises patient when to proceed to Dental Treatment Room			
2. Proceeds to Dental Treatment Room and approaches the Dental Receptionist	2. Asks for the issued queuing number and other pertinent documents 2.1 Conducts case history taking on the patient and/or accompanying adult 2.2 Conducts blood pressure examinations on patients for surgical treatments 2.3 Asks patient or accompanying adult to sign pre-intake interview documents	None	5 minutes	Dental Hygienist
3. Receives the necessary dental service/s	3. Performs pre-treatment and oral examination 3.1 Performs appropriate dental treatment/s 3.2 Conducts dental health teachings. 3.3 Issues prescription/s, whenever necessary 3.4 Issues dental certificate, whenever necessary 3.5 Issues referrals to and requests for medical and/or dental evaluations or diagnostic tests whenever necessary	None	60 minutes	Dentist
4. Approaches Record Handler in clinic	4. Verifies issued documents e.g. prescriptions, referrals, certificates, etc.	None	3 minutes	Record Handler



5. Accomplishes Customer Satisfaction Survey (CSS) Form (by random)	5. Collects CSS form	None	2 minutes	Record Handler
6. Proceeds to the Pharmacy	6. Dispenses the medicines, if available	None	15 Minutes	Pharmacist
TOTAL		None	1 Hour and 30 Minutes	



3. Medical and Dental Mission

This is the provision of health care services through missions in partnership with local governments or other entities as approved by the management.

Office/ Department/ Division:		Satellite Clinic Division (SCD), Medical Services Department		
Classification:		Complex		
Type of Transaction:		G2C		
Who May Avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to PCSO Chairman/ General Manager 2. With Project proposal, organizational profile, schedule, number of recipients and contact details 3. Securities and Exchange Commission (SEC) Registration for Non-Government Organization (NGO)		1. Requesting Party 2. Requesting Party 3. Securities and Exchange Commission (SEC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client submits Letter Request to the General Manager / Chairman's Office with demographic profile of the target site.	1. Receives and transmits documents for assessment 1.1 Request received by the OGM/Office of the Chairman- endorses to MSD (SCD) 1.2 Request received by MSD (SCD) – evaluates the request	None	3 days	Personnel of the Chairman's Office (CH) General Manager's Office (GM) Assistant General Manager for Charity Sector (AGM) Department Manager (DM) SCD Division Chief
2. Receives communication from SCD staff:	2. Satellite Clinic Division (SCD)	None	1 day	Department Manager (DM) SCD Division Chief Nurses



a. If the request is not approved.	a. Writes Regret Letter to the Requesting Party explaining reasons.			
b. If approved:	b. Informs Requesting Party.			SCD Division Chief Nurses
	c. Notifies requesting Party on conduct of mission, logistics and preparation of certificates			
3. Receives communication of plans	3. Preparation of Team	None	1 day	Department Manager (DM) SCD Division Chief Doctors Dentists Pharmacist Nurses Dental Hygienist Medical Technologist Driver/ Paramedic Information Officer Photographer
4. Aids in logistics during mission and issues Certificate of Appearance and gives Customer Satisfaction Survey Form to the Medical and Dental Team after the activity	4. Conducts the Medical and Dental mission and receives the documents after the activity	None	1 day	SCD Division Chief Doctors Dentists Pharmacist Nurses Dental Hygienist Medical Technologist Driver/Paramedic Information Officer Photographer



	5. Records the medical and dental mission in the Monthly Report.			Nurses
	TOTAL	None	6 days	



4. Medicine Donation Program

This is the provision of medicines to various local government units (LGUs), agencies, institutions, and non-government organizations.

Office/ Department/ Division:		Satellite Clinic Division (SCD), Medical Services Department (MSD)		
Classification:		Complex		
Type of Transaction:		G2C		
Who May Avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to PCSO Chairman/ General Manager		1. Requesting Party		
2. Project proposal, organizational profile, schedule, number of beneficiaries and contact details		2. Requesting Party		
3. Securities and Exchange Commission (SEC) Registration for Non-Government Organization (NGO)		3. Securities and Exchange Commission (SEC)		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client submits Letter Request to the General Manager/ Chairman's Office with demographic profile of the target site.	1. Receives and transmits documents for assessment 1.1 Requests received by the OGM / Office of the Chairman – endorse/s to MSD (SCD) 1.2 Requests received by MSD (SCD) – evaluates the request.	None	3 days	Personnel of Chairman's Office (CH) General Manager's Office (GM) Assistant General Manager for Charity Sector (AGM) Department Manager (DM) SCD Division Chief
1. Receives communication from SCD staff:	2. Satellite Clinic Division (SCD)	None	2 days	SCD-DC Nurses



a. If not approved	a. Writes Regret Letter explaining reasons.			SCD-DC Nurses
b. If approved	b. Receives Recommendation Memorandum from GM's office <ul style="list-style-type: none"> • For Medicine Assistance through Branch Offices (MATBO), sends endorsement letter to Branch Office Sector (BOS) • For Medicine Assistance through Main Office (MATMO), submits copy to Pharmacy Division for the preparation of medicines 			Nurses



3. Acceptance of Medicines	3. Releases Medicines to Requesting Party <ul style="list-style-type: none"> For MATMO, MSD notifies Requesting Party of availability of medicines for donation schedule. For MATBO, BO notifies requesting party of availability of medicines for donation schedule 	None	1 day	Nurses Pharmacists Photographer SCD-Division Chief Nurses Branch Manager
4. Signing of Certificate of Acceptance	4. Keeps and files Certificate of Acceptance			SCD Staff for MATMO Branch Office Staff for MATBO
5. Accomplishes Customer Satisfaction Survey (CSS), randomly	5. Collects CSS form	None		SCD staff for MATMO Branch Office staff for MATBO
	TOTAL	None	6 days	



5. Out-Patient Services

This process shows the provision of medical services to clients.

Office/ Department/ Division:		Medical and Dental Division (MDD), Medical Services Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who May Avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.A. For New Patients (Non-students) One (1) valid national or local government issued Identification Card with picture and one (1) photocopy.		BIR,DFA,PRC,NBI,SSS,PAGIBIG,UMID,LGU,OWWA,COMELEC,OSCA,PPPP (4P'S),LTO, POSTAL CORP., PNP, National ID, DOLE, PNP, IBP, MARINA		
1.B. For New Patients (Students) One (1) School Identification Card with picture valid for the current school year and one (1) photocopy		Educational Institution where the student is currently enrolled		
2. For Old Patients – PCSO Medical Services Department (MSD) Identification Card with one (1) attached 1"x1' photo		PCSO MSD		
3. Patients aged 17 years or younger – One (1) valid national or local government issued Identification Card with picture or PCSO MSD Identification Card and one (1) valid national or local government issued Identification Card by accompanying parent or adult sibling or legal guardian with proof of similar address of the patient.		BIR, DFA, PRC, NBI, SSS, PAGIBIG, UMID, LGU, OWWA, PCSO MSD, COMELEC, OSCA, PPPP (4P'S), LTO, POSTAL CORP., PNP, National ID, DOLE, PNP, IBP, MARINA		
4. COVID-19 Vaccination Card. International Certificate of Vaccination or Prophylaxis (ICVP)/VaxCertPH		LGU, Bureau of Quarantine		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approaches the Officer of the Day	1. Asks valid ID card or birth certificate for children not in	None	10 minutes	Officer of the Day (O.D.)



<p>(O.D.) at the Registration Area</p> <p>For New Patient:</p> <p>a. Gives Valid ID and photocopy to O.D.</p> <p>b. Gets queue number, sits at the designated area & waits for the queue number to be called</p>	<p>school including COVID-19 Vaccination Card/Certificate</p> <p>a. Checks if ID is valid and if other documents are authentic.</p> <p>b. Gives Data Privacy Act consent form to be filled by patient</p> <p>c. Writes patient's details on Electronic Registration Medical Data</p> <p>d. Gives queue number to patient</p> <p>e. Issues Outpatient ID and prepares patient's envelope for charting</p> <p>f. Advises patient to sit at designated area, wait for the queue no. to be called before entering the Outpatient Services Medical room</p>			
<p>For Old Patient:</p> <p>a. Gives Outpatient</p>	<p>a. Gets Outpatient I.D.</p>			<p>Record Handler</p>



<p>ID to the OD</p> <p>b. Gets Queue no., sits at the designated area & waits for the queue no. to be called</p> <p>2. Goes to Outpatient Medical Services Room and waits to be called by nurse.</p>	<p>and retrieves record from Medical Records</p> <p>b. Asks Affidavit of Loss in case of lost I.D.</p> <p>c. Calls patient / client, issues queue no. and tags medical record of same number for collection by Record Handler to be brought to Outpatient Services Room</p> <p>2. Calls patient/client</p> <p>•For Consultation:</p> <p>Interviews and records vital signs, chief complaints, and medical history.</p> <p>•For Medicine Assistance:</p> <p>Checks completeness of documents and availability of prescribed medicines.</p>	None	15 minutes	Nurse
<p>3. Approaches Nurse.</p>	<p>3. Calls patient/client</p> <p>•For Consultation:</p>	None	15 minutes	Nurse



4. Approaches In-house Physician	<p>Interviews and records vital signs, chief complaints, and medical history.</p> <p>• For Medicine Assistance:</p> <p>Checks completeness of documents and availability of prescribed medicines.</p> <p>4. Receives patient /client</p> <p>• For Consultation:</p> <p>a. Asks chief complaints</p> <p>b. Takes history of patient's medical condition</p> <p>c. Validates data gathered by nurse.</p> <p>d. Examines patient thoroughly as necessary to elicit clinical impression or diagnosis</p> <p>e. Reviews and correlates results to clinical impression</p> <p>f. Gives medical</p>	None	30 Minutes	In-house Physician
----------------------------------	--	------	------------	--------------------



	instructions or advice			
	g. Issues prescriptions			
5. Approaches Record handler in clinic	<ul style="list-style-type: none"> For Medicine Assistance : <p>a. Re-checks completeness of documents.</p> <p>b. Issues prescriptions of available medicines from PCSO Pharmacy</p>	None	3 minutes	Record Handler
6. Accomplishes Customer Satisfaction Survey form (by Random)	5. Verifies issued documents e.g., prescriptions, laboratory, request/s certificates, etc.	None	2 minutes	Record Handler
7. Approaches Pharmacy	6. Collects CSS form	None	15 minutes	Pharmacist
	7. Gives prescribed medicines, if available			
	TOTAL	None	1 hour and 30 minutes	

6. Pharmacy Section

This provides medicines for outpatients, PCSO Employees and their dependents, job orders (JO), Confidential Agents (CA), Contract of Service (COS), and retirees.

[illegible]



	prescription. In case of multiple prescriptions, writes only the signature on the back of the other prescriptions.			
2. Writes down the required personal data on the back of the prescriptions and approaches the pharmacist once queue number is called.	2. According to queueing sequence, receives individual prescription and checks for completeness of entries to include: >Full name of patient >Name, preparation, quantity, dosage, and duration of intake of medicine >Signature and license number of the in-house physician and dentist >Verification stamp markings >Name, address and contact number of the patient on the back of the prescription. 3. Dispenses available medicine and gives patient instruction.	None	5 minutes	Pharmacist
3. Receives Medicines and signs		None	5 minutes	Pharmacy Staff



<p>4. Accomplishes Customer Satisfaction Survey (CSS) form (by random)</p>	<p>Have the patient sign on the back of the prescription after instruction is given. Indicate the time prescription is received and transaction is completed</p> <p>For patients with maintenance medicines:</p> <ul style="list-style-type: none"> • New Patient: Issues index card (Maintenance Medicine Card) • Old patient: Updates index card (Maintenance Medicine Card) <p>4. Collects CSS form</p>	None	2 minutes	
	Total	None	15 minutes	



F. Product and Standard Development Department

1. Application for Instant Gaming Agent Corporation-Paper Instant Games

This procedure provides standards in the application of eligible authorized agents for printing and production, warehousing, marketing, advertising, distribution and selling of PCSO's Paper Instant Games under the control and supervision of PCSO as a regular game with national coverage, upon publication of invitation for opening of acceptance.

Office/Department/Division:	Product and Standard Development Department (PSDD)
Classification:	Simple
Type of Transaction:	G2B
Who May Avail:	<p>All applicants with the following eligibility/qualifications at the time of submission of their application and for the duration of their MOA with PCSO:</p> <ol style="list-style-type: none"> 1. Must be a corporation duly registered with the Securities and Exchange Commission (SEC) under the laws of the Philippines; 2. Must be at least 60% Filipino owned and controlled corporation; 3. Must have a minimum authorized capital stock of One Hundred Million Pesos (Php100,000,000.00), with minimum paid-up capital of Twenty-Five Million Pesos (Php25,000,000.00); 4. Must submit any of the following valid and existing certification/accreditation/license: <ol style="list-style-type: none"> a. World Lottery Association Security Control System 2016 (WLA:SCS 2016) or higher; <u>or</u> b. ISO/IEC 27001 Information Security Management System; <u>or</u> c. Accreditation from any internationally recognized gaming laboratories for system security control standards. 5. Must possess at least two (2) years' experience in the gaming industry (i.e., printing, marketing, bulk or retail distribution, and selling of instant tickets or pull tabs anywhere in the world); and 6. Must submit proof of ownership <u>or</u> exclusive dealership/distributorship <u>or</u> expressed written authority to use copyrights, patents, and trademarks registered in



	the Philippines or abroad for the printing, marketing, selling and distribution of scratch-it and/or pull-tab instant tickets in the Philippines, under the direct supervision and control of PCSO under these RRR.
Availability of Service :	8:00am-5:00pm, Monday to Friday (upon publication/posting of invitation to accept application)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
2. Letter of Intent (Template)	Product Research and Development Division (PRDD), Product and Standard Development Department (PSDD)
3. Project Proposal	Applicant
4. Order of Payment	Treasury Department
5. <u>Legal Documents</u> <i>Certified True/Machine Copy of the following:</i> <ol style="list-style-type: none"> Securities and Exchange Commission (SEC) Registration together with current/latest Articles of Incorporation, By-laws, and General Information Sheet; and <i>Photocopy of the following:</i> <ol style="list-style-type: none"> Valid and current Mayor's/Business Permit; BIR Registration Certificate; Valid or current Certificate of Dealership <u>or</u> Exclusive Distributorship <u>or</u> authority to use Copyright/Patent/Tra demark for the PCSO Paper Instant Games (if applicable); Valid and current licenses required by law (applicable to line of business); Proof of proprietary ownership of game/system; Latest NBI clearance of all current incorporators and 	<ol style="list-style-type: none"> Securities and Exchange Commission (SEC) <ol style="list-style-type: none"> City Business Permit and Licensing Office (BPLO) BIR Revenue District Office Printer Corporation/Applicant Concerned Agency Applicant NBI Office



key officers (President or CEO, Secretary, Treasurer, etc.).	
<p>6. <u>Financial Documents</u></p> <p><i>Certified True/Machine Copy of the following:</i></p> <ul style="list-style-type: none"> a. Latest Tax Clearance duly issued by the BIR; b. Audited Financial Statements (FS) duly stamped "received" by the Bureau of Internal Revenue (BIR), and Income Tax Return (ITR) for two (2) years preceding the year of application stamped received by the BIR; c. On-going MOAs as of end of the year immediately preceding the year of application (if any); d. Such other documents as the PCSO may deem necessary or proper to assess the capacity of the corporation 	<ul style="list-style-type: none"> a. BIR Revenue District Office b. Applicant c. Applicant
<p>7. <u>Other Requirements:</u></p> <ul style="list-style-type: none"> a. Printer's Certificate of Insurance - insurance coverage for printer's error and omission for a period of one (1) year, subject to annual renewal for the duration of the MOA; 	<ul style="list-style-type: none"> a. Applicant / Partner Printer Corporation



<p>b. Duly notarized sworn statement by all incorporators and/or the current members of the board that they shall be jointly and severally liable and express conformity to these rules and regulations in case a MOA is granted by PCSO under the Instant Sweepstakes;</p> <p>c. Must present at least 3 to 5 variations of Paper Instant Games which may be in the form of scratch-it and/or pull-tab tickets; and</p> <p>d. Certified true copy of the Official Receipt of application fee.</p> <p>Note: Submissions of all the documentary requirements must be accomplished in one (1) original copy and three (3) duplicate copies, must be duly certified and bearing a) the name of the applicant; b) his initials or its authorized representative; c) date of execution, and d) date of submission.</p>		<p>b. Applicant</p> <p>c. Applicant</p> <p>d. PCSO Treasury Department,</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID IN Php	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Application to the Instant Games Evaluation Committee (IGEC) Secretariat	<p>Acceptance of Application (Checking of completeness of submitted documents)</p> <p>If not complete, return the submitted proposal and other documents to the Applicant.</p>	None	1 hour	Applicant, PSDD (IGEC Secretariat)



	For complete submission - issuance of Order of Payment to the Applicant				
2. Receipt of Order of Payment	Issuance of the Official Receipt (OR) as well as the certified true copy of the OR	None	15 minutes	PSDD (IGEC Secretariat)	
	Receipt of Certified True copy of OR				
3. Payment of Non-refundable Application fee to the PCSO Treasury Department	Issuance of Acknowledgement Receipt of all the documents received	P100,000.00	5 minutes	Applicant, Treasury Department (Teller)	
4. Submit Certified Copy of Official Receipt	Issuance of communication to the Applicant within twenty (20) days after submission of complete documents and continuous updating on the status of their application until the process of selection is complete.	None	30 minutes	PSDD (IGEC Secretariat), Applicant PSDD (IGEC Secretariat), Applicant	
5. Receipt of confirmation of application		None		PSDD (IGEC Secretariat) Applicant	

TOTAL	P100,000.00	Within 2 hours upon receipt of complete documents	
--------------	--------------------	--	--



2. Application for Lotto Terminal Operation Training for National Capital Region for Additional Operators/Tellers

All Lotto Agents/Outlets are required to have a trained Lotto Operator/Teller. This process involves the application for Point of Sales Terminal and Lotto Operations training schedule of additional operators/tellers for outlets operating in the National Capital Region.

Office/ Department/ Division:	Product and Standard Development Department (PSDD), Training Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Additional Operators/Tellers of Lotto Agents for National Capital Region			
Availability of Service:	8:00am-5:00pm, Monday to Friday			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Expired ID's/FORM No. PCSO-F-PSDD-TD001 (Application Form)		Applicant		
Agency details such as Agency Number, Agency Name, TIN Number, Control Number, Location, Date of Training, etc.				
Confirmed Training Participants List		Training Division, PSDD		
Order of Payment				
Official Receipt		Treasury Department, PCSO		
Confirmation Slip		Training Division, PSDD		
List of Requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Filling out of Application Form/Letter request for training schedule;	a. Verification of Applicants previous training records	None	5 minutes	Training Staff
2. Payment of training fee of Php300.00 per additional teller/operator the PCSO Treasury Department	2.1. Preparation and approval of Order of Payment to be issued to the applicant 2.2. Confirmation of Training Schedule	Php300.00 per participant	10 minutes	Training Staff Division Chief, Training Division



Window No. 4; and 3. Issuance/ releasing of confirmation slip of the training schedule and briefing of training rules and requirements .	2.3. Enlistment of training participants 3.1. Preparation of confirmation slip 3.2. Briefing of the requirement for the scheduled training date 3.3. Issuance/ releasing of confirmation slip of the training schedule	None	15 minutes	Training Staff Division Chief, Training Division
4. Conduct of Client Satisfaction Measurement (CSM) per ARTA Memorandum Circular No. 2022-05	4.1. Issuance and briefing of CSM Form 4.2. Filing out of the CSM Form	None	5 mins	Training Staff Applicant
TOTAL		Php300.00	35 minutes	



3. Application for Lotto Terminal Operations Training for National Capital Region of Newly Approved Lotto Agents

Newly approved Lotto Agents are being endorsed by the Technical Evaluation and Monitoring Division (TEMD)-NCR, Branch Operations Sector for the training of its operators/tellers before the installation of the Point-of-Sale Terminal. This process involves the application for Point of Sales Terminal and Lotto Operations training schedule of newly approved agents and its assigned operators/tellers for outlets operating in the National Capital Region

Office/ Department/ Division:	Product and Standard Development Department (PSDD), Training Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Newly Approved Lotto Agents for National Capital Region			
Availability of Service	8:00am-5:00pm, Monday to Friday			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Board Resolution and Endorsement		TEMD-NCR		
FORM No. PCSO-F-PSDD-TD001 (Application Form)		Training Division, PSDD		
Confirmed Training Participants List				
Confirmation Slip				
List of Requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID IN PhP	PROCESSIN G TIME	RESPONSIBL E PERSON
1. Submission of Board Resolution (BR) and Endorsemen t letter from Licensing Division requesting training;	1.1. Evaluation of the BR and Endorseme nt	First three (3) training participant s are FREE Succeedin g participant s fee is PhP 300.00 each	5 minutes	Training Staff Division Chief, Training Division



2. Filling out of Application Form/Letter request for training schedule; and	2.1. Confirmation of Training Schedule 2.2. Enlistment of training participants	None	5 minutes	Training Staff
3. Issuance/ releasing of confirmation slip of the training schedule and briefing of training rules and requirements.	3.1. Preparation of confirmation slip 3.2. Briefing of the requirement for the scheduled training date 3.3. Issuance/ releasing of confirmation slip of the training schedule	None	15 minutes	Training Staff Division Chief, Training Division
4. Conduct of Client Satisfaction Measurement (CSM) per ARTA Memorandum Circular No. 2022-05	4.1. Issuance and briefing of CSM Form 4.2. Filing out of the CSM Form	None	5 mins	Training Staff Applicant
TOTAL		Php 300.00 per participant	30 minutes	



4. Renewal/Replacement of IDs of Lotto Agents and tellers for National Capital Region

Only Lotto Agents/Operators/Tellers with named Training ID are allowed to operate in the PCSO Lotto Outlets. This process involves the application/request for the renewal of ID's about to expire and replacement of lost IDs of operators/tellers of outlets operating in the National Capital Region.

Office/ Department/ Division:	Product and Standard Development Department (PSDD), Training Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Lotto Agents and Tellers for National Capital Region			
Availability of Service	8:00am-5:00pm, Monday to Friday			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unexpired ID's for renewal/ Agent/Tellers ID		Applicant		
Agency details such as Agency Number, Agency Name, TIN Number, Control Number, Location, Date of Training, etc.				
ID Log Sheet		Training Division, PSDD		
Order of Payment				
Official Receipt		Treasury Department, PCSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID In PhP	PROCESS ING TIME	RESPONSI BLE PERSON
1. Personall y surrender his/her old ID and fill out the ID Log Sheet;	1.1. Verification of Applicants previous training records 1.2. Evaluation of the surrendered ID's (if ID is expired, the applicant will be referred to undergo regular training course)	None	5 minutes	Training Staff
2. Payment of ID	2.1. Preparation and approval	Renewal: PhP 80.00	5 minutes	Training Staff



Renewal/ Replace ment Fee with Order of Payment payable at the Treasury Departme nt at Window No. 4;	of Order of Payment to be issued to the applicant for the ID renewal/replac ement	Lost ID: PhP100.00		
3. Present Official Receipt or Proof of Payment;		None		Training Staff Division Chief, Training Division
4. Picture Taking and signing of the ID	4.1. Encoding of applicants' ID information 4.2. Picture Taking and releasing of ID	None	10 minutes	Training Staff
5. Conduct of Client Satisfacti on Measure ment (CSM) per ARTA Memoran dum Circular No. 2022- 05	5.1. Issuance and briefing of CSM Form 5.2. Filing out of the CSM Form	None	5 mins	Training Staff Applicant
TOTAL		PhP80.00/PhP1 00.00	25 minutes	



5. Request for New IDs of Trained Lotto Agents and Tellers for National Capital Region

Newly trained Lotto Agents/Operators/Tellers who passed the Post Evaluation Examination administered after every training session shall be entitled to an ID. This process involves the application/request for the issuance of the new Lotto Agent/Teller's ID.

Office/ Department/ Division:	Product and Standard Development Department (PSDD), Training Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	Newly Trained Lotto Agents and Tellers for National Capital Region			
Availability of Service	8:00am-5:00pm, Monday to Friday			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Post Training Evaluation Examination Result of the applicant		Applicant		
Agency details such as Agency Number, Agency Name, TIN Number, Control Number, Location, Date of Training, etc.				
ID Log sheet		Training Division, PSDD		
Order of Payment				
Official Receipt		Treasury Department, PCSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID IN PhP	PROCESSING TIME	RESPONSIBLE PERSON
1. Filling out of ID Log Sheet for request of new Lotto Agent and Teller's ID;	1.1. Verification of Applicants recent training records	None	5 minutes	Training Staff
	1.2. Evaluation of Post Training Evaluation Examination Result			



2. Payment of ID Fee with Order of Payment payable at the Treasury Department at Window No. 4;	Preparation and approval of Order of Payment to be issued to the applicant for the new ID	PhP100.00 per ID	10 minutes	Training Staff Division Chief, Training Division
3. Present Official Receipt or Proof of Payment; and				
4. Picture Taking and signing of the ID	4.1 Encoding of applicants' ID information 4.2. Picture Taking and releasing of ID	None	10 minutes	Training Staff
5. Conduct of Client Satisfaction Measurement (CSM) per ARTA Memorandum Circular No. 2022-05	5.1. Issuance and briefing of CSM Form 5.2. Filing out of the CSM Form	None	5 mins	Training Staff Applicant
TOTAL		PhP100.00	30 minutes	



G. Treasury Department

1. Processing of Check Payments for approved Disbursement Vouchers DVs/ Request for Payment (RFPs) Charged against Charity Fund Other than MAP and Mandatory Contribution

Office/Department/Division:		PCSO/Treasury Department/ Charity Fund Disbursement Division		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)/ Government to Client (G2C) Government to Business (G2B)		
Who May Avail:		Charity Fund Beneficiaries (Individual, Hospital, Institutional Partners, Supplier, etc.)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Approved DVs/RFPs with complete documentary requirements: <ul style="list-style-type: none"> A. Director's Charity Fund B. LGUs share on lotto sales C. LGU's, PNP and NBI share on STL sales D. Institutional Partner E. Medical, Dental, Hospital Equipment and Supplies F. Drugs & Medicine inventory and medical/dental supplies G. Purchase of Ambulance H. Equipment Lease Agreement (ELA) I. Cash Advance (medicine reimbursement of employees) J. Aid to Victims of National Calamities 		<ul style="list-style-type: none"> - Office of the General Manager - Office of the Assistant General Manager for Charity Sector - Charity Assistance Department 		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Transmit to Treasury Department the approved DVs/ RFPs with documentary requirement	1. Receive approved DV's/RFPs from CAD, OAGM-Charity and OGM. 1.1. Check DVs/RFPs versus transmittal list:	None	Four (4) hours	Cash Clerk/ Cashier as alternate



<p>s and Transmittal List for preparation of checks by the personnel from OGM/OAG M for Charity.</p>	<ul style="list-style-type: none"> • Check the number of DVs/RFPs submitted versus transmittal list. • Stamp individual DV/RFP "Received" and affix initials, date and time. • In case of missing or unlisted DV/RFP return the transmittal list and unlisted DV/RFP, if any, with remarks for appropriate action of the originating office. • Attach a Monitoring Slip with the following data: <ul style="list-style-type: none"> ○ Voucher Number ○ Date and Time ○ Amount ○ Initials <p>1.2. Check individual DVs/RFPs:</p> <p>For CAS Transactions:</p> <ul style="list-style-type: none"> • Verify the completeness of DV/ RFP details (voucher 			Cashier
--	--	--	--	---------



	<p>number, amount, and approval of signatories) Search for the voucher number and click the "RECEIVE" box.</p> <ul style="list-style-type: none"> Record the DV/RFP to the Daily Voucher Receipt. <p>For Manual Transactions:</p> <ul style="list-style-type: none"> Verify the completeness of the voucher (name of the payee, signatories, date and amount of the voucher). If DV/RFP is not in order, log and return the documents to the OGM/OAGM-Charity for appropriate action. 			
	<p>2. Review pre-audited DVs/RFPs</p> <ul style="list-style-type: none"> Verify the completeness of the DV/ RFP (name of the payee, signatories, date and amount of the voucher); Search for the voucher number and 	None	Four (4) hours	Cashier



	<p>click the "REVIEW" box.</p> <ul style="list-style-type: none"> If errors are found in the DV, click "REJECT" and return to the OAGM-Charity/OGM. If in order, forward the DV/RFP to Cashier for check preparation. 			
	<p>3. Prepare check and print Disbursement Vouchers</p> <p>3.1. Assign check</p> <p>For CAS Transactions:</p> <ul style="list-style-type: none"> Assign Check (Note: CAS automatically generates check number). Preview the Check and verify the following details: <ul style="list-style-type: none"> Name of Payee Amount Date Signatories In case of inaccuracies in check entries, click "VOID" 	None	Four (4) hours	Cashier



	<p>and prepare another Check;</p> <p>For Manual Transactions:</p> <ul style="list-style-type: none"> • Encode the following details of the check in the LBP Corporate Check Printing System CCPS): <ul style="list-style-type: none"> ○ Name of Payee ○ Date of Check ○ Amount ○ Nature of Payment ○ DV number <p>3.2. Print the approved Disbursement voucher (Note: For CAS transactions only).</p> <p>3.3. Print check and attach the same to its supporting documents; then, forward it to the Division Chief for review and initial.</p> <p>3.4. Record Check to the Daily Checks Issued for reporting purposes.</p> <p>3.5. Record issued Check in the Checks Disbursement Register.</p>			
--	--	--	--	--



	<p>4. Verify and affix initial on the printed check.</p> <ul style="list-style-type: none"> Counter-check the following details of the check with approved DV: <ul style="list-style-type: none"> Name of Payee Date of Check Amount Digitized Signature Affix initial and forward to Department Manager for signature, if in order; otherwise, stamp check as "Spoiled" or "Cancelled". <p><i>Note:</i> <i>*The Cashier III and IV will serve as the alternate of the DC in reviewing checks and affixing initial thereto upon receipt of instruction from superiors.</i></p>	None	Two (2) working hours	Division Chief; Cashier III and Cashier IV as alternate
	<p>5. Approve and sign check as co-signatory</p> <ul style="list-style-type: none"> Manually sign the check as co-signatory when everything is found in order. 	None	Two (2) working hours	Department Manager; DC and/or AGM for Administrative Sector as alternate



	<ul style="list-style-type: none"> Digitized signature of the principal signatory is automatically attached to checks amounting to Php300,000.00 and below Checks above Php300,000.00 are forwarded to the principal signatory <p><i>Note:</i> ** In the absence of the DM, DC signs the check P300K and below.</p>			
Staff of OAGM for Charity Sector/ OAGM for Administrative Sector / OGM receive checks (with complete attachments) for signature as principal signatory	<p>6. Approve and sign manually the check, when applicable</p> <ul style="list-style-type: none"> For checks amounting to Php300,000.00 to-Php500,000.00, the AGM for Charity Sector signs the check For checks above Php500,000.00, the General Manager signs the Check Return the sign checks with attachments to the Treasury Department 	None	Four (4) working hours	AGM for Charity Sector/ AGM for Administrative Sector (as alternate signatory) General Manager
	7. Fully signed checks (with complete	None	Four (4) working hours	Cashier



	documents) are recorded in the logbook of Check Disbursement Register <ul style="list-style-type: none"> • Ensure completeness and correctness of signatures. • Segregate and transmit checks to Branch Cash Transaction Division that are intended to be released through PCSO Branches 			
Acknowledge the notification from the Treasury Department of the availability of checks for release.	8. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release.	None	Two (2) days	Cashier
TOTAL		None	Five (5) working days	

Processing of Check payments for approved Disbursement Vouchers (DVs)/Request for Payment (RFPs) Other than MAP qualified for multi-stage processing.

DISCLOSURE STATEMENTS:

3. The processing time of 5 working days commence from receipt of the bulk of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
4. The duration of activity is under normal circumstances.

DEFINITION OF TERMS:

1. DV – Disbursement Voucher
2. RFP – Request for Payment
3. CAD – Charity Assistance Department



4. DC – Division Chief
5. BCTD – Branch Cash Transaction Division
6. DM – Department Manager
7. BOS – Branch Operations Sector
8. NCR – National Capital Region
9. AGM – Assistant General Manager
10. OAGM – Office of the Assistant General Manager
11. OGM – Office of the General Manager

2. Release of Checks chargeable against Charity Fund

Office/Department/Division:		PCSO/Treasury Department/ Charity Fund Disbursement Division		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)/Government to Client (G2C) Government to Business (G2B)		
Who May Avail:		Charity Fund Beneficiaries (Individual, Hospital, Institutional Partners, Supplier, etc.)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Government issued ID's of principal and authorized representative/s <ul style="list-style-type: none">✓ National ID✓ Alien Certificate of Registration✓ Barangay ID✓ Employment ID✓ Driver's License✓ DSWD-4Ps✓ AFP/PNP✓ HDMF (PAG-IBIG)✓ GSIS e-card✓ IBP ID✓ NBI ID/Clearance✓ OWWA ID✓ Philhealth card✓ Police Clearance Certificate✓ Postal ID✓ PRC ID✓ Senior Citizen's Card✓ SSS ID Card✓ TIN ID (BIR)✓ UMID✓ Passport-Philippine or Foreign✓ Voter's ID✓ NCWDP ID 2. Duly notarized Special Power of Attorney (SPA)/Authorization (for authorized representatives) 3. Official Receipts (OR)/Collection Receipt (CR)		Claimant		
		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSING TIME	RESPONSIBL E PERSON



1. Proceed to Window 1 and Presents valid IDs and/or SPA (for authorized representative) to the staff of the Charity Fund Disbursement Division.	1. Ask the claimant to present his valid IDs or SPA, if applicable; evaluate the validity of IDs/SPA and when everything is found in order, proceed to the next step, otherwise, ask the claimant to complete the documents.	Non e	10 minutes per Check transaction (Steps 1 to 3)	Cashier
2. Issue Official Receipt/Collection Receipt, when applicable.	2. Present the check and its supporting documents to the claimant as reference for the preparation of official receipt, when applicable. (Review details of official receipt)			
3. Sign the following before receiving the check: <ul style="list-style-type: none"> ○ Disbursement Voucher/ Payroll ○ Acknowledgement Receipt portion of the check voucher ○ Official Record book (Check Disbursement Register) 	Have the claimant sign the following before releasing the check: <ul style="list-style-type: none"> ○ Disbursement Voucher/ Payroll ○ Acknowledgement Receipt portion of the check voucher ○ Official Record book (Check Disbursement Register) 			



4. Receive the check.	Release the Check.			
TOTAL		None	Within ten (10) minutes per Check transaction	



3. Preparation of Check/s for Payment of Claims Charged against Operating Fund

Processing and preparation of checks for payment of expenses for utilities, rentals, purchases from suppliers, and other transactions from receipt of approved DV up to availability of check that are chargeable against the Operating Fund.

OFFICE/DEPARTMENT/DIVISION:		Administrative Sector, Treasury Department (TD), Operating Fund Disbursement Division			
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		Government to Client/Government to Government/Government to Business			
WHO MAY AVAIL:		Various clients with claims			
CHECKLIST REQUIREMENTS			WHERE TO SECURE		
1. Duly approved Request for Payment (RFP)/ Disbursement Voucher (DV) together with complete documents for the following: <ul style="list-style-type: none"> ➤ Advertising Expenses (TV, Radio, Print/Outdoor/LED Billboards, Airtime facilities/Out of Home Advertisements and Social Media) ➤ Janitorial Services ➤ Trainings and Seminars ➤ Purchases of Goods, Supplies and Materials, ➤ Repair/Replacement of service parts ➤ Reimbursements ➤ Emergency Repair/Replacement of parts/Installation of various Office Equipment ➤ Meal Expenses ➤ Gasoline, Parking, Toll fees and Transportation Expenses ➤ LTO Registration ➤ Security Services ➤ Retirement Benefits ➤ Terminal Leave Benefits ➤ Other transaction/s 			Office of the General Manager (OGM) Office of the Assistant General Manager – Management Services Sector (OAGM-MSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Transmit duly processed Request For Payment	1.1 Receive approved DV's/ RFP.	None	Within thirty (30) minutes	Cash Clerk/ Alternate staff	



<p>(RFP)/ Disbursement voucher/s (DV) with documentary requirements to Operating Fund Disbursement Division by the personnel from OGM/OAGM for MSS (Window 2).</p>	<ul style="list-style-type: none"> Stamp individual RFP/DV "Received" and affix initial date and time. In case of missing or unlisted DV/RFP, if any, return with appropriate notation to OAGM-MSS/ OGM <p>A. FOR CAS transactions:</p> <ul style="list-style-type: none"> Verify completeness of the RFP/ DV (name of the payee, signatories, date and amount of the voucher) Search for the voucher number and click "RECEIVE" box Forward the DV/ RFP to the Cashier for check preparation Attach a Monitoring Slip with the following data: <ul style="list-style-type: none"> Voucher Number Date and Time 			
--	---	--	--	--



	<ul style="list-style-type: none"> ○ Amount <p>B. For Manual Transactions:</p> <ul style="list-style-type: none"> • Verify the completeness of the voucher (name of the payee, signatories, date and amount of the voucher). • If DV/RFP is not in order, log and return the documents to the OAGM-MSS/OGM for appropriate action. 			
	<p>1.2. Review pre-audited RFD/DV</p> <ul style="list-style-type: none"> • Verify completeness of the RFP/DV (name of the payee, signatories, date and amount of the voucher) • Search for the voucher number and click "REVIEW" box. • If errors are found in the DV, click "REJECT" and return to OAGM-MSS/OGM • If in order, 	None	Within thirty (30) minutes	Cashier/ Alternate Staff



	forward the DV/RFP to Cashier for check preparation			
	<p>1.3 Prepare check and print Disbursement Vouchers</p> <p>A. Assign Check</p> <p>For CAS Transactions:</p> <ul style="list-style-type: none"> Assign Checks (Note: CAS Automatically generates Check number) Preview the Check and verify the following details: <ul style="list-style-type: none"> ➤ Name of Payee ➤ Amount ➤ Date ➤ Signatories In case of inaccuracies in Check entries, click "VOID" and prepare another Check; <p>B. Print the approved DV</p> <p>C. Print the Check</p>	None	Within three (3) hours	Cashier/ Alternate Staff
	<p>1.4. Verify, affix initial on printed check</p> <p>For 300k & Below</p> <ul style="list-style-type: none"> Counter-check 	None	Within two (2) hours	Division Chief/ Cashier in the absence of the DC



	<p>the following details of the check with approved DV:</p> <ul style="list-style-type: none"> ➤ Name of Payee ➤ Date of Check ➤ Amount ➤ Digitized signature of co-signatory (AGM-MSS) <ul style="list-style-type: none"> • If in order, affix initial and forward the check to the DM for signature • DM approve and sign the check. <p>For Checks Above P300k-to P500,000.00</p> <ul style="list-style-type: none"> • If in order, affix initial and forward the check to ODM. • The DM approve and sign the Check (as Co-signatory) <p>For Checks Above P300k-to P500,000.00</p> <ul style="list-style-type: none"> • Forward the check to the AGM-MSS for manual signature as Principal signatory 		<p>Within four (4) hours</p> <p>Within one (1) hour</p> <p>Within four (4) hours</p> <p>Within one (1) hour</p>	<p>Department Manager</p> <p>Division Chief (DC)</p> <p>DM/Alternate Signatory</p> <p>AGM-MSS/AGM-AS as alternate signatory</p> <p>General Manager</p>
--	---	--	---	--



	For Checks Above P500,000.00 <ul style="list-style-type: none"> Forward the check to the OGM for manual signature as principal signatory 			
	1.5 Receive the manually signed checks <ul style="list-style-type: none"> Ensure completeness of signatures 	None	Within one (1) hour	Cashier/ Alternate Staff
	1.6 Record in the Check Disbursement Registry of checks Available for Release	None		
	1.7. Transmit checks to Branch Cash Transaction Division (BCTD) that are intended to be released through PCSO Branches	None	Within one (1) day	Cashier/ Alternate Staff
2. Payee/s receive and acknowledge the notification from the Treasury Department regarding the availability of checks for release.	2. Notify payee via email or thru phone call and other means of communication of the availability of check for release at the Treasury Department	None	Within two (2) days	Cashier/ Alternate Staff
TOTAL		None	Five (5) working day and one (1) hour	



Preparation of Check/s for payment of claims Charged against Operating Fund
qualified for multi-stage processing

DISCLOSURE STATEMENT:

1. The processing time of 5 working days and 1 hour commence from receipt of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
2. The duration of activity is under normal circumstances.



4. Process for Releasing of Check Chargeable against Operating Fund

Release of checks for payment of expenses for utilities, rentals, purchases from suppliers, and other claims that are chargeable against the Operating Fund

OFFICE/DEPARTMENT/DIVISION:	Administrative Sector, Treasury Department, Operating Fund Disbursement Division		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	Government to Client/Government to Government/Government to Business		
WHO MAY AVAIL:	Various clients with claims		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Valid Government issued ID's of principal and authorized representatives <ul style="list-style-type: none">✓ National ID✓ Alien Certificate of Registration✓ Barangay ID✓ Employment ID✓ Driver's License✓ DSWD-4Ps✓ AFP/PNP✓ HDMF (PAG-IBIG)✓ GSIS e-card✓ IBP ID✓ NBI ID/Clearance✓ OWWA ID✓ Philhealth card✓ Police Clearance Certificate✓ Postal ID✓ PRC ID✓ Senior Citizen's Card✓ SSS ID Card✓ TIN ID (BIR)✓ UMID✓ Passport-Philippine or Foreign✓ Voter's ID✓ NCWDP ID		Claimant/ Authorized Representative, Government Office Concerned	
2. Duly notarized Special Power of Attorney (SPA)/ Authorization (for authorized representatives)		Claimant/Payee/Authorized Representative	
3. Official Receipt (OR)/ Acknowledgement Receipt (AR)/ Collection Receipt (CR)		Claimant/Payee/Authorized Representative	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present valid I.D./s and/or SPA (for authorized representatives) to Operating Fund Disbursement Division (Window 2)	1. Verify the requirements presented by the client /claimant.	None	5 minutes per transaction (Steps 1 to 3)	Disbursing Officer/ Cashier
2. Issue Official Receipt/Collection Receipt/ Acknowledgment Receipt. ➤ For refund of Cash Bond payable to the business name and in the absence of Official Receipt: Issues Duly Notarized Acknowledgement Receipt or Notarized Deed of Undertaking.	2. Receive and validate the veracity of OR/CR/AR and attach the same to the Disbursement Voucher (DV).	None		
3. Receive check and affixes signature in the following: a. Box D of the DV b. Acknowledgement Receipt portion of the Check c. Check Disbursement Registry	3. Release check and require client to sign the following: a. Box D of the DV b. Acknowledgement Receipt portion of the Check c. Check Disbursement Registry			
TOTAL		None	5 minutes per Check transaction	



5. Receipt of Payments/Remittances

Collection in the form of cash and/or Manager's/Cashier's checks) for remittance of sales, payment of fees, bonds, penalties and other transactions.

Office/Department/Division	Administrative Sector, Treasury Department, Collection and Monitoring Division
Classification:	Simple
Type of Transaction:	Government to Client /Government to Business/Government to Business
Who May Avail:	Various Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Duly Accomplished Order of Payment for the following transactions:</p> <p><u>For Lotto:</u></p> <ul style="list-style-type: none"> Remittances of Sales/ Lost Tickets/ Penalties/Reconnection fee, Installation fee, Application fee, Cash Bond, transfer of ownership/location, Renewal of Lotto Renewal of ID and training fee of Operators <p><u>For Instant Sweepstakes:</u></p> <ul style="list-style-type: none"> Guaranteed Share/DST payment/Prize Fund tax <p><u>For STL:</u></p> <ul style="list-style-type: none"> STL Applications/ Remittances/Cash Bond/Authorization fee, Renewal Fee <p><u>Others:</u></p> <ul style="list-style-type: none"> Payment for Bid Performance Bond Horse nomination/Declaration/Prize of the day Refund of Unutilized portion of Financial Assistance Claims of unremitted Lotto sales Payment of Sweepstakes tickets 	<p>National Capital Region (NCR)</p> <p>Product Standard Development Department</p> <p>Product Standard Development Department</p> <p>Office of the AGM for BOS</p> <p>BAC/SBAC PCSO Horse Racing Committee</p> <p>Charity Assistance Department</p> <p>Concerned agency/Payor PSDD</p>



4. Cash/Check (Manager's/ Cashier's Check)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present Order of Payment (OP) to Collection and Monitoring Division and other supporting documents (Window 4)	1. Receive Order of Payment and other supporting documents (if any)	None	1 minute	Collecting Officers
2. Pay in the form of Cash/Check as indicated in the Order of Payment	2. Receive Cash/ checks and verifies whether the OP and the corresponding payment matched	None	3 minutes per transaction Simple (100 pcs paper bills) 5 minutes for Complex (above 100 pcs paper bills)	Collecting Officers
3. Receive Official Receipt	3. Release Official Receipt (O.R.) to client	None	4 minutes per transaction	Collecting Officers
TOTAL		None	8 minutes for Simple 10 minutes for Complex	



6. Process for Check Cancellation

This process starts from the cancellation of check by the Treasury Department up to the time the TD receive the certified true copy of the JEV where the cancelled check was recorded by ABD.

OFFICE/DEPARTMENT/DIVISION:		Administrative Sector, Treasury Department, Operating Fund Disbursement Division (OFDD) , Charity Fund Disbursement Division (CFDD), Prize Payment Division (PPD)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Client/Government to Government/Government to Business		
WHO MAY AVAIL:		Various payees with claims		
Checklist of Requirements		Where to Secure		
1. Cancelled check		Treasury Department (TD) /Payee		
2. Original/photocopy of supporting documents		Treasury Department/Accounting & Budget Dept.(ABD)		
3. Instruction/Request to cancel the check		Payee/TD/ABD/Other Concerned Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit/give request/ instruction to cancel the check	1.1.Receive request/ instruction to cancel the check due to the following reasons: <ul style="list-style-type: none"> • Change of amount; • Misspelled name of the payee; • Stop payment order was placed on the check; • Receive instruction that check issuance will no longer be continued; • The check should be made payable to the Local Government Unit (LGU) instead of the name of the beneficiary who is 	None	One (1) working day	Disbursing Officer of the PFD, OFD and CFD.



	under the control of such LGU. • Other valid reason to cancel the check.			
	1.2 Analyze the validity of the request or the basis of the cancellation of check;	None	Two (2) working days	
	1.3. Stamp the check as cancelled and endorse the same to ABD for recording in the books of accounts. 1.4. Transmit the cancelled check to ABD for recording in the books of accounts; • When applicable, request ABD to endorse the documents to the concerned department for the preparation of a new check with the correct name of the payee or amount of the check; • Await from the ABD for the certified true copy of the JEV where the recording of cancelled check is reflected.	None	Three (3) working days	Cashier ABD staff
*TOTAL		None	Six (6) working days	

** Pertains to Treasury Department process only*



7. Process for Replacement of Cancelled Check

This pertains to the process involved in the replacement of cancelled check.

Office/Department/Division:		Administrative Sector, Treasury Department, Prize Payment Division (PPD), Charity Fund Disbursement Division (CFDD) and Operating Fund Disbursement Division (OFDD)		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G) Government to Client (G2C) Government to Business		
Who May Avail:		Clients with claims from PCSO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Cancelled Check ➤ Request Letter for Replacement of cancelled check ➤ Photocopy of cancelled check ➤ Original/Photo copies of the check and its supporting documents ➤ Approved request for replacement of cancelled check ➤ Certified true copy of the Journal Entry Voucher (JEV), where cancelled check was recorded 		Treasury Department/Concerned Department Payee/Concerned Department/TD Treasury Department (TD)-Division concern TD/COA/Payee/ABD Office of the General Manager (OGM) Accounting and Budget Department (ABD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request for replacement of cancelled check;	1.1. Receive request for replacement of cancelled check;	None	One (1) working day	Cashier
	1.2. Analyze the reason causing the cancellation of the check that is being requested for replacement. ➤ If the error is attributable to the PCSO staff who are involve in the processing of the	None	Two (2) working days	Cashier



	payment of PCSO dues, request the ABD to endorse it to the concerned department for preparation of a new Request for Payment (RFP) after the cancelled check is recorded in the books of accounts, otherwise, the TD endorse the request for approval of the GM.			
	1.3. Endorse to the GM the approval of the request for replacement of cancelled check.	None	Three (3) working days	Cashier
	1.4 Receive from the OGM the Approved/ Disapproved Request for Replacement of cancelled check.	None		GM/Alternate signatory
	1.5 If the request is approved, TD endorse the approved request for replacement of cancelled check with all of its supporting documents to the concerned department for preparation of a new Request for Payment (RFP), otherwise inform the requestor that his request for replacement of	None	Three (3) working days	Concerned dept./ Cashier



	cancelled check was disapproved.			
	1.6. Receive the processed documents relative to the approved replacement of cancelled checks. 1.7. Prepare and process the check replacement.	None	One (1) working day	Concerned dept. Cashier
2. Receive notification that the check replacement is already available for release	2. Notify the payee/requestor that the check replacement is already available for release	None	Four (4) working days	Cashier
TOTAL		None	Fourteen (14) working days	



8. Recording and Replacement of Stale Checks

This process starts from the occurrence of Stale Check up to the notification of client regarding the availability of check replacement, when applicable.

Office/Department/Division:		Administrative Sector, Treasury Department, Prize Payment Division/ Operating Fund and Charity Fund Divisions		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G), Government to Client (G2C) Government to Business(G2B)		
Who May Avail:		Claimant/ Clients/ PCSO Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original/photocopy of stale check 2. Letter requesting for replacement of stale check 3. Approved Request for replacement of stale check 4. Certified true copy of Journal Entry Voucher (JEV), where the stale check is recorded.		Treasury Department (TD)/Payee Payee/Concerned Department or Branch Office of the General Manager Accounting & Budget Department (ABD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Transmit stale checks to TD by the following: 1.1. Branch Offices with request for replacement of stale checks, when applicable; 1.2. Payees with request for replacement of stale checks.	1.1. Receive stale check with request for replacement of stale checks, when applicable; 1.2. Stamp checks as "STALE" for unreleased checks on hand and those received from Branch Offices and payees.	None	One (1) working day	Cashier



	<p>1.3. Transmit the original copy of the stale checks and photocopies of supporting documents to ABD and request that TD be provided with the certified true copy of the corresponding Journal Entry Voucher (JEV).</p> <p><i>(Note: Photocopies of the check and JEV are being attached to the original supporting documents that are being safe kept by the Treasury Department).</i></p>	None	Six (6) working days	ABD personnel Cashier
	1.4. Endorse the request for replacement of stale check to the General Manager for approval, when applicable	None	Three (3) working days	Cashier GMs Office
	1.5. Receive from the OGM the Approved/ Disapproved Request for Replacement of Stale Check.	None	Three (3) working days	Cashier
2. Receive notification on the availability of stale check replacement or disapproval or the request for replacement.	2. Process check replacement and notify client of the availability of check for approved request, otherwise, notify the requestor that his request for replacement of stale check is disapproved.	None	Four (4) working days	Cashier

TOTAL	None	Seventeen (17) working days	
--------------	-------------	--	--



Internal Services

A. Accounting and Budget Department

1. Charity Fund

1.1. Processing of Disbursement Vouchers (DVs) for Medical Assistance Program (MAP) – Expanded (Employees) from Human Resources Department (HRD) charged against Charity Fund

This process enumerates the steps in processing of DVs for medical assistance program (MAP-Expanded (Employees)) from Human Resources Department charged against Charity Fund.

Office/Department/Division:	Accounting and Budget Department/Charity Fund Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who May Avail:	HRD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
MAP – Expanded For qualified PCSO officials and employees including members of the Board of Directors 1. Hospitalization/Emergency Room 1.1. MAP Payment Form No. 2-A and B 1.2. Medical Abstract/Patient Confinement Form (in lieu of Medical Abstract) with printed name, signature and license number of physician 1.3. Copy of Guarantee Letter / LOA issued 1.4. Statement of Account/Hospital bill 1.5. Official Receipt/s (OR) (in case of reimbursement) 1.6. Medical Certificate to Emergency Room 2. Laboratory 2.1. MAP Payment Form No. 2-A and B 2.2. Doctor's request/Laboratory result (Original/Certified copy)	Originating Department – Human Resources Department (HRD)



<p>2.3. Medical Certificate (Original copy with doctor's signature and license)</p> <p>2.4. Official Receipt/s</p> <p>3. Executive Check-up (40 years old and above)</p> <p>3.1. MAP Payment Form No. 2-A and B</p> <p>3.2. Medical Certificate from his/her attending physician and Medical Services Department (MSD) evaluation</p> <p>3.3. Copy of Guarantee Letter / LOA issued</p> <p>3.4. Official Receipt (in case of reimbursement)</p> <p>4. Consultation</p> <p>4.1. MAP Payment Form No. 2-A and B</p> <p>4.2. Medical Certificate with physician's license number</p> <p>4.3. Official Receipt</p> <p>5. Orthodontic/Dental</p> <p>5.1. MAP Payment Form No. 2-A and B</p> <p>5.2. Dental Certificate</p> <p>5.3. MSD Evaluation for P3,000.00 and above</p> <p>5.4. Official Receipt</p> <p>6. Excess medicine</p> <p>6.1. MAP Payment Form No. 2-A and B</p> <p>6.2. Certified copy of Official Receipts of medicines availed of from his/her P5,000.00 medicine allotment</p> <p>6.3. Certified copy of doctor's prescription</p> <p>6.4. Certified copy of Medical Certificate duly signed by attending physician with license number and PTR</p>	
---	--



7. Reimbursement of medical devices/modalities 7.1. MAP Payment Form No. 2-A and B 7.2. MSD Evaluation 7.3. Presentation of device (duly inspected by ABD within 30 calendar days from date of purchase) 7.4. Medical Certificate 7.5. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. HRD forwards to CFD Request for Payment (RFP) with documentary requirements and Transmittal List for processing.	1. Receive Request for Payment (RFP). 1.1. Check DVs/RFPs versus transmittal list, stamp individual RFP "Received", and affix initials and date. 1.2. In case of missing, unlisted or erroneous DVs/RFPs, return the transmittal list with appropriate notation to the originating office.	None	1 working day	Receiving Personnel /Accounting Clerk
	1.3. For Computerized Accounting System (CAS) Processing, receive electronically each RFP. (Note : DV for manual transaction and RFP for CAS transaction)	None	2 working days	Fiscal Controller



	<p>2. Pre-audit and the process DVs/RFP.</p> <p>2.1. Review, check accounting entries for appropriateness and particulars of payment against RFP.</p> <p>2.2. In case of deficiencies/errors, reject and return to the originating party with the attached return slip for rectification.</p> <p>2.3. If in order, forward DV/RFP to the DC/DM for review and approval.</p>	None	5 working days	Financial Analyst/ Fiscal Controller/ ABD Personnel
	<p>3. Approve the Certification of Availability of Funds (Box B of DV).</p> <p>3.1. Review the Disbursement Voucher and certify availability of funds if in order, otherwise;</p> <p>3.2. Reject and return to the Financial Analyst/Fiscal Controller/ABD Personnel with the attached return slip for rectification of deficiencies/ errors.</p> <p>Note:</p>	None	5 working days	Division Chief / Department Manager



	<p>i. Division Chief – signs for and in behalf of the DM if within the level of authority (P200,000.00 and below), otherwise, initials;</p> <p>ii. Department Manager – signs/approves the DV (above 200,000.00)</p> <p>3.3. Forward to Releasing Officer.</p>			
	<p>4. Prepare transmittal of all processed DVs and print BIR Form 2307.</p> <p>4.1. Transmit DVs for approval of Box C.</p>	None	2 working days	Releasing Personnel
	<p>5. Approve DV (Box C).</p> <ul style="list-style-type: none"> - Office of the AGM (P300,000.00 and below); - GM (above P300,000.00) <p>5.1. Forward approved DVs to the Treasury Department.</p>	None	5 working days	AGM/ General Manager
	TOTAL	None	No longer than 20 working days	

Disclosure Statements:

1. The processing timeline of ABD is fifteen (15) working days is from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Step 4). The activity in Step 5, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check



2. Said processing is done simultaneously with other payments of Charity Fund Expenses, such as MAP General and Malasakit, and LGU Lotto share, which are bulk transactions. Moreover, there are other priority RFPs / DVs – Rental / Equipment Lease Agreement, (ELA), Board of Director's Charity Fund (DCF), PNP and NBI share on STL, Cash Advance, Liquidation of Cash Advance for Employees Medicine Reimbursement, and Aid to Victims of National Calamities and others, charged against Charity Fund.
3. The duration of activity is under normal circumstances.



1.2. Processing of Disbursement Vouchers (DVs) for other Charity Fund Expenses charged against Charity Fund

This involves the procedural steps in the processing and preparation of DVs for other related expenses charged against Charity Fund.

Office/Department/Division:	Accounting and Budget Department/Charity Fund Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who May Avail:	Various Department/Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Aid to National Calamities 1.1. Letter request 1.2. Approved recommendation from Charity Assistance Dept. (CAD) 1.3. Barangay Certificate 1.4. Bureau of Fire Protection certificate (in case of fire) 1.5. NDRRMC certificate (in case of flood/typhoon/earthquake and other calamities)	Originating Department – CAD
2. Cash Advance (Medicine Reimbursement of Employees) 2.1. Authority to draw cash advance 2.2. Copy of fidelity bond 2.3. Certificate of no Outstanding Cash Advance	Originating Department – Treasury Department (TD)
3. Director's Charity Fund (DCF) <u>3.1. Confinement:</u> 3.1.1. Approved letter request with amount of assistance 3.1.2. Medical Abstract 3.1.3. Statement of Account (SOA), if discharged copy of notarized Promissory Note 3.1.4 Photocopy of valid ID of patient/or representative 3.1.5. Certificate of Indigency/ Barangay Certificate <u>3.2. Chemotherapy:</u> 3.2.1. Approved letter request with amount of assistance 3.2.2. Medical Abstract with treatment protocol 3.2.3. Sales Invoice	Originating Office/Executive- Board of Directors



<p>3.2.4. Statement of Account (SOA)</p> <p>3.2.5. Prescription duly signed by attending physician</p> <p>3.2.6. Photocopy of valid ID of patient</p> <p>3.2.7. Certificate of Indigency/ Barangay Certificate</p> <p><u>3.3. Dialysis:</u></p> <p>3.3.1. Approved letter request with amount of assistance</p> <p>3.3.4. Medical Abstract</p> <p>3.3.5. Charge Slip/s duly acknowledged by patient/or representative</p> <p>3.3.6. Statement of Account (SOA)</p> <p>3.3.7. Prescription duly signed by attending physician</p> <p>3.3.8. Photocopy of valid ID of patient</p> <p>3.3.9. Certificate of Indigency/Barangay Certificate</p> <p><u>3.4. Specialty Medicines:</u></p> <p>3.4.1. Approved letter request with amount of assistance</p> <p>3.4.2. Discharge Summary/Medical Abstract</p> <p>3.4.3. Sales Invoice</p> <p>3.4.4. Statement of Account (SOA)</p> <p>3.4.5. Outpatient prescription duly signed by attending physician</p> <p>3.4.6. Photocopy of valid ID of patient</p> <p>3.4.7. Certificate of Indigency/ Barangay Certificate</p> <p><u>3.5. Laboratory/ Diagnostic Procedures (including development assessment):</u></p> <p>3.5.1. Approved letter request with amount of assistance</p> <p>3.5.2. Medical Abstract/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with printed full name and signature with license number</p> <p>3.5.3. Charge Slip/s duly acknowledged By patient/or representative</p> <p>3.5.4. Statement of Account (SOA)</p> <p>3.5.6. Request for laboratory/diagnostic/initial development assessment from the attending physician with</p>	
---	--



printed full name and signature with license number 3.5.7. Photocopy of valid ID of patient 3.5.8. Certificate of Indigency/Barangay Certificate	
4. Documentary Stamp Tax (DST) 4.1. Sales Summary Report of lotto, Small Town Lottery (STL) and Instant Sweepstakes tickets	Originating Department – Accounting and Budget Department (ABD)
5. Drugs & medicine inventory and medical/dental supplies 5.1. Purchase Request (PR) 5.2. Purchase Order (PO) 5.3. Inspection and Acceptance Report (IAR) 5.4. Sales Invoice 5.5. Consumption Report/Inventory for Medical Services Department (MSD) 5.6. In case of bidding, Notice of Award (NOA) and Notice to Proceed (NTP)	Originating Department – General Services Department (GSD) and Medical Services Department (MSD)
6. Endowment Fund 6.1. Board Resolution/Secretary's Certificate 6.2. Memorandum of Agreement (MOA) 6.3. Department of Health (DOH) recommendation PhilHealth accreditation 6.4. Hospital Profile 6.5. Notice 6.6. Certification of Funds Availability (CFA)	Originating Department - CAD
7. Equipment Lease Agreement (ELA) 7.1. Billing Statement 7.2. Sales report for the billing period	Originating Department – Gaming Technology Department (GTD)
8. Institutional Partner Program 8.1. Letter request/Application Form 8.2. Board Resolution/Secretary's Certificate 8.3. Memorandum of Agreement (MOA) 8.4. DSWD Certification/Accreditation 8.5. SEC Registration 8.6. Three (3) years audited Financial Statement 8.7. Project Proposal 8.8. Annual Accomplishment Report 8.9. Credit Notice	Originating Department – CAD



8.10. On-site Assessment Report	
9. LGUs, PNP and NBI share on STL sales 9.1. Approved computation on STL sales 9.2. Proof of fund transfer/bank deposit	Originating Office/Department – OAGM for BOS and National Capital Region (NCR) Department
10. LGUs share on lotto sales 10.1. Approved computation on lotto sales per city/municipality and province	Originating Department – NCR
11. Liquidation of Cash Advance (Medicine Reimbursement of Employees) 11.1. Summary of medicine reimbursement 11.2. Medicine Reimbursement Form 11.3. MAP Payment Form 11.4. Official Receipt/Cash Sales Invoice/ Sales Invoice 11.5. Medical Certificate 11.6. Medical Prescription	Originating Department – TD
12. Medical, Dental, Hospital Equipment and Supplies 12.1. Letter request 12.2. Office of the President (OP) approval 12.3. Board Resolution/Secretary's Certificate 12.4. Memorandum of Agreement (MOA) 12.5. Project proposal 12.6. Hospital profile 12.7. Certification of Funds Availability (CFA) 12.8. DOH endorsement 12.9. Technical specification 12.10. Three (3) official quotations from Suppliers	Originating Department – CAD
13. Purchase of Ambulance 13.1. OP approval 13.2. Board Resolution 13.3. Purchase Request (PR) 13.4. Certification of Funds Availability (CFA) 13.5. TWG Project Report 13.6. Notice of Award (NOA) 13.7. Notice to Proceed (NTP) 13.8. Statement of Account (SOA) 13.9. Delivery Receipts 13.10. Sales Invoice 13.11. Surety Bond	Originating Department – CAD



13.12. Retention Money 13.13. Inspection and Acceptance Report (IAR) 13.14. Transmittal letter				
14. Replacement of stale check 14.1. Approved request for Replacement of Stale check 14.2. Photocopy of stale check and Disbursement Voucher (DV) 14.3. Journal Entry Voucher (JEV) from ABD		Originating Department – CAD		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Originating department/office transmit to Charity Fund Division of ABD the Request for Payment (RFP) with documentary requirements and Transmittal List for processing	1. Receive Request for Payment (RFP).	None	1 day	Receiving Personnel / Accounting Clerk
	1.1. Check DVs/RFPs versus transmittal list, stamp individual RFP "Received", and affix initials and date.			
	1.2. In case of missing, unlisted or discrepant DVs/ RFPs, return the transmittal list with appropriate notation to the originating office.	None	3 days	Fiscal Controller
	1.3. For Computerized Accounting System (CAS) Processing, receive electronically each RFP.			



	(Note: DV for manual transactions and RFP for CAS transactions).			
	<p>2. Pre-Audit and the process the DVs/RFP.</p> <p>2.1. Review the individual DV/RFP for compliance with the specified requirements as per relevant checklist.</p> <p>2.2. Check accounting entries for appropriateness and particulars of payment.</p> <p>2.3. In case of deficiencies/errors, reject and return to the originating party with the attached return slip for rectification.</p> <p>2.4. If in order, forward DV/RFP to the DC/DM for review and approval.</p>	None	7 days	Financial Analyst / Fiscal Controller / ABD Personnel
	<p>3. Approve the Certification of Availability of Funds (Box B of DV).</p> <p>3.1. Review the Disbursement Voucher and certify availability of funds if in order, otherwise;</p>	None	6 days	Division Chief / Department Manager



	<p>3.2. Reject and return to the Financial Analyst/Fiscal Controller/ABD Personnel with the attached return slip for rectification of deficiencies/errors.</p> <p>Note:</p> <p>i. <i>Division Chief – signs for and in behalf of the DM if within the level of authority (P200,000.00 and below), otherwise, initials;</i></p> <p>ii. <i>Department Manager – signs/approves the DV (above P200,000.00)</i></p> <p>3.3. Forward to Releasing Personnel</p>			
	<p>4. Prepare transmittal (AGM or GM) of all processed DVs and print BIR Form 2307.</p> <p>4.1. Transmit DVs for approval of Box C.</p>	None	3 days	Releasing Officer
	<p>5. Approve DV (Box C).</p> <p>- Office of the AGM</p>	None	5 days	AGM/ General Manager



	(P300,000.00 and below); - GM (above P300,000.00) 5.1. Forward approved DVs to the Treasury Department.			
	TOTAL	None	25 calendar days	

Disclosure Statements:

1. The processing timeline of Twenty (20) days is from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Step 4). The activity in Step 5, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.
2. Considering the voluminous transactions for other charity expenses, twenty (20) days are required to complete the pre-audit and processing.
3. Said processing is done simultaneously with other payments of Charity Fund expenses charged against Charity Fund.
4. The duration of activity is under normal circumstances.



2. Operating Fund

2.1. Processing of Disbursement Voucher (DV) charged against Operating Fund. (Simple Transaction)

This involves the procedural steps in **pre-audit** (assess, analyze, check and verify) of supporting documents of Request for Payment (RFP) received from various offices of the agency, **preparation of Disbursement Voucher** (creation and journal entry) **approval** (box B & C of DV) and **transmittal** (release of Disbursement Voucher (DV)) to Treasury Department for check payment preparation both for Main and Branch offices. These are money payments for Personal and Other Maintenance and Operating Expenses of the agency with complete documentary requirements in accordance to COA Circular No. 2012-001 dated June 14, 2012 and RA 9184 and its revised IRR. However, such other supporting documents may be required and/or required depending on the nature of expenses during the conduct of audit. Simple transactions are those government money payments with few documentary requirements and which requires simple analysis.

Office/Department/Division:	Accounting and Budget Department/Operating Fund Division
Classification:	Simple – Internal
Type of Transaction:	G2C - Government to Citizen and/or G2G – Government to Government
Who May Avail:	Officers, Officials, and Employees.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CASH ADVANCE:	Documentary requirements to be provided by the official and employees requesting for payment.
Petty Cash Fund (PCF) and Special purpose cash advance <ol style="list-style-type: none"> 1. Designation and authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (initial cash advance) 2. Certification that previous cash advance has been liquidated and accounted for in the books. (for initial and/or subsequent cash advance). 3. Approved application for bond and/or fidelity bond for the year of cash accountability. 4. Confirmation Letter (list of bonded public officers for 	



<p>succeeding cash advance issued by the Bureau of Treasury</p> <p>Foreign Travel/Conference</p> <ol style="list-style-type: none"> 1. Board approval 2. Approved Office Order/Travel Order 3. Duly approved itinerary of travel 4. Letter of Invitation of Host/Sponsoring Country/Agency Organization 5. For plane fare, quotations of three travel agencies or its equivalent. 6. Flight itinerary issued by the airline/ticketing office/travel agency 7. Authority from OP to claim representation expense, (where applicable). This applies only to the head of agency; Copy of the United Nation Development Programme (UNDP) rate for the daily subsistence allowance (DSA) to be claimed 8. Approved Authority to draw Cash Advance with estimated expenses, for permanent employees only 9. Certificate of No Cash Advance 10. HRD Budget Inclusion in Strategic Training Plan 11. Fidelity Bond/and or approved application for bond, only for disbursing officers <p>In case of seminars/trainings:</p> <ol style="list-style-type: none"> 1. Letter of Invitation addressed to the agency inviting participants (issued by the foreign country) 2. Acceptance of the nominee as participants (issued by the foreign country) 3. Approved Letter of Request to attend/participate 4. Program agenda and logistics information 	
---	--



<p>Local Travel</p> <ol style="list-style-type: none"> 1. Travel Order duly approved in accordance with EO77 <ol style="list-style-type: none"> 1.1 Names of Officials/employees who will travel 1.2 Date & Duration of Travel 1.3 Destination of travel 1.4 Purpose of travel 2. Approved Itinerary of Travel 3. Certification – no unliquidated cash advance 	
<p>OTHER MISCELLANEOUS EXPENSES</p>	<p>Documentary requirements to be provided by the originating Department requesting for payment (Executive offices and office of the General Manager)</p>
<p>Donations & Contributions (Grants and Subsidies)</p> <p>Educational Assistance</p> <ol style="list-style-type: none"> 1. Request letter address to Chairman, General Manager and Board of Directors with approved marginal note for the amount granted 2. Statement of Account/Certificate of school fees - updated 3. Proof of enrollment (Assessment Form/Enrollment Form/Registration form) 4. Photo Copy of ID of the Student 5. Whole body picture of the Student <p>Event Sponsorship</p> <ol style="list-style-type: none"> 1. Letter Request Address to Chairman/GM 2. Program of Activities 3. List of Participants/ Recipients/ Beneficiaries 4. Estimated Expenses 5. BIR/DTI Certificate of Registration 6. Proposed Ads for PCSO /Products (media values such as but not limited to tarpaulin and etc.) <p>Burial Assistance (Management Counterpart)</p>	



<ol style="list-style-type: none"> 1. Death Certificate 2. Endorsement from the SEU/SEU-DMBF-Management Counterpart Request Form 3. Certificate of Release of DMB Assistance 	
CULTURAL AND ATHLETIC ACTIVITIES	Documentary requirements to be provided by the originating Committee requesting for payment.
Payment of Sport Services – Coach <ol style="list-style-type: none"> 1. Approval of Sports Events 2. Approved budget 3. Statement of Accounts/Acknowledgment Receipt if business is not BIR registered 4. Gaming Schedule 5. List of Players 6. Actual Attendance During Activity Game Payment of Sports Venue <ol style="list-style-type: none"> 1. 3 Quotations 2. Statement of Account 3. Approval of Sports Event 4. Approved Budget 5. List of participants/Players 6. Schedule of Game Activity 7. Actual Attendance During Game Activity 8. Photocopy of O.R./Certificate of Registration 	
REMITTANCES	Documentary requirements to be provided by the originating Department requesting for payment.
<u>TAXES (BIR)</u> <ol style="list-style-type: none"> 1. Expanded Withholding Tax (EWT) and Expanded Value Added Tax (E-VAT) <ol style="list-style-type: none"> 1.1 Alpha/Remittance List 1.2 Consolidated reports of withholding tax remittances 2. Withholding Taxes on Compensation <ol style="list-style-type: none"> 1. Summary of Taxes withheld 3. Documentary Stamp Tax 	



<p>1. Summary of Retail Receipts for Lotto, STL, Scratch-it and Sweepstakes with corresponding tax computation</p> <p>4. 30% Corporate Income Tax</p> <ol style="list-style-type: none"> 1. Income Statement 2. Journal Entry Voucher <p>5. Tax Deficiency</p> <ol style="list-style-type: none"> 1. Preliminary Notice of Assessment 2. Board Resolution <p><u>OTHER REMITTANCES to Other Government Agencies (Premiums, Contributions, Loans, shares and etc.)</u></p> <ol style="list-style-type: none"> a. Pag-Ibig (HDMF) b. PhilHealth c. GSIS d. Provident Fund (Employees & employer's share) e. Sweepstakes Credit Cooperative (SCC) f. Sweepstakes Employees Union (SEU) <ol style="list-style-type: none"> 1. Alpha List 2. Statement of Account <p>Dividend Payment (DOF)</p> <ol style="list-style-type: none"> 1. Board Resolution 2. Dividend Computation 	
RENTALS	Documentary requirements to be provided by the originating Department requesting for payment.
<p>Office Space</p> <ol style="list-style-type: none"> 1. Statement of Account 2. Contract (new/renewal) 3. Memorandum of Agreement (new) – if applicable 4. Board Resolution (new) <p>Equipment Lease Agreement (ELA)</p> <ol style="list-style-type: none"> 1. Statement of Account/Invoice/Billing Statement 	



<ol style="list-style-type: none"> 2. Summary of Draw Sales for the period covered prepared/approved by GTD 3. Contract – new 4. Memorandum of Agreement (MOA)-new-if applicable 5. Board Resolution-new <p>Copier Machines</p> <ol style="list-style-type: none"> 1. Consolidated Statement of Account 2. Usage Reading – as witnessed and attested by a personnel of the concerned Department where the copier machine is located. <p>Training Venue and Equipment</p> <ol style="list-style-type: none"> 1. Contract 2. Approved Budget 3. 3 Quotations/Canvass 4. Statement of Account 5. Rental Rates-Vat Inclusive <p>OTHER EXPENSES (not listed above)</p> <p>Documentary requirements will be determined upon actual request for payment.</p>	
SALARY	Documentary requirements to be provided by the originating Department requesting for payment.
<p>Permanent Employee (1st salary)</p> <ol style="list-style-type: none"> 1. Certified true copy of duly approved Appointment 2. Board Resolution 3. Report of Assumption Issued (RAI)-CSC 4. Approved Daily Time Record/Biometric 5. Personal Data Sheet(Notarized) 6. Certificate of Assumption of Duties 7. Statement of Assets, Liabilities and Net Worth (SALN) 8. Special Order 9. Certified true copy of Oath of Office 	



<p>10. Affidavit that the Employee has not been previously retired nor received Gratuity from government entity</p> <p>11. Certificate of Update of Exemption of employer and employees' information (Form 2305)</p> <p>12. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld)</p> <p>Salary Differential (Promotion and/or Step Increment)</p> <ol style="list-style-type: none"> 1. Appointment (certified true copy) - in case of promotion 2. Notice of Salary Adjustment (NOSA) - in case of step increment/salary increase 3. Certification of Assumption 4. Secretary's Certificate/Board Res. (certified photocopy) 5. Payroll with Latest Salary Received (certified photocopy) 6. Special Order 7. Service Record <p>Last Salary</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities 2. Statement of Assets, Liabilities and Networth (SALN) 3. Certificate of last day of actual service 4. Copies of Payrolls 5. Approved DTR 6. Service Record <p>Confidential Agent (1st Salary)</p> <ol style="list-style-type: none"> 1. Special Order 2. Approved DTR 3. Certificate of Assumption 4. Personal Data Sheet 5. Statement of Assets, Liabilities and Net Worth (SALN) <p>Salary Due to Heirs of deceased employee</p> <ol style="list-style-type: none"> 1. Same documentary requirement as those for last salary 	
---	--



<p>Additional requirements:</p> <ol style="list-style-type: none"> 1. NSO issued Death Certificate 2. NSO issued Marriage contract (if applicable) 3. NSO Birth Certificates of surviving legal heirs 4. Designation of next-of-kin 5. Waiver of right of children 18 years old and above <p>Contractual personnel (1st salary)</p> <ol style="list-style-type: none"> 1. Contract 2. Accomplishment Report 3. Certificate of Assumption of Duties 4. Approved DTR 5. Statement of Assets, Liabilities and Networth (SALN) <p>Job Order personnel (1st salary)</p> <ol style="list-style-type: none"> 1. Contract (If Applicable) 2. Job Order Personnel Plantilla 3. Certificate of Assumption 4. Approved DTR 5. Accomplishment Report 6. Special Order (Hiring of Services under Job Order) 7. Medical Certificate 8. Drug Test Report 9. Notarized Personal Data Sheet <p>Job Order (last salary)</p> <ol style="list-style-type: none"> 1. Approved DTR 2. Accomplishment Report 3. Special Order/Job Order 4. Certificate of Job Completion/last day of service <p>Salary On-the-Job-Training (OJT)</p> <ol style="list-style-type: none"> 1. Special Order 2. Birth Certificate 3. Letter of Endorsement from Dean/Adviser of School 4. Personal Data Sheet with 2x2 photo 5. Approved attendance Sheet <p>Certificate of Good Moral Character Issued by any Professor</p>	
--	--



ALLOWANCES, HONORARIA AND OTHER FORMS OF COMPENSATION	Documentary requirements to be provided by the originating Department requesting for payment.
<p>Service Awards –Retirees/PCSO PRAISE</p> <ol style="list-style-type: none"> 1. CSC Memorandum 2. CSC Resolution 3. Office Clearance 4. List of Compulsory Retirees 5. Approved Budget <p>Representation and Transportation Allowance (RATA) (for individual claim)</p> <ol style="list-style-type: none"> 1. Copy of approved appointment (1st payment) 2. Certificate of assumption (1st payment) 3. Certification that the official/employee did not use government vehicle and is not assigned any government vehicle 4. Approved DTR <p>Clothing/Uniform Allowance- (for individual claim)</p> <ol style="list-style-type: none"> 1. Copy of approved appointment (new employees) 2. Certificate of assumption (new employees) 3. Certificate of non-payment from previous agency, for transfer <p>Monetization – individual claim Regular</p> <ol style="list-style-type: none"> 1. Approved application for Leave (CSC Form No. 6) with leave credit balance certified by HR 2. Updated Service Record <p>Special (50% of unused leave credits)</p> <ol style="list-style-type: none"> 1. Approved application for Leave (CSC Form No. 6) 	



<p>with leave credit balance certified by HR</p> <ol style="list-style-type: none"> Updated Service Record Justification letter from the employee-applicant with applicable documentary evidence <p>Consultant – (First Honorarium and/or renewal)</p> <ol style="list-style-type: none"> Board Resolution Contract of Consultancy (periodic) Special Order-Hiring of Services as Consultant Certificate of Assumption Accomplishment Report Personal Data Sheet (notarized) Statement of Assets & Liabilities & Networth (SALN) <p>Consultant – (regular pay period)</p> <ol style="list-style-type: none"> Accomplishment Report <p>Per Diem - Board of Directors</p> <ol style="list-style-type: none"> Attendance Sheet – Board Meeting/Committee Meeting <p>Unpaid Honorarium and Other Benefits</p> <ol style="list-style-type: none"> Photo copy of approved payroll Approved request for unpaid honorarium Certificate of Assumption Board Resolution if necessary Special Order Personal Data Sheet (PDS) Attendance <p>Honorarium of Bids and Awards Committee (BAC)</p> <p>(Government personnel performing activities or discharging duties in addition to, or over and above their regular functions). Under DBM Circulars 2004-5A dtd. Oct. 7, 2005 and 2007-3 dtd. Nov. 29, 2007 payment of honoraria are for every successfully completed procurement project.</p>	
---	--



<p>Rates: (the average amount of honoraria per month over one year shall not exceed 25% of the BMS)</p> <p>BAC Chairman - P3,000.00</p> <p>BAC Members – P2,500.00</p> <p>TWG Chair and Members – P2,000.00</p> <ol style="list-style-type: none"> 1. Special/Memorandum Order creating and designating the BAC composition and authorizing the members to collect honoraria 2. Minutes of BAC Meeting 3. Notice of Award to the winning bidder of procurement activity being claimed 4. Certification that the procurement involves competitive bidding 5. Attendance sheet listing the names of attendees to the BAC meeting 6. Certificate of project completion <p>OGCC Services</p> <ol style="list-style-type: none"> 1. List of names of Handling Lawyers 2. Memorandum of Agreement (with supporting documents as agreed in the MOA such as Certification as to withholding of tax and remittance to BIR) 3. Secretary's Certificate/Board Resolution (for contract renewal) 4. Accomplishment report - cases <p>Special Counsel allowance (Lawyer personnel including those designated to assume the duties of a legal officer and those in the legal staff of the Legal Department)</p> <ol style="list-style-type: none"> 1. Letter of Authority/Office Order/Designation as handling lawyers 2. Notice of Court Hearing <p>Payment of Draw Allowance (uncollected)-individual claim</p>	
--	--



<p>1. Personal letter of request approved by the Department concerned and GTD Department Manager.</p> <p>Proof of unpaid allowance -certified true copy of ATM-PCSO-LBP Payroll Prooflist and payroll</p>	
REPLENISHMENT OF PCF	Documentary requirements to be provided by the originating Department requesting for payment-Petty Cash Custodian
<p>Petty Cash Fund (PCF) - as soon as the disbursement reaches 75% or as needed, the PCF shall be replenished which shall be equal to the total amount of expenditures made therefrom.</p> <p>Note: Immediate full liquidation of the PCF shall be made in case the PCF custodian has been terminated, resigned, retired or dismissed.</p> <ol style="list-style-type: none"> 1. Petty Cash Replenishment Report 2. Petty Cash Vouchers duly signed and accomplished 3. Approved purchase request with Certificate of Emergency Purchase (if applicable) 4. Official Receipts, bills, sales invoice 5. Certificate of Inspection and Acceptance (if applicable) 6. Report of Waste Materials in case of replacement/repair 7. Approved trip ticket, for gasoline expenses 8. Canvass from at least 3 suppliers for purchases 9. Official Receipt, in case of refund <p>Extraordinary and Miscellaneous Expenses (under COA Circular 2006-001 dated Jan. 3, 2006)</p> <p>Payment of these expenditures shall be strictly on a non-commutable or reimbursable basis. No portion</p>	



<p>of the amounts appropriated shall be used for salaries, wages, allowances, intelligence and confidential expenses which are covered by regular budget.</p> <ol style="list-style-type: none"> 1. Invoices/receipts. 2. Other documents evidencing disbursement, if there are available, or in lieu thereof, 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 in relation to or by reasons of his position. 3. Other supporting documents as necessary depending on the nature of expense charged. 	
REIMBURSEMENT	Documentary requirements to be provided by Official/Employee requesting for payment
<p><u>Travelling Expenses</u>-Officials and employees of the government may be allowed payment of claims for reimbursement of travelling and related expenses incurred in the course of official travel, certified by the head of the agency concerned as absolutely necessary in the performance of an assignment, and supported by receipts subject to the provisions under EO 77</p> <ol style="list-style-type: none"> 1. Approved Request for Payment (RFP) 2. Certified photocopy of Travel Order 3. Certificate of Travel Completed (Appendix B) approved by the Head of the Agency or his duly authorized representative 4. Authority to Reimburse, if no Cash Advance or in excess of allowable CA 	



<ol style="list-style-type: none"> 5. Certificate of Appearance/Attendance 6. Official Receipt/Invoice 7. Certified photocopy of previously approved Itinerary of Travel 8. Paper/electronic plane, boat or bus tickets, boarding pass, and terminal fee tickets/document 9. Revised Itinerary of Travel, if the previous approved IT was not followed. 10. Certificate of Absolute necessity approved by the General Manager in excess of the allowable amount (with Bills/Invoices) 11. Other documentary requirement as deemed necessary during pre-audit such as: Memorandum Order, trip tickets <p>Other reimbursements – documentary requirements will depend on the nature of expenses. (pls. refer to COA Circular 2012-001 dated June 14, 2012 and RA 9184 and its revised Rules and Regulations)</p> <p>Reimbursement - Representation and Gasoline Expenses – Chairman and Board Members</p> <ol style="list-style-type: none"> 1. Approved Summary of Expenses <p>Official Receipts</p>	
OTHER MAINTENANCE AND OPERATING EXPENSES	Documentary requirements to be provided by the originating Department requesting for payment.
<p>Utilities and Telephone/Communication</p> <ol style="list-style-type: none"> (1) Electricity (MERALCO) (2) Water (Maynilad/Manila Water) (3) Communication (Smart - postpaid), PLDT and Internet Services <ol style="list-style-type: none"> 1. Statement of Account/Invoice/Billing Statement 	



<ol style="list-style-type: none"> 2. Certified correct summary of billings (for consolidated payments) 3. Certification by the head of the Department Concerned that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls. <p>Insurance:</p> <p>Premium-Officers/Officials and Vehicles to GSIS</p> <p>Where applicable:</p> <ol style="list-style-type: none"> 1. Insurance Policy 2. Statement of Account 3. List of Officers/Officials 4. List of Vehicles <p>Payment of Fidelity Bond Premium to Bureau of Treasury (New Application)</p> <ol style="list-style-type: none"> 1. Confirmation Letter from BOT 2. Accomplished Fidelity Bond Forms of accountable officers and employees to be bonded 3. Checklist of Accountable Officers and Employees 4. Certificate of no pending case 5. SALN of accountable officers and employees to be bonded. <p>Payment of Premium to Bureau of Treasury (Renewal of Fidelity Bond)</p> <ol style="list-style-type: none"> 1. Checklist of Accountable Officers and Employees 2. Certificate of no pending case 3. Confirmation letter from BOT 4. Copy of previous paid bond premium <p>COA Auditing Services & Draw Allowance</p> <ol style="list-style-type: none"> 1. Request Letter from COA Office 2. Billing Statement/Statement of Account with details (auditing services/draw allowance) 	
--	--



3. Schedule of Draw with rate and draw attendance (for draw allowance)	
Payment of Subscription <ol style="list-style-type: none"> 1. Approved Purchase Request and Purchase Order 2. Sales Invoice 3. Subscription Bill Purchase of Postage Stamps <ol style="list-style-type: none"> 1. Purchase Request 2. Stock Position Sheet 3. Photocopy of Recorded Official Mail/correspondences indicating the amount of postage stamps used/affixed. Breeders Prize – Racing Committee <ol style="list-style-type: none"> 1. Approved Memorandum 2. Contract (Original/Certified True Copy) 3. Racing Result 4. Secretary Certificate/Resolution 5. Approved Annual Racing Plan for PCSO Sponsored and Maiden Races 6. Notarized Certificate of Performance (Original) Horse Owner Prize – Racing Committee <ol style="list-style-type: none"> 1. Approved Memorandum 2. Contract (Original/Certified True Copy) 3. Racing Result 4. Secretary Certificate/Resolution 5. Pictures during awarding 6. Approved Annual Racing Plan for PCSO Sponsored and Maiden Races 7. Notarized Certificate of Performance (Original) 8. Hand-outs/printed materials Payment of Horse Race – Sponsorship <ol style="list-style-type: none"> 1. Approved Memo 	



<ol style="list-style-type: none"> 2. Contract (Original/Certified True Copy) 3. Race Program 4. Secretary Certificate/Resolution 5. Approved Annual Racing Plan for PCSO Sponsored and Maiden Races 6. Notarized Certificate of Performance (Original) 7. Proposed Ads for PCSO/Products <p>Refund of Retention Fee</p> <ol style="list-style-type: none"> 1. Approved Request for refund 2. Certificate of Final Acceptance 3. Copy of Delivery Receipt, when applicable 4. Copy of Inspection & Acceptance Report 5. Copy of Notice to Proceed 6. Copy of MOA <p>Refund of Over-remittance - Lotto Agent</p> <ol style="list-style-type: none"> 1. Approved Request for refund 2. Letter Request 3. Certification of over-remittance 4. Certificate of No outstanding balance 5. Approved Termination of Contract (if applicable) 6. Photocopy of 2 valid ID. 7. Subsidiary Ledger of Accounts Receivable with certified correct by the DM/Accountant/Authorized Representative. <p>Refund of Tax- Lotto Agent</p> <ol style="list-style-type: none"> 1. Approved Request for refund 2. Certification of overpayment 3. Photocopy of 2 valid ID <p>Refund of Nomination Fee(Race)</p> <ol style="list-style-type: none"> 1. Original Official Receipt 2. Board Resolution 3. Secretary Certificate <p>Refund of Over-Charging of Penalties</p>	
---	--



1. Approved Request for Refund 2. Photocopy of Previous Voucher/claimed Voucher Refund of Security Deposit Non-Winning STL Applicant 1. Board resolution 2. Letter Request for refund 3. Original Official Receipt 4. Notarized Corporate Secretary's Certificate 5. Photocopy of valid ID of the authorized signatories				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Operating Fund Division the APPROVED Request for Payment (RFP) together with the complete documentary requirements.	2. Receive (manual) approved Request for Payment with supporting documents from the originating departments, by stamping the RFP "received". 1.1. Distribute and assign to staff for pre-audit.	None	1 working hour	ABD, Operating Fund Division personnel
	3. Pre-audit (checking/verification/ assessment) of supporting documents attached to the RFP including the correct amount requested for payment. 3.1 If passed in pre-audit (with complete documentary requirements and correct amount), proceed processing thru CAS by clicking	None	1 working day	ABD, Operating Fund Division personnel



	<p>“e-receive” and “e-review”;</p> <p>3.2 Otherwise (with incomplete documentary requirements and/or incorrect amount), prepare return slip and return to originating department for compliance to documentary requirements and revision of RFP if incorrect amount, and “click” reject.</p>			
	<p>4. Create/prepare Disbursement Voucher (DV) for RFP with complete documentary requirements and correct amount, and submit to Division Chief for review and approval thru CAS by journalizing (encoding of account codes, correct amounts including applicable taxes), select authorized approvers and click “submit”.</p>	None	1 working hour	ABD, Operating Fund Division personnel
	<p>4. Approve the Certification of Availability of Funds (Box B of the DV):</p> <p>a. Review the Disbursement Voucher and certify</p>	None	1 working day	ABD, Operating Fund, Division Chief / Department Manager



	<p>availability of funds.</p> <p>Note:</p> <p>iii. <i>Division Chief – e-sign for and in behalf of the DM if within the level of authority (P100,000.00 and below), otherwise, initials and submit to DM;</i></p> <p>iv. Department Manager – sign/approve the DV (above P100,000.00).</p> <p>b. Forward DVs to Releasing staff</p>			
	<p>5. Scan documents and prepare transmittal (for AGM/OGM) of all processed DVs.</p> <p>a. Transmit DVs for approval of Box C</p>	None	6 working hours	ABD, Operating Fund Division personnel
	<p>6. Approve DV (Box C).</p> <ul style="list-style-type: none"> - Office of the AGM (P300,000.00 and below); - GM (above P300,000.00) <p>a. Forward approved DVs to the Treasury Department.</p>	None	2 working days	AGM-MSS/ General Manager
Multi - level of approval	TOTAL -	ABD	3 working days	



		AGM/G M	1 working day/each	
ARTA MC 2020-02/R.A. 11032/MO 2020-MSS-116				

Disclosure Statement:

1. The processing timeline of ABD for each simple transaction is three (3) working days is from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Steps 1- 5). The activity in Step 6, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.
2. Only Request for Payment (RFP) with complete documentary requirements will be processed.
3. Other/additional documentary requirements maybe and or shall be required upon pre-audit as deemed necessary.
4. RFPs with incomplete documentary requirements will be returned to the originating department for compliance are exempted from ARTA MC 2020-02 on 3-7-20 turn-around time.
5. In general, all documentary requirements should be in original copy unless otherwise, should be certified true copy of the original.
6. Certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel lodging, bills and receipts.
7. Turn- around time of no longer than 3-working days for simple transactions, shall be applied to different stages and or level of signatory such as: Division Chief (approval and initial – Box B), Office of the Department Manager (Box B), Office of the Assistant General Manger-MSS (OAGM-MSS-Box C) and office of the General Manager (GM)-Box C.
8. Turn-around time for the processing is on a per RFP and under normal condition and circumstances such as: availability of signatories, complete Division personnel, good working office equipment, PC and printer, good internet connectivity and no CAS disruption and the like that may affect the processing time.
9. Processing time and turn-around time is based on the 8 hours working day



2.2. Processing of Disbursement Voucher (DV) charged against Operating Fund (Complex transaction)

This involves the procedural steps in **pre-audit** (assess, analyze, check and verify) of supporting documents of Request for Payment (RFP) received from various offices of the agency, **preparation of Disbursement Voucher** (creation and journal entry) **approval** (box B & C of DV) and **transmittal** (release of Disbursement Voucher (DV)) to Treasury Department for check payment preparation both for Main and Branch offices. These are money payments for Personal and Other Maintenance and Operating Expenses of the agency with complete documentary in accordance to COA Circular No. 2012-001 dated June 14, 2012 and RA 9184 and its revised IRR. However, such other supporting documents may be required and/or required depending on the nature of expenses during the conduct of audit. Complex transactions are those with more documentary requirements and which requires thorough analysis and evaluation.

Office/Department/Division:	Accounting and Budget Department/Operating Fund Division
Classification:	Complex – Internal
Type of Transaction:	G2B-Government to Business and/or G2G – Government to Government
Who May Avail:	Officials and Employees and Interested stakeholders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ADVERTISING EXPENSES	Documentary requirements to be provided by the originating department requesting for payment.
Radio <ol style="list-style-type: none"> 1. Notarized Advertisement Contract (original) 2. Broadcast Order (original) 3. Notarized Certificate of Performance (original) 4. Statement of Account/Billing Invoice (original) 5. DTI/SEC Registration 6. Business Permit/BIR Registration 7. Copy of authority for representative to sign & act in whatever legal capacity 8. Photocopy of ID cards with signature of authorized representative 9. NTC License to Operate 10. Certification of availability of Funds 11. Media Plan (certified true copy) 12. Other documentary requirements as deemed necessary during pre-audit. 13. Public bidding for new advertising contract 	



14. CD Copy or any copies evidencing radio commercials

TV, Facebook and Out-of-Home Advertisements (Led Billboard),

Roving Truck

1. Notarized Advertisement Contract (original)
2. Telecast Order (original)
3. Notarized certificate of Performance
4. Statement of Account/Billing Invoice (original)
5. DTI/SEC Registration
6. Business Permit/BIR Registration
7. Copy of Authority for Representative to sign and act in whatever capacity
8. Photocopy of ID cards with signature of Authorized representative
9. NTC License to Operate
10. Certification of availability of funds
11. Media Plan (certified true copy)
12. Other documentary requirements as deemed necessary during pre-audit.
13. Public bidding, for new contract
14. Copy of CD evidencing the TV commercial

Print

1. Advertising Contract
2. Insertion Order
3. Invoice Original
4. Advertising Rates
5. Notarized Authorization/Agreement between the publisher and media agent
6. Notarized Affidavit of Publication
7. DTI/SEC Registration
8. Business Permit/BIR Registration
9. Authority of Signatories
10. Photo copy of IDs of signatories
11. Certificate of Availability of Funds
12. Media Plan (certified true copy)
13. Other documentary requirements as deemed necessary during pre-audit.
14. Public bidding for new contract
15. Copy of newspaper clippings evidencing the publication/proof of publication



MAINTENANCE AND OTHER OPERATING EXPENSES (MOOE)- OTHERS	Documentary requirements to be provided by the originating department requesting for payment.
<p>Airtime and Facilities (conduct of lotto draws)</p> <ol style="list-style-type: none"> 1. Contract 2. Sales Invoice 3. List of Authorized Signatories 4. Photocopy of IDs 5. Notarized Certificate of Performance (Original) 6. Certification of Broadcast with printed FB page official of Draw Results for the month 7. Certification Summary 8. List of Technical Equipment and Facilities 9. List of Production/Technical Personnel 10. Production Materials 11. NTC permit to Operate 12. DOST Certification of PhST Compliance 13. Other documentary requirement as deemed necessary during pre-audit. 14. Public bidding for new/after 1-year of extension contract <p>Janitorial Services</p> <ol style="list-style-type: none"> 1. Contract 2. Attendance Sheet of the personnel/Daily Time Record 3. Statement of Accounts 4. Service Invoice 5. Overtime approval if any 6. SSS, PAG-IBIG and PHILHEALTH Remittances 7. DOLE Certification 8. BID Documents if first payment 9. Other documentary requirement as deemed necessary during pre-audit. 10. In case of wage adjustment/increase, letter addressed to GM requesting implementation of wage increase 11. DOLE approved wage adjustment in every area 12. Payroll/payment, with adjusted rate paid to janitors, together with 	



Statement of Accounts and Sales Invoice	
Security Services <ol style="list-style-type: none"> 1. Contract 2. Attendance Sheet of the personnel/Daily Time Record 3. Statement of Accounts 4. Service Invoice 5. SSS, PAG-IBIG and PHILHEALTH Remittances 6. BID Documents if first payment 7. Other documentary requirement as deemed necessary during pre-audit. <p>Note: Same as notation under Janitorial Services</p>	
Trainings and Seminars Payment of Training/Seminars (package) <ol style="list-style-type: none"> 1. Letter of Invitation/ Approved Letter of Request 2. Statement of Account (SOA) 3. Approved Memorandum 4. Contract/Agreement with approval of GM and the Representative of the training center/ venue 5. Travel Order (if applicable) 6. Travel Authority (if applicable) 7. Itinerary of Travel (if applicable) 8. HRD Budget Inclusion in Strategic Training Plan 9. 3 set of Quotation from different Training Centers 10. List of Participants 11. Attendance Sheet 12. Approved Authority to reimburse, (for Reimbursement). 13. Other documentary requirement as deemed necessary during pre-audit. 14. If the training venue is solely rented by PCSO, 50% advanced payment is allowed 	
Professional Fee of Resource/training persons <ol style="list-style-type: none"> 1. Statement of Account 2. Speaker's Profile 3. Training Proposal 4. Contract 	



5. Training Design
6. Program of Activity
7. Approved Memorandum for the conduct of Training
8. HRD Budget Inclusion in Strategic Training Plan
9. If government employee, Certification from the employer for the present monthly salary rate/grade
10. If from private sector the maximum amount to be paid should be the equivalent salary of personnel holding Salary Grade 29 (First Step)
11. Attendance Sheet
12. List of Participants
13. Accomplishment Report
14. Travel Order (if applicable)
15. Travel Authority (if applicable)
16. Itinerary of Travel (if applicable)
17. Other documentary requirement if deemed necessary during pre-audit.

Human Resource Development and Training Program

1. Approved budget
2. Approved schedule of training
3. Statement of Account
4. Approved Memorandum in the conduct of training by the Head of the Agency
5. List of Participants
6. Other requirements under RA No. 9184

PROCUREMENT (Basic Documentary Requirement-pls. refer to COA Circular 2012-001 dated June 14, 2012)

Procurement of the government agency shall be governed by RA 9184 and its Revised Implementing Rules and Regulations (IRR), and other issuances of the General Procurement Policy Board (GPPB). The Philippine Government Electronic Procurement System (PhilGEPS) shall be used as the primary source of information on government procurement of common-use supplies, goods and



equipment, and as a repository of all government procurement information. All invitation to Apply for Eligibility and to Bid, Notices of Award and all other procurement related notices shall be posted in the PhilGEPS Bulletin Board in accordance with the revised IRR of RA 9184, regardless of the method of procurement used. No procurement shall be undertaken unless it is in accordance with the approved Annual Procurement Plan (APP) of the agency. As a GENERAL RULE, all procurement shall be done through public bidding and the agency shall see to it that the procurement program allows sufficient time for such public bidding. Under Rule XVI of the revised IRR of RA No. 9184, alternative modes shall be resorted to only in highly exceptional cases defined therein.

It is further provided under Sec. 13.1 thereof, that to enhance the transparency of the process, the BAC shall, in all stages of the procurement process, invite, in addition to the representatives of COA, at least two observers.

Note: for comprehensive documentary requirements (RA 9184 and its revised Implementing Rules and Regulations and COA Circular No. 2012-001 dated June 14, 2012 and BAC of the Agency)

Emergency Purchase of Goods, Supplies and Materials

1. Purchase Request
2. Certificate of Emergency Purchase
3. Delivery invoice/receipt signed by the dealer and signed by the proper agency official indicating receipt of items delivered.
4. I.T. Specification if I.T. Equipment
5. Three (3) Quotation of Prices from bona fide suppliers for purchases involving P1,000 and above or Certificate of Exclusive Distributorship (if exclusive Distributorship, no need to attach 3 Price Quotations)
6. Request for Inspection
7. Inspection date



8. Inspection and Acceptance Report
9. M.R. if life span is more than one year
10. Delivery Receipt
11. Invoice/Billing/Statement of Account
12. Other documentary requirement as deemed necessary during pre-audit.

Note: Stock position sheet is required only for the office supplies and is attached right away before the approval of the purchase request so as not to hamper or delay processing of payment.

Emergency Repair/Replacement of Parts

1. Approved Procurement Plan
2. Approved Purchase Request
3. Certificate of Emergency Purchase
4. I.T. Specification if I.T. Equipment
5. Delivery invoice/receipt signed by the dealer and signed by the proper agency official indicating receipt of items delivered.
6. Three (3) Quotation of Prices from bona fide suppliers for purchases involving P1,000 and above or Certificate of exclusive Distributorship if purchased thru exclusive distributorship
7. Job Evaluation Report
8. Motor pool Job Order (If motor Vehicles)
9. Inspection Date
10. Request for Inspection
11. Inspection and Acceptance Report
12. Pre-Repair Inspection Report
13. Post Repair Inspection Report
14. Waste Materials (If any)
15. M.R. if life span is more than one year
16. Preventive Maintenance Inspection Check Sheet for Service Vehicle
17. Invoice (Original)
18. Certificate of Completion/Acceptance
19. Other documentary requirement as deemed necessary during pre-audit.



Note: Stock position sheet is required only for the office supplies and is attached right away before the approval of the purchase request so as not to hamper or delay processing of payment.

Purchases through Shopping mode

1. Approved Procurement Plan
2. Approved Purchase Request
3. Purchase Order
4. Certificate of award
5. Abstract of Quotation of Prices from Canvass Committee
6. I.T. Specification if I.T. Equipment
7. Three (3) Quotation of Prices from bona fide suppliers for purchases involving P1,000 and above or Certificate of exclusive Distributorship if purchased thru exclusive distributorship, and no need to attach 3 Price Quotations
8. Request for Inspection
9. Inspection Date
10. Inspection and Acceptance Report
11. M.R. if life span is more than one year (if applicable)
12. Invoice (Original)
13. Must be posted to PHILIGEPS if the total purchase request amounts to P50,001 to P1 Million
14. Other documentary requirement as deemed necessary during pre-audit.

Purchases from DBM (Procurement Service)

1. Purchase Request
2. Agency Procurement Request
3. Stock Position Sheet
4. List of Office Supplies in Critical level and out of stock
5. List of Common-Use Supplies and Equipment from DBM-Procurement Service
6. Other documentary requirement as deemed necessary during pre-audit.



NOTE: Inventory Custodian Slip (ICS) is used to issue tangible items amounting to less than P15,000 to establish accountability over them.

Both the supply officer and recipient shall sign on the ICS and specify the appropriate date in the Stock Position Sheet.

REIMBURSEMENTS

Emergency Purchase of Goods, Supplies and Materials

1. Purchase Request
2. Certificate of Emergency Purchase
3. I.T. Specification if I.T. Equipment
4. Three (3) Quotation of Prices from bona fide suppliers for purchases involving P1,000 and above or Certificate of exclusive Distributorship if purchased thru exclusive distributorship; if exclusive distributorship, no need to attach 3 Price Quotations
5. Official Receipts
6. Inspection Date
7. Request for Inspection
8. Inspection and Acceptance Report
9. M.R. if life span is more than one year (PAR or PARE) Property Acknowledgment Receipt or ICS to issue tangible items amounting to less than P15,000 to end-user to establish accountability over them
10. Stock Position Sheet
11. Other documentary requirement as deemed necessary during pre-audit.

Note: Certificate of Sole/Exclusive Distributorship issued by manufacturer or owner

ARE is issued only to unserviceable property for disposal.

Emergency Repair/Replacement of Parts/Installation of Various Office Equipment

1. Purchase Request
2. Certificate of Emergency Purchase
3. I.T. Specification if I.T. Equipment



4. Three (3) Quotation of Prices from bona fide suppliers for purchases involving P1,000 and above or Certificate of exclusive Distributorship if purchased thru exclusive distributorship; if exclusive distributorship, no need to attach 3 Price Quotations
5. Official Receipts/Sales Invoice/Billing Statement
6. Job Evaluation Report
7. Motor pool Job Order (If motor Vehicles)
8. Request for Inspection
9. Inspection Date
10. Inspection and Acceptance Report
11. Pre-Repair Inspection Report
12. Post Repair Inspection Report
13. Report of Waste Materials (If any)
14. M.R. if life span is more than one year/Property Acknowledgment Receipt/issue (PAR or PARI) or latest Inventory Custodian Slip (ICS) to issue tangible items amounting to less than P15,000 to end-user to establish accountability over the items.
15. Preventive Maintenance Inspection Check Sheet for Service vehicle
16. Certificate of Acceptance
17. Other documentary requirement as deemed necessary during pre-audit.

Meals expenses

1. Properly accomplished Petty Cash Voucher Form(PCV)
 2. Inspection Date
 3. Attendance Sheet
 4. Official Receipt
 5. Notice of Meeting
 6. Agenda, when applicable
 7. Authority to Reimburse
 8. Allowable Amount to be Reimbursed P15,000.00 and Below
 9. Other documentary requirement as deemed necessary during pre-audit.
- Note: Authorized person may reimburse their meals expenses P15,000 and below through the Treasury Department


Gasoline, Parking, Toll fees and Transportation Expenses

1. Properly accomplished Petty Cash Voucher Form(PCV)
2. Official Receipt
3. Toll Receipts
4. Trip ticket
5. Authority to Reimburse
6. Allowable Amount to be Reimbursed P15,000.00 and Below
7. Other documentary requirement as deemed necessary during pre-audit.

Note: Authorized person may reimburse their gasoline expenses P15,000 and below through the Treasury Department

Mineral water/LBC, and other Expenses

1. Properly accomplished Petty Cash Voucher Form(PCV)
2. Official Receipts/cash Receipts
3. Photocopy Copy of Documents delivered, when applicable
4. Allowable Amount to be Reimbursed P15,000.00 and Below and reimbursable through the Treasury Department
5. Other documentary requirement as deemed necessary during pre-audit.

Supplies, Materials and Services

1. Properly accomplished Petty Cash Voucher Form(PCV)
2. Requisition and Authority to Purchase/Issue (RAPI)/Purchase Request
3. Certificate of Emergency Purchase
4. Official Receipt
5. Inspection Date
6. Request for Inspection
7. Inspection and Acceptance Report
8. Stock Position Sheet
9. M.R./ARE if life span is more than one year (if applicable)
10. 3 quotations from bonafide suppliers for purchases involving P1,000 and above or Certificate of Exclusive Distributorship if purchased thru exclusive distributorship



11. Other documentary requirements as deemed necessary during pre-audit.

LTO Registration

1. Insurance CTPL and Comprehensive
2. Inspection and Emission Test
3. Highway Patrol Clearance
4. Certificate of Registration (CR)
5. Official Receipt (OR) or Sales Invoice

Repairs/Replacement of Parts

1. Requisition for authority to Purchase/Issue (RAPI)
2. Purchase Order
3. Certificate of award
4. Abstract of Quotation of Prices from canvass committee
5. I.T. Specification if I.T. Equipment
6. Three (3) Quotation of Prices from bona fide suppliers for purchases involving P1,000 and above or Certificate of exclusive Distributorship if purchased thru exclusive distributorship; if exclusive distributorship, no need to attach 3 Price Quotations
7. Job Evaluation Report
8. Motor pool Job Order (If motor Vehicles)
9. Request for Inspection
10. Inspection and Acceptance Report
11. Pre-Repair Inspection Report
12. Post Repair Inspection Report
13. Report of Waste Materials (If any), if replacement is made
14. M.R. if life span is more than one year/Property Acknowledgment Receipt/issue (PAR or PARI) or latest Inventory Custodian Slip (ICS) to issue tangible items amounting to less than P15,000 to end-user to establish accountability over the items.
15. Invoice (Original)
16. Other documentary requirement as deemed necessary during pre-audit.



OTHER FORMS OF COMPENSATION	Documentary requirements to be provided by the originating department requesting for payment.
<p>Retirement Benefits</p> <ol style="list-style-type: none"> 1. Updated Service record indicating the number of days on leave without pay and/or certification issued by the Human Resource Department (HRD) that the retiree did not incur any leave of absence without pay 2. Retirement Application 3. Board Resolution (optional retirement) 4. Office clearance from money/property accountability & administrative/criminal liability 5. Statement of Assets and Liabilities (SALN) 6. Retirement gratuity computation 7. Affidavit of undertaking for authority to deduct all financial obligations with the employer 8. Ombudsman Clearance <p>Additional requirement in case of resignation</p> <ol style="list-style-type: none"> 1. Approved letter of resignation duly accepted by the Agency Head (in case of resignation) <p>Additional Requirements in case of death of claimant/employee</p> <ol style="list-style-type: none"> 1. Death Certificate (NSO) 2. Marriage Contract (NSO), if married 3. Birth Certificates (NS) of all surviving legal heirs 4. Designation of next-of-kin 5. Waiver of rights of children 18 years old and above 6. Affidavit of two (2) disinterested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage. 7. Other documentary requirement as deemed necessary during pre-audit. <p>Terminal Leave Benefits</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountability from the 	



<p>Head Office or from Branches of last assignment</p> <ol style="list-style-type: none"> 2. Certified photocopy of employee leave card as at last day of service duly audited by the HRD/Certificate of leave credits issued by the HRD 3. Approved leave application 4. Updated complete service record 5. SALN 6. Certified photocopy of appointment/Notice of Salary Adjustment showing the highest salary received if the salary under the last appointment is not the highest 7. Computation of terminal leave benefits duly signed/certified by the HRD 8. Affidavit of undertaking (notarized) 9. Certification issued by Accounting and Budget Department (remaining accounts payable to PCSO) 10. Ombudsman clearance <p>Additional requirement in case of resignation</p> <ol style="list-style-type: none"> 1. Approved letter of resignation duly accepted by the Agency Head (in case of resignation) 				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON



1. Submit to Operating Fund Division the APPROVED Request for Payment (RFP) together with the complete documentary requirements.	1. Receive (manual) approved Request for Payment with supporting documents from the originating departments, by stamping the RFP "received". o Distribute and assign to staff for pre-audit.	None	1 working hour	ABD, Operating Fund Division personnel
	2. Pre-audit (checking/verification/ assessment) of supporting documents attached to the RFP including the correct amount requested for payment. 2.1. If passed in pre-audit (with complete documentary requirements and correct amount), proceed processing thru CAS by clicking "e-receive" and "e-review". 2.2. Otherwise (with incomplete documentary requirements and/or incorrect amount), prepare return slip and return to originating department for compliance to documentary requirements and revision of RFP if incorrect amount, and "click" reject.	None	2 working days and 4 working hours	ABD, Operating Fund Division personnel



	<p>3. Create/Prepare Disbursement Voucher (DV) for RFP with complete documentary requirements and correct amount, and submit to Division Chief for review and approval thru CAS by journalizing (encoding of account codes, correct amounts including applicable taxes), select authorized approvers and click "submit".</p>	None	7 working hours	ABD, Operating Fund Division personnel
	<p>4. Approve the Certification of Availability of Funds (Box B of the DV):</p> <p>4.1. Review the Disbursement Voucher and certify availability of funds if in order, otherwise;</p> <p>Note:</p> <p>i. Division Chief – e-sign for and in behalf of the DM if within the level of authority (P100,000.00 and below), otherwise, initials;</p> <p>ii. Department Manager – sign/approve the DV (above P100,000.00).</p>	None	2 working days and 4 working hours	ABD, Operating Fund, Division Chief / Department Manager



	4.2. Forward DVs to Releasing Officer.			
	5. Scan documents and prepare transmittal (for AGM/OGM) of all processed DVs.	None	1 working day	ABD, Operating Fund Division personnel
	5.1. Transmit DVs for approval of Box C .			
	6. Approve DV (Box C): - Office of the AGM (P300,000.00 and below); - GM (above P300,000.00) 6.1. Forward approved DVs to the Treasury Department,	None	5 working days/each	AGM-MSS/ General Manager
Multi - level of approval	TOTAL -	ABD	7 working days	
		AGM / GM	5 working days/each	
ARTA MC 2020-02/R.A. 11032/MO 2020-MSS-116				

Disclosure Statement:

1. The processing timeline of ABD for each complex transaction is seven (7) working days is from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Steps 1- 5). The activity in Step 6, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.
2. Only Request for Payment (RFP) with complete documentary requirements will be processed;
3. Other/additional documentary requirements maybe and or shall be required upon pre-audit as deemed necessary;
4. RFPs with incomplete documentary requirements will be returned to the originating department for compliance are exempted from ARTA MC 2020-02 on 3-7-20 turn-around time.
5. In general, all documentary requirements should be in original copy unless otherwise, should be certified true copy of the original.
6. Certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel lodging, bills and receipts.
7. Turn- around time of no longer than 7 working days for complex transactions, shall be applied to different stages and or level of signatory



such as: Division Chief (approval and initial – Box B), Office of the Department Manager (Box B), Office of the Assistant General Manager-MSS (OAGM-MSS-Box C) and office of the General Manager (GM)-Box C.

8. Turn-around time for the processing is on a per RFP and under normal condition and circumstances such as: availability of signatories, complete Division personnel, good working office equipment, PC and printer, good internet connectivity and no CAS disruption and the like that may affect the processing time.
9. Processing time and turn-around time is based on the 8 hours working day.



2.3. Processing of Disbursement Voucher (DV) charged against Operating Fund. (Highly technical)

This involves the procedural steps in **pre-audit** (assess, analyze, check and verify) of supporting documents of Request for Payment (RFP) received from various offices of the agency, **preparation of Disbursement Voucher** (creation and journal entry) **approval** (box B & C of DV) and **transmittal** (release of Disbursement Voucher (DV)) to Treasury Department for check payment preparation both for Main and Branch offices. These are payments for Personal and Other Maintenance and Operating Expenses of the Agency. Complete documentary requirements are those compliant to COA Circular No. 2012-001 dated June 14, 2012 and RA 9184 and its revised IRR. However, such other supporting documents may be required and/or required depending on the nature of expenses during the conduct of audit. Highly technical transactions are those which require comprehensive documentary requirements and those which necessitate technical knowledge and skills of personnel.

Office/Department/Division:	Accounting and Budget Department/Operating Fund Division
Classification:	Highly Technical – Internal
Type of Transaction:	G2B-Government to Business entity and/or G2G-Government to Government
Who May Avail:	Stakeholders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PROCUREMENT	Documentary requirements to be provided by the originating department requesting for payment.
Purchases –Thermal rolls and Betslips 1. Purchase Order (if applicable) 2. Purchase Request 3. Stock Position Sheet 4. Certificate of Fund Availability 5. Secretary's Certificate/Board Resolution 6. Bid and Award Committee Resolution (if applicable) 7. Delivery Receipt 8. MOA (if applicable) 9. Sales Invoice 10. Term of Reference (TOR) 11. Transmittal from ASMD for the original Delivery Receipt and Billing Invoice 12. Request for Inspection from ASMD 13. Inspection and Acceptance Report from Security Printing Department. (if Luzon and Vismin Deliveries)	



<p>14. Inspection and Acceptance Report from Authorized Representative from VISAYAS DEPT. (if Vismin Deliveries)</p> <p>15. Inspection and Acceptance Report from Accounting and Budget Dept. (if Luzon Deliveries)</p> <p>16. Certificate of Completion from ASMD</p> <p>17. Bidding Documents (if applicable)</p> <p>18. Notice of Award (if applicable)</p> <p>19. Notice to Proceed (if applicable)</p> <p>20. Transmittal of</p> <p>21. shortfall/rejected deliveries (if applicable)</p> <p>22. Other documentary requirement as deemed necessary during pre-audit.</p>	
<p>Supply and Installation of Office Equipment</p> <p>1. Purchase Request</p> <p>2. Purchase Order</p> <p>3. Certificate of award</p> <p>4. Abstract of Quotation of Prices from canvass committee</p> <p>5. I.T. Specification if I.T. Equipment</p> <p>6. Three (3) Quotation of Prices from bona fide suppliers if the amount involved is P1,000 and above or Certificate of exclusive Distributorship if purchased thru exclusive distributorship</p> <p>7. Job Evaluation Report</p> <p>8. Job Request</p> <p>9. Request for Inspection</p> <p>10. Inspection and Acceptance Report</p> <p>11. Pre-Inspection Report</p> <p>12. Post Inspection Report</p> <p>13. Report of Waste Materials (If any)</p> <p>14. M.R if life span is more than one year</p> <p>15. Stock Position Sheet</p> <p>16. Invoice (Original)</p> <p>17. Delivery Receipt</p> <p>18. Certificate of Warranty</p> <p>19. Certificate of Completion</p>	



20. List of Suppliers who submitted sealed price quotation
 21. Plans
 22. Program of works
 23. Scope of works and Specifications
 24. Bill of Quantities
 25. Must be posted to PHILGEPS if the total request amounts to P50,001 to P1 Million
 26. Other documentary requirements as deemed necessary during pre-audit.

Public Bidding

1. Bidding Documents (RA 9184)
 If necessary, test analysis by proper government agency if articles are subject to test.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Operating Fund Division the APPROVED Request for Payment (RFP) together with the complete documentary requirements.	1. Receive (manual) approved Request for Payment with supporting documents from the originating departments, by stamping the RFP "received".	None	1 working hour	ABD, Operating Fund Division personnel
	1.1. Distribute and assign to staff for pre-audit.			
	2. Pre-audit (checking/verification/assessment) of supporting documents attached to the RFP including the correct amount requested for payment.	None	7 working days	ABD, Operating Fund Division personnel



	<p>2.1. If passed in pre-audit (with complete documentary requirements and correct amount), proceed processing thru CAS by clicking “e-receive” and “e-review”.</p> <p>2.2. Otherwise (with incomplete documentary requirements and/or incorrect amount), prepare return slip and return to originating department for compliance to documentary requirements and revision of RFP if incorrect amount, and “click” reject.</p>			
	<p>3. Create/Prepare Disbursement Voucher (DV) for RFP with complete documentary requirements and correct amount, and submit to Division Chief for review and approval thru CAS by journalizing (encoding of account codes, correct amounts including applicable</p>	None	1 working day	ABD, Operating Fund Division personnel



	taxes), select authorized approvers and click "submit".			
	<p>4. Approve the Certification of Availability of Funds (Box B of the DV):</p> <p>4.1. Review the Disbursement Voucher and certify availability of funds if in order, otherwise;</p> <p>Note:</p> <p>i. <i>Division Chief – e-sign for and in behalf of the DM if within the level of authority (P100,000.00 and below), otherwise, initials and submit to the Department Manager;</i></p> <p>ii. <i>Department Manager – sign/approve the DV (above P100,000.00)</i></p> <p>4.2. Forward DVs to Releasing Officer.</p>	None	7 working days	ABD, Operating Fund, Division Chief / Department Manager
	5. Scan documents and prepare transmittal (for	None	2 working days	ABD, Operating Fund Division personnel



	AGM/OGM) of all processed DVs.			
	5.1. Transmit DVs for approval of Box C.			
	6. Approve DV (Box C). - Office of the AGM (P300,000.00 and below); - GM (above P300,000.00) 6.1. Forward approved DVs to the Treasury Department	None	10 working days	AGM-MSS/ General Manager
Multi - level of approval	TOTAL -	ABD	17 working days and 1 hour	
		AGM/G M	10 working days/each	
ARTA MC 2020-02/R.A. 11032/MO 2020-MSS-116				

Disclosure Statement:

3. The processing timeline of ABD for each highly technical transaction is seventeen (17) working days and one (1) working hour is from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Steps 1- 5). The activity in Step 6, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.
4. Only Request for Payment (RFP) with complete documentary requirements will be processed;
5. Other/additional documentary requirements maybe and or shall be required upon pre-audit as deemed necessary;
6. RFPs with incomplete documentary requirements will be returned to the originating department for compliance are exempted from ARTA MC 2020-02 on 3-7-20 turn-around time.
7. In general, all documentary requirements should be in original copy unless otherwise, should be certified true copy of the original.
8. Certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel lodging, bills and receipts.



9. Turn-around time of no longer than 20-working days for highly technical transactions, shall be applied to different stages and or level of signatory such as: Division Chief (approval and initial – Box B), Office of the Department Manager (Box B), Office of the Assistant General Manger-MSS (OAGM-MSS-Box C) and office of the General Manager (GM)-Box C.
10. Turn-around time for the processing is on a per RFP and under normal condition and circumstances such as: availability of signatories, complete Division personnel, good working office equipment, PC and printer, good internet connectivity and no CAS disruption and the like that may affect the processing time.
11. Processing time and turn-around time is based on the 8 hours working day.



2.4. Liquidation

2.4.1 Processing of Liquidation Report of Cash Advance (Special Purpose) charged against Operating Fund.

This involves the procedural steps in **pre-audit** (checking and verification) of Liquidation Report of the concerned official/employee with grant of Cash Advance for Special Purpose. Liquidation should be submitted as soon as the purpose of the cash advance has been served. The concerned official/employee shall submit a Liquidation Voucher together with documentary requirements for the expenses incurred as prescribed under COA Circular No. 2012-001 dated June 14, 2012. However, such other supporting documents may be required and/or required depending on the nature of expenses during the audit.

Office/Department/Division:		Accounting and Budget Department/Operating Fund Division		
Classification:		Complex – Liquidation (Special Purpose)		
Type of Transaction:		G2G-Government to Government		
Who May Avail:		Official/Employee/Special Disbursing Officer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved Liquidation Voucher; 2. Report of Disbursements certified correct by the accountable officer and approved by the Department Manager; 3. Official Receipt in case of refund of excess cash advance; 4. Other necessary and pertinent supporting documents as required under company policy and by the nature of expenses paid such as: <ol style="list-style-type: none"> a. Overtime pay-attendance sheets and accomplishment report b. Approved payrolls duly acknowledge/signed by the individual payee/s; 		Documentary requirements to be provided by the concerned official or employee.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Operating Fund Division the approved	1. Receive approved Liquidation Voucher and distribute to	None	1 working hour	ABD, Operating Fund Division personnel



and in the prescribed form of Liquidation Voucher together with the applicable documentary requirements.	assign staff for pre-audit.			
	2. Pre-audit/checks the attached supporting documents are complete and in order; 1.1. Process the Liquidation Voucher thru Computerize Accounting System (CAS).	None	3 working days	ABD, Operating Fund Division personnel
	3. Approve Liquidation Voucher (Box B): a. P100,000.00 and below - Division Chief sign in behalf of the DM if within the level of authority (P100,000.00 and below), otherwise, initials and submit to the Department Manager; b. Above P100,00.00 - Department Manager sign/approve the Liquidation Report. 4.1 Forward LVs to Releasing Officer.	None	2 working days	Division Chief / Department Manager



	4. Transmit Liquidation Voucher for approval of Box C.	None	2 working hours	ABD, Operating Fund Division, Personnel
	5. Approve Liquidation Voucher (Box C). - Office of the AGM (P300,000.00 and below); - GM (above P300,000.00) a. Forward approved LVs to the Accounting and Budget Department	None	3 working days	AGM-MSS/ General Manager
	6. Received approved LVs from AGM/GM, prepare transmittal and forward to ABD-General Accounting Division	None	1 working hour	ABD, Operating Fund Division, Personnel
Multi - level of approval	TOTAL -	ABD	5 working days and 3 hours	
		AGM/GM	3 working days/each	
ARTA MC 2020-02/R.A. 11032/MO 2020-MSS-116				



2.4.2 Processing of Liquidation Report for Cash Advance (Travelling expenses) charged to Operating Fund

This involves the procedural steps in pre-audit (checking and verification) of Liquidation Report of the concerned official/employee with grant of Cash Advance for Travelling. Liquidation should be submitted within in 30 days after the return of the official/employee to his official station for local travel and within 60 days after the return of the official/employee concerned to the Philippines in the case of foreign travel. The concerned official/employee shall submit a Liquidation Voucher together with the documentary requirements for the expenses incurred as prescribed under COA Circular No. 2012-001 dated June 14, 2012. However, such other supporting documents may be required and/or required depending on the nature of expenses during the audit.

Office/Department/Division:	Accounting and Budget Department/Operating Fund Division
Classification:	Complex – Liquidation - Travel
Type of Transaction:	G2G – Government to Government
Who May Avail:	Official/Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LIQUIDATION OF CASH ADVANCE (TRAVEL)	Documentary requirements to be provided by the concerned official or employee.
LOCAL TRAVEL/ATTENDANCE TO SEMINARS & CONVENTIONS: <ol style="list-style-type: none"> 1. Liquidation Report 2. Approved Certificate of Travel Completed (Appendix B) by the head of the agency; 1. Approved Itinerary of Travel with actual expenses incurred (Appendix A); a revision to the previously approved IT if not followed; 2. Certified true photocopy of previously approved Travel Order; 3. Certified true photocopy of previously approved Itinerary of Travel with detailed expenses to be incurred; 4. Certificate of Appearance/attendance for training/seminar participation; 5. Official electronic/paper plane tickets, boat or bus tickets, boarding pass, terminal fee; 6. Official Receipt in case of refund of excess cash advance; 7. Certificate of absolute necessity in cases where the amount incurred for 	



<p>Hotel accommodation exceeds 50% of allowable per diem.</p> <p>8. Other documentary requirements may still be required when deemed necessary during pre-audit.</p> <p>FOREIGN TRAVEL:</p> <ol style="list-style-type: none"> 1. Certificate of Appearance/attendance for training/seminar participation; 2. Official electronic/paper plane tickets, boat or bus tickets, boarding pass, terminal fee; 3. Bills/receipts for non-commutable representation expenses approved by the President under Section 16 of EO No. 77 effective March 15, 2019; 4. Certified true photocopy of previously approved Travel Order; 5. Certified true photocopy of previously approved Itinerary of Travel with detailed expenses to be incurred; 6. Revised Itinerary of Travel, if applicable for actual expenses incurred in excess of the prescribed rate under EO No. 77: <ol style="list-style-type: none"> 6.1 Approval by the President; 6.2 Certification from the Head of the Agency that it is absolutely necessary; 6.3 Hotel room bills with official receipts 7. Narrative report on trip undertaken and/or Report of Participation; 8. Official Receipt in case of refund of excess cash advance; 9. Others documentary requirements may still be required when deemed necessary during pre-audit 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Operating Fund Division the approved and in the prescribed form of Liquidation	1. Receive approved Liquidation Voucher and distribute to assign staff for pre-audit.	None	1 working hour	ABD, Operating Fund Division personnel
	2. Pre-audit/checks the attached supporting documents are complete and in order;	None	3 working days	ABD, Operating Fund Division personnel



Voucher together with the applicable documentary requirements.	2.1. Process the Liquidation Voucher thru Computerize Accounting System (CAS) and submit for approval.			
	3. Approve Liquidation Voucher (Box B): a. P100,000.00 and below - Division Chief sign in behalf of the DM if within the level of authority (P100,000.00 and below), otherwise, initials and submit to the Department Manager; b. Above P100,00.00 – Department Manager sign/approve the Liquidation Report.	None	2 working days	ABD, Operating Fund Division Chief/Department Manager
	3.1. Forward LVs to Releasing Officer.			
	4. Transmit Liquidation Voucher for approval of Box C.	None	2 working hours	ABD, Operating Fund Division, personnel
	5. Approve Liquidation Voucher (Box C). - Office of the AGM (P300,000.00 and below); - GM (above P300,000.00) a. Forward approved LVs to the Accounting and Budget Department	None	3 working days	AGM/GM
	6. Receive approved LVs from office of AGM/GM and prepare transmittal to ABD-General Accounting Division	None	1 working hour	ABD, Operating Fund Division, personnel



	TOTAL -		5 working days, 3 working hours	
--	----------------	--	--	--

Disclosure Statement:

1. This is applicable to signed and complete Liquidation Voucher.
2. The Accountable Officer shall liquidate as soon as the purpose of the cash advance has been served or fund has been exhausted for CA-special purpose; within 30 days after the return of the official for local travel and 60 days upon return to the Philippines.
3. Certification or affidavit of loss shall not be considered as an appropriate replacement for lost receipts (COA Circular No. 2012-001 dated June 14, 2012)
4. All documentary requirements should be in original copy.
5. Turn-around time for the processing is under normal condition and circumstances.



2.5. Processing of Payrolls

Payroll is the process of paying the agency's officials and employees for services rendered in the form of wages or salary. It is distributed via direct deposit to the employees bank account for a set period or on a given date. It is managed by the Human Resource Department which contains the list of officials and employees and the amount of compensation due to each of them. Payroll is a major expense which can differ from one pay period to another because of the allowable deductions such as taxes and other withholdings due from them. Processing of payroll especially special payroll is a complex and time-consuming task which requires extensive review and alert to details, thus to be classified as complex.

Office/Department/Division:	Accounting and Budget Department/Operating Fund Division
Classification:	Simple and Complex – Payrolls
Type of Transaction:	Internal
Who May Avail:	G2G-Officials, employees and non-organic personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Simple - General payroll (salaries and other benefits) <ol style="list-style-type: none"> 1. Permanent-Main office and Branches 2. Non-organic Personnel-Job Order and Confidential Agents Complex - Special Payrolls: <ol style="list-style-type: none"> 1. RATA; 2. Draw Allowance-Lotto, STL and other related compensation for services rendered for draw operations; 3. Overtime pay; 4. Monetization of VL and SL; 5. Clothing allowance; 5. BAC Honorarium; 6. and other special payrolls Where applicable: <ol style="list-style-type: none"> 1. Approved/Signed payroll by concerned Officials; 2. Attendance Sheets; 3. Accomplishment Report; 4. Approved Application for Leave; 5. Letter of purpose (special monetization) 	<p>Documentary Requirements to be provided by the originating department requesting for processing.</p>



6. RATA-Memorandum from HRD dated July 26, 2021 – CRLD-2021-544 6.1 Plantilla - SG24 and above – RATA Attendance form 6.2 OICs designated to vacant positions – RATA Attendance form and accomplishment report 6.3 OICs designated to filled-up positions – RATA Attendance form; accomplishment report and Official Receipts with attached summary 7. Draw Payroll – Lotto and STL – properly filled-up/accomplished attendance sheets.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Operating Fund Division the approved payrolls by authorized signatories and documentary requirements.	1. Receive approved payroll and distribute to assign staff for pre-audit.	None	1 working hour	ABD, Operating Fund Division personnel
	2. Checks the documentary requirements (DTR and accomplishment report for non-organic/Job Order payrolls).	None	1 working day	ABD, Operating Fund Division personnel
	3. Process the payrolls (journal entry and funding) and submit to approving officer.	None	2 working days	ABD, Operating Fund Division personnel
	4. Certify funds availability.	None	1 working day	ABD, Operating Fund, Division Chief or Department Manager



	5. Stamp control number.	None	1 working day	ABD, Operating Fund Division personnel
	6. Record the approved/funded payrolls and forward to Treasury Department.	None	1 working day	ABD, Operating Fund Division personnel
TOTAL		None	6 working days and 1 working hour	

Disclosure Statement:

1. Receipt of general payrolls from the originating departments are completely gathered in the maximum of 3 working days. e.g. (permanent – Main 25 pages, etc.), hence, processing is done per receipt of payroll, requiring processing turn-around time of 3-7 working days and depends upon the completeness of the batch/group of payrolls.
2. Processing of special payrolls are completed within 3 working days upon receipt of complete documents.
3. Processed bi-monthly general payrolls are forwarded to Treasury Department in batches e.g., (permanent - Main, Job Order- Main, Branches (permanent-NCL, STBR, Visayas and Mindanao), Job-Order-Branches and Confidential Agents, after each batch processing is completed.



3. Budget Division

3.1. Processing of Petty Cash Voucher (PCV)

This enumerates the procedural steps in processing of Petty Cash Vouchers of various PCSO Offices and Departments (Main Office).

Office/Department/Division:	Accounting and Budget Department/Budget Division
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Originating Department who wants to make the reimbursement
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Properly accomplished Petty Cash Voucher form (three (3) copies originally signed by the Requestor and Department Manager of the originating department with assigned PCV number from their respective sector) 2. Attendance certified by the Department Manager (for meals reimbursement) 3. Driver's Trip Ticket (for diesel/gasoline reimbursement) 4. Certification on date of use (for pre-loaded toll fee) 5. Fully processed Purchase Request relative to purchase of goods/equipment 6. Inventory Custodian Slip (if applicable) 7. Certification for Expenses Not Requiring Receipts (for expenses amounting to Php 300.00 and below except for establishments issuing receipts/invoices) 8. Reimbursement Expense Receipt (for expenses amounting to more than Php 300.00 but not exceeding Php 1,000.00 for establishments not issuing receipts/invoices) 9. Official Receipt/Collection Receipt with Sales Invoice/Cash Sales Invoice/Sales Invoice with stamp "PAID" 	<p>Nos. 1– 8 - Office/Originating Department - Pre-formatted form</p> <p>No. 9 - From supplier/establishment where purchase was made</p>



CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Budget Division the properly accomplished Petty Cash Voucher together with the applicable documentary requirements.	1.1. Receive the Petty Cash Voucher (PCV)	None	15 minutes	Budget Division staff
	1.2. Check the documentary requirements if complete	None	15 minutes	Budget Division staff
	1.3. Fund the PCV with the corresponding department code, account code and amount, and submit to the Division Chief for approval.	None	2 hours	Budget Division staff
	1.4. Approve and affix signature to the PCV and endorse to Budget Division staff for release.	None	1 day	Division Chief
2. Receive approved PCV.	1. Release/forward the approved PCV to the originating department.	None	1 day	Budget Division staff
TOTAL			2 days, 2 hours & 30 minutes	



12. Notice to Proceed 13. Properly accomplished Request for Inspection (RFI) 14. Properly accomplished Inspection and Acceptance Report (IAR) 15. Certificate of Fund Availability (for purchases made thru bidding) 16. Delivery Receipt 17. Sales Invoice 18. Official Receipt/Collection Receipt 19. Certificate of Non-Availability of Stocks (for Emergency Purchases of Office Supplies amounting to Php 15,000.00 and below) 20. Acknowledgment of Receipt of Equipment/Inventory Custodian Slip		Nos. 13 - 14 Requisitioning Department for Emergency Purchases/General Services Department for Procurement through Bids and Awards No. 15 Accounting and Budget Department Nos. 16 – 18 From supplier/establishment where purchase was made Nos. 19 – 20 - Assets and Supply Management Department		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Budget Division the properly accomplished Purchase Request (PR) together with the applicable documentary requirements.	1.1. Receive the Purchase Request.	None	15 minutes	Budget Division staff
	1.2. Check the documentary requirements if complete.	None	30 minutes	Budget Division staff
	1.3. Check the item/s in the PR for budget inclusion and fund availability and submit to the Division Chief.	None	15 minutes	Budget Division staff
	1.4. Review and affix initial or signature as follows:	None	1 day	Division Chief



	<p>4.1 Affix signature and certify fund availability for PR amounting Php 100,000.00 and below, and endorse to Budget Division staff for release to approving officer;</p> <p>4.2 Affix initial and submits to the Department Manager for PR above Php 100,000.00.</p>			
	1.5. Certify fund availability and affix signature for the Purchase Request above Php 100,00.00. and endorse to Budget Division staff for release to approving officer.	None	1 day	Department Manager
	1.6. Forward duly signed PR to the approving officer, as follows:	None	30 minutes	Budget Division staff



	<ul style="list-style-type: none"> • Office of the Assistant General Manager for Php 300,00.000 and below; • Office of the General Manager for above Php 300,000.00 			
	TOTAL		2 days, 1 hour & 30 minutes	



B. CERTIFICATE OF CONTRIBUTIONS FOR PAG-IBIG, PHILHEALTH AND GSIS 1. Complete name (if married, please specify maiden name) 2. PAG-IBIG/PHILHEALTH/GSIS number (for verification)				
C. CERTIFICATE OF LOAN PAYMENTS FOR PAG-IBIG AND GSIS 1. Complete name (if married, please specify maiden name) 2. PAG-IBIG or GSIS number (for verification) 3. Date of Loan Granted				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request to General Accounting Division (GAD), together with the complete requirements.	1.1. Receive the requirements needed.	None	15 minutes	GAD Personnel/Binder III
	1.2. Endorse the requirements to GAD staff designated to handle the transactions pertaining to the request	None	15 minutes	GAD Personnel/Binder III
	1.3. Verify the submitted requirements/ information if matches with the accounting records;	None	30 minutes	GAD staff designated to handle the specific type of transactions
	1.4. If in order, draft the required certification, indicates the initials of GAD	None	30 minutes	GAD staff designated to handle the specific type of transactions



	personnel assigned in the preparation of the certification and submit to the Division Chief.			
	1.5. Review the certification, affix initials and endorse to the Department Manager (DM).	None	30 minutes	Division Chief
	1.6. Affix signature in the certification and endorse to GAD staff for release.	None	30 minutes	Department Manager
	1.7. Inform the Requesting personnel for the availability of the Certificate	None	30 minutes	GAD Personnel/Binder III
2. Receive the Certification	2. Log the certification and release to the requestor.	None	15 minutes	GAD Personnel/Binder III
TOTAL		None	No longer than one (1) working day	



B. Assets and Supply Management Department

1. Processing of Acknowledgement Receipt of Equipment and Inventory Custodian Slip

The Assets Management Division, Assets and Supply Management Department (ASMD) processes the request of the Procurement Division, General Services Department for the preparation of Acknowledgment Receipt of Equipment (ARE)/Inventory Custodian Slip (ICS) as attachment for the processing of payment.

Office or Division:		Assets and Supply Management Department, Assets Management Division		
Classification:		Simple Transactions		
Type of Transaction:		Government to Government		
Who may avail:		PCSO's General Services Department (GSD)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement Division, General Services Department submits the photocopies of Sales Invoice, Purchase Request and IAR for the preparation of ARE/ICS, whichever is applicable	1. Accepts the Sales Invoice, Purchase Request and Inspection and Acceptance Report (IAR) (photocopied) relative to newly purchased / delivered equipment and machineries procured through the GSD/BAC. 2. Assigns a property number/tag number in the Record Book for the newly purchased item/s. 3. Prepares ARE/ICS (3 copies) and tag sticker with the	None	1 hour and 15 minutes	Property Appraiser / Assigned Assets Management Division Personnel



	<p>assigned property number/tag number and description/s of the item(s) and endorses to the Department Manager for his/her signature.</p> <p>4. Issues ARE/ICS to the concerned employee for signature.</p> <p>5. Provides duplicate copy of signed ARE/ICS.</p> <p>6. Attaches the tag sticker on the item and makes a permanent visible marking of the item's property number for future reference.</p> <p>Placement of tag stickers on the items should be guided by the following:</p> <ul style="list-style-type: none"> • For ICT Equipment, sticker should be placed on the top part, except for Computer Monitors which should be placed on the upper right side (center part, if upper right side is not possible) of its back portion. 			
--	---	--	--	--



	<ul style="list-style-type: none"> • For Air-conditioner, sticker should be placed on the right side of the item (i.e. split-type, window-type, floor mounted) • For Furniture and Chairs, sticker should be placed on the side of the right armrest, and on the leg if with no armrest. • For Appliances and Accessories, sticker should be placed on the upper right side of its back portion (for fans, sticker may place near the buttons instead) • For Partitions, sticker should be placed on the upper/glass portion since this is usually the part that is easily seen. • For all other assets, generally, sticker should be placed on the top, base portion or upper right side (front/back, as possible), as fitting. • For Motor Vehicles, duplicate copy 			
--	---	--	--	--



	<p>of the signed ARE will not be immediately provided as this will be endorsed for final approval from the AGM for Administrative Sector. Once signed, the duplicate copy is provided to the concerned employee.</p> <p>7. Provides copy to the GSD for payment purposes.</p> <p>8. Posts the same in the Inventory System.</p> <p>9. Files ARE/ICS to its designated folder.</p>			
TOTAL			1 hour and 15 minutes	



2. Processing of Property Accountability

The Assets Management Division, Assets and Supply Management Department (ASMD) processes the request of PCSO employees for Condemnation, Transfer, Relief and Return from Property Accountability.

Office or Division:		Assets and Supply Management Department, Assets Management Division		
Classification:		Simple Transactions		
Type of Transaction:		Government to Government		
Who may avail:		PCSO Main Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Assets and Supply Management Department (ASMD)		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a Request Form (Condemnation, Transfer, Relief from Property Accountability and Return of Property)	1. ASMD personnel provides the Request Form to the requesting department representative	None	30 seconds	Clerk / Secretary
2. Submit the duly approved Request Form	2. Receives the duly approved Request Form. <ul style="list-style-type: none"> • Surrender item/s if for Condemnation/ Storage of property/ies; • For transfer of property/ies, ASMD prepares the Acknowledgment Receipt of Equipment (ARE)/Inventory Custodian Slip (ICS) (3 copies) and endorses to the Department 	None	15 minutes	Assets Management Division Personnel



	<p>Manager for his/her signature</p> <ul style="list-style-type: none"> • For Motor Vehicles, duplicate copy of the signed ARE will not be immediately provided as this will be endorsed for final approval from the AGM for Administrative Sector. Once signed, the duplicate copy is provided to the concerned employee. <p>3. Issues ARE/ICS to the concerned employee for signature.</p> <p>4. Provides duplicate copy of signed ARE/ICS.</p> <p>5. Updates the Inventory system</p>			
TOTAL		None	15 minutes and 30 seconds	



3. Releasing of Lotto Gaming Supplies

The Supply Management Division, Assets and Supply Management Department (ASMD) processes the request for Lotto Paper Supplies of National Capital Region (NCR), Northern and Central Luzon (NCL), Southern Tagalog and Bicol Region (STBR), Visayas and Mindanao Departments.

Office or Division:		Assets and Supply Management Department, Supply Management Division - Gaming Supplies Section		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		PCSO's National Capital Region, Northern and Central Luzon and Southern Tagalog and Bicol Region, Visayas and Mindanao Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Stock Requisition Form (SRF)		Gaming Supplies Section, Assets and Supply Management Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Supply Requisition Form (SRF) to the Gaming Section, ASMD	2. Accepts the SRF for the release of Gaming Paper Supplies from the NCR, NCL STBR, VisMin Dept. 3. Prepares the requested Gaming Paper Supply (For VisMin Dept. prepare Purchase Request (PR) for shipment to PCSO Cebu Warehouse)	None	10 minutes	Supply Officer / Warehouseman
2. Receive the requested Gaming Supplies	1. Releases the Gaming Paper Supplies to the requesting department /winning courier (VisMin) 2. Updates the ledger cards	None	10-20 minutes	Supply Officer / Warehouseman

	and Perpetual Bin Cards upon release of stocks			
TOTAL			Maximum of 30 minutes	



4. Releasing of Office, Printing, Medical, and Dental Supplies

The Supply Management Division, Assets and Supply Management Department (ASMD) processes the request of various PCSO Offices and Departments (Main Office) for supplies needed for their daily operations.

Office or Division:		Assets and Supply Management Department, Supply Management Division - Office Supplies Section and Medical Supplies Section		
Classification:		Simple Transactions		
Type of Transaction:		Government to Government		
Who may avail:		PCSO Main Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Assets and Supply Management Department (ASMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a Requisition and Issue Slip (RIS)	1.1. ASMD personnel provides RIS to the requesting department representative	None	10 seconds	Assets and Supply Management Department (ASMD)
2. Submit the duly approved RIS	2.1. Accepts the duly approved RIS 2.2. Checks availability of stocks. In case of limited stocks, Supply Officer / Pharmacist issues reasonable quantity to control the supplies for equitable distribution.	None	5 -10 minutes per RIS	Supply Officer Supply Officer / Pharmacist
3. Submit and receive the requested supplies	3.1. Accepts the duly signed RIS at the warehouse 3.2. Prepares the items being	None	10 - 15 minutes per RIS	Department Representative



	<p>requested following the FIFO Principle (First-In-First-Out)</p> <p>3.3. Releases the requested supplies</p> <p>3.4. Updates the inventory stock cards and Perpetual Bin Cards upon release of stocks</p>			Supply Officer / Pharmacist Warehouseman
TOTAL		None	Maximum of 25 minutes	



C. General Services Department

1. Dissemination of Board Resolutions and Confidential Documents

This process shows the steps on how Board Resolution and Confidential Documents are disseminated to concerned offices/ departments.

Office/Department/ Division:		Administrative Sector, General Services Department, Central Records and Library Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Endorses/ Forwards office issuance to the CRLD for Dissemination and Safekeeping	1.1 Receives the office issuances a. Indicates the initial, date time and control number. b. Records the Control No. in the logbook. c. Forwards to the Chief of Division	None	1 minute	CEO IV
	1.2 The DC determines to what office, department or employee to send/ or furnished copy.	None	1 minute	Division Chief III/ or Records Officer IV/ Records Officer III
	1.3 Preparation of documents for dissemination a. Reproduces the number of copies required and sorts the same. b. Distribution list shall be prepared for acknowledgment of the receiver.	None	1 working day 2 working days	Records Officer II/ Librarian Aide Librarian Aide



	c. Disseminates to concerned offices, departments or employee concerned.			
	1.4 Encodes in the Monitoring Sheet	None	1 minute	Records Officer IV/ Records Officer III/ Records Officer II
	1.5 Classifies the documents (Office Issuances) on the basis of classification schedule and writes the corresponding number on the upper right corner, prior for filing.	None	2 minutes	Division Chief III/ Records Officer IV/ Records Officer III/ Records Officer II
	1.6 Sorts and files systematically the Office Issuances according to Classification Schedule for easy retrieval and for preservation and reference	None	2 minutes	Division Chief III/ Records Officer IV/ Records Officer III/ Records Officer II
	1.7 Transfers the scanned documents to the external hard disk drive for back up	None	2 minutes	Records Officer IV/ Records Officer II
Total		None	3 Working days and 9 minutes	



2. Dissemination of Office Issuances

This process shows the steps on how office issuances (e.g., Memoranda, Special Orders, Memorandum Orders, Circulars, and others) are disseminated to concerned offices / departments.

Office/Department/ Division:		Administrative Sector, General Services Department, Central Records and Library Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Endorses/ Forwards office issuance to the CRLD for Dissemination and Safekeeping	1.1 Receives the office issuances a. Indicates the initial, date time and control number. b. Records the Control No. in the logbook. c. Forwards to the Chief of Division.	None	1 minute	CEO IV
	1.2 The DC determines to what office, department or employee to send/ or furnished copy.	None	1 minute	Division Chief III/ or Records Officer IV/ Records Officer III
	1.3 Sends through corporate email/ or through viber Corporate email: • Department/ office email • Email of the DM • Emails of TAs • Personnel concerned	None	2 Minute	Records Officer IV/ Records Officer III/ Records Officer II



	Viber: designated receiving officer			
	1.4 Print out the proof of receipt (sent item email)		1 minute	Records Officer IV/ Records Officer III/ Records Officer II
	1.5 Encodes the Issuance/ Document in the Monitoring Sheet and attaches the printed proof.	None	1 minute	Records Officer IV/ Records Officer III/ Records Officer II
	1.6 Classifies the documents (Office Issuances) on the basis of classification schedule and writes the corresponding number on the upper right corner, prior for filing.	None	2 minutes	Division Chief III Records Officer IV/ Records Officer III/ Records Officer II
	1.7 Sorts and files systematically the Office Issuances according to Classification Schedule for easy retrieval and for preservation and reference	None	2 minutes	Division Chief III Records Officer IV/ Records Officer III/ Records Officer II
	1.8 Transfers the scanned documents to the external hard disk drive for back up	None	2 minutes	Records Officer IV/ Records Officer II
Total		None	11 minutes	



3. Handling of Mails, Correspondences, and Packages Received through Postal Office, Private Couriers, and Government Agencies

This procedure applies to all mails and correspondences being received by the Division from the external and internal clients, respectively.

Office/Department/Division:		Administrative Sector, General Services Department, Central Records and Library Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1.1 Receives the documents, packages and letters from postal service, private courier and other government agencies; for distribution to concerned PCSO officials and/or employees (mails, letters, and packages for separated and retired employees are returned to the courier)	None	2 minutes	Plumber II (acting as Librarian Aide) / CEO IV
	1.2 Sorts and records in the logbook.	None	5 minutes	Plumber II (acting as Librarian Aide)
	1.3 Distributes to concerned offices, departments /or employees concerned.	None	1 hour	Plumber II (acting as Librarian Aide)
Total		None	1 hour and 7 minutes	



4. Handling of Mails and Correspondences for Sending through Personal Service Delivery

This procedure applies to all mails and correspondences being received by the Division from the external and internal clients, respectively.

Office/Department/Division:		Administrative Sector, General Services Department, Central Records and Library Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. PCSO Offices/ Departments forwards the letters/ Correspondences and/or the documents to the CRLD	1.1 Receives the documents with attached photocopy for personal service delivery.	None	1 minute	Plumber II (acting as Librarian Aide) / CEO IV
	1.2 Prepares the receiving copy for Acknowledgement of the receiving entity or private individual.	None	2 minutes	Librarian Aide
	1.3 Encodes in the monitoring sheet of out-going documents the sender, addressee and the date of receipt of the receiving entity or private individual to have received by the sender.	None	2 minutes	Librarian Aide
	1.4 Correspondences/ Letters received before 12NN are delivered on the same day (with availability of	None	4 hours (Within the day (if Carpool Available))	Librarian Aide



	<p>service vehicle). Correspondences/ Letter received beyond 12NN are scheduled for the next working day.</p> <p>1.5 Priority/ Urgent Correspondences/ Letters are delivered on the same working day.</p> <p>1.6 Deliver the documents to the concerned government or private agency.</p> <p>1.7 Provides the process owner the photocopy of receipt of the receiving entity.</p> <p>1.8 Files and photocopy of letters, Official Receipts sends through private couriers, and the mailing list of outgoing letters through postal according to mail category.</p>	None	2 minutes	Librarian Aide
		None	2 minutes	Librarian Aide
Total		None	4 hours and 9 minutes	



5. Handling of Mails and Correspondences for Sending through Postal Service

This procedure applies to all mails and correspondences being received by the Division from the external and internal clients, respectively.

Office/Department/Division:		Administrative Sector, General Services Department, Central Records and Library Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. PCSO Offices/ Departments forwards the letters/ Correspondences and/or the documents to the CRLD	1.1 Receives the documents with attached photocopy for mailing through postal service.	None	1 minute	Plumber II (acting as Librarian Aide) / CEO IV
	1.2 Sorts letters according to the mail category.	None	3 minutes	Plumber II (acting as Librarian Aide)
	1.3 Prepares and encodes letters in the mailing list of out-going communications for mailing and indicates the tracking number and the amount therein to have received by the postal office.	None	3 hours	Plumber II (acting as Librarian Aide)
	1.4 Mails for postal service are sent every Tuesdays and Thursdays	None	3 hours (Once or twice a week) 2 minutes	Plumber II (acting as



	<p>(Once a week depending of the bulk of mails).</p> <p>1.5 Mails the letters/ correspondences.</p> <p>1.6 Files and photocopy of letters, Official Receipts and the mailing list of outgoing letters through postal according to mail category.</p>	None		<p>Librarian Aide)</p> <p>Plumber II (acting as Librarian Aide)</p>
Total		None	6 hours and 6 minutes	



6. Handling of Mails and Correspondences for Sending through Private Couriers

This procedure applies to all mails and correspondences being received by the Division from the external and internal clients, respectively.

Office/Department/Division:		Administrative Sector, General Services Department, Central Records and Library Division		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCESSI NG TIME	RESPONSIB LE PERSON
1. PCSO Offices/ Departments forwards the letters/ Correspon dences and/or the documents to the CRLD	1.1 Receives the documents with attached photocopy for mailing through private courier;	Non e	1 minute	Plumber II (acting as Librarian Aide) / CEO IV
	1.2 Prepares sorts and computes the amount to be paid and indicates the control no. sending through private courier the letters.	Non e	3 minutes	Records Officer III
	1.3 Encodes with name of sender and addressee with corresponding Official Receipt.	Non e	3 minutes	Records Officer III
	1.4 Received correspondences/letter before 3PM are sent through private couriers on the same working day. Received correspondences/letter beyond 3PM are sent through private couriers on	Non e	1 hour	Records Officer III



	the next working day.			
	1.5 Priority/ Urgent correspondences/ letters are sent on the same working day regardless of the time of receipt.		3 minutes	
	1.6 Provides the sender a photocopy of Official Receipt as proof of sending the letters upon request.	Non e		Records Officer III
	1.7 Files and photocopy of letters, Official Receipts sends through private couriers, and the mailing list of outgoing letters through postal according to mail category.	Non e	2 minutes	Records Officer III
Total		Non e	1 hour and 12 minutes	



7. Procurement of Supplies, Materials, Equipment, and Services (External)

The Procurement Division procedure applies to the procurement of supplies, materials, equipment and services with a value of One Million Pesos (Php 1,000,000.00) and below through the alternative Mode of Procurement- Small Value Procurement. (Above 50,000.00)

Office/Department/Division:		Administrative Sector, General Services Department, Procurement Division		
Classification:		Simple		
Type of Transaction:		Government to Government /Government to Citizen		
Who May Avail:		Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Request for Quotation/s (RFQs)		Procurement Division-GSD		
B. Lists of Requirements for Accreditation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Search from Philgeps website of PCSO various requirements	1. Posting at the Philgeps website	None	1 day	Supply Officer I, II, III Buyer III,IV,V
2. Secures copy of RFQ for the particular transaction from Philgeps website	2. Provides/send RFQ to supplier thru fax or email and to Philgeps website		<i>Up to 2 days depending on the accessibility of the Philgeps website</i>	
3. Coordinates with Procurement Division on the specification/s and ABC	2.1 Not highly technical/ simple procurement – Procurement Division confirms the specification 3.2 Highly Technical/ Complicated Request – Procurement Division refers the supplier to the concerned office for clarification		1 day	Supply Officer I, II,III Buyer III,IV,V



4. Submission of RFQs within the prescribed period stated at the Philgeps website to Procurement Division (via email/ fax)	Receives the RFQ		1 day	Supply Officer I,II,III Buyer III,IV,V
	Preparation of Summary / Abstract of Quotations <ul style="list-style-type: none"> • Review of the RFQs based on completeness of documents • Confirms and validates with the supplier their submitted RFQ • Coordinates with the end-user the completeness and compliance of the RFQs 		1 day	Supply Officer I,II,III Buyer III,IV,V
	Submits to the Canvass Committee/BAC for recommendation and approval of award		10 minutes	Supply Officer I,II,III Buyer III,IV,V
	Procurement Division receives BAC Resolution approved by the GM		5 minutes	Personnel in charge of incoming & outgoing documents
	Preparation of the Certificate of Award and PO		Up to 2 days	Supply Officer I,II,III Buyer III,IV,V
	Submission of the Cert. of Award and PO to ABD		10 minutes	Personnel in charge of incoming & outgoing documents
	Received Cert. of Award and PO signed by the ABD-DM		5 minutes	Personnel in charge of incoming &



				outgoing documents
	Endorsement of the Cert. of Award and PO to OGM		5 minutes	Personnel in charge of incoming & outgoing documents
	Receives Cert. of Award and PO signed by the GM		5 minutes	Personnel in charge of incoming & outgoing documents
	<ul style="list-style-type: none"> • Cert. of Award – for filing of Procurement Division • PO -to be sent to the supplier -copy furnished Supply Mgt. Division 		1 day	Personnel in charge of incoming & outgoing documents
	Receives Sales Invoice		5 minutes	Supply Officer I,II,III Buyer III,IV,V
	Preparation of RFI and IAR by the Procurement Division		4 hours	Supply Officer I,II,III Buyer III,IV,V
	Transmittal of RFI and IAR to ABD		10 minutes	Personnel in charge of incoming & outgoing documents
	Receives RFI and IAR signed by the ABD-DM		5 minutes	Personnel in charge of incoming & outgoing documents
	<p>Not Requiring ARE – preparation of RFP by the Procurement Division</p> <p>Requiring ARE – Endorsement to ASMD-AMD of the copy of the PR and SI</p>		3 hours	Supply Officer I,II,III Buyer III,IV,V



	With RFP – submitted to ABD Receives ARE from ASMD and prepares RFP		1 day	Personnel in charge of incoming & outgoing documents
5. Reviews specifications and Approved Budget for the Contract (ABC)	5.1 Confirms specifications and ABC as stated in the approved Annual Procurement Plan (APP)	None	1 day	Supply Officer I,II,III Buyer III,IV,V
6. Deadline for Submission of RFQs: a. Three (3) working days for transactions <Php 50,000.00 b. Within five (5) calendar days or as specified for > Php 50,000.00 but < Php 1,000,000.00 worth of transactions.	6.1 Receives and review RFQs submitted w/in the given deadline. 6.2 Confirms and validates with the supplier their submitted RFQ. 6.3 Coordinates and confirm with the end-user that the submitted RFQs are compliant with the requirements. 6.4 Prepares the Summary/Abstract of Quotations, signed by the Canvasser and Chief of Procurement Division. 6.5 Submits to the Canvass Committee/BAC for recommendation and approval of award.	None	a. Three (3) working days b. Within five (5) calendar days or as stated in RFQ for > Php 50,000.00 but < Php 1,000,000.00 worth of transactions.	Supply Officer I,II,III Buyer III,IV,V
7. Submission of accreditation requirement	7.1 Receives and verifies that the submitted legal documents are	None	1 day	Supply Officer I,II,III Buyer III,IV,V



<p>Note:</p> <p>b. If denied, will be informed thru letter/email; and</p> <p>c. If complied, the proponent will be informed thru letter and included in the list of vendor's data bank.</p>	<p>valid and updated. (PhilGEPS accredited)</p> <p>7.2 If found to be complete and compliant with the requirements, include in the Vendors Data Bank</p> <p>7.3 Send RFQs for product available in their store</p>			
Total	None	17 days		



8. Provision of Request for Service Vehicle Procedure

This procedure involves the steps on how to avail the service vehicle by employees needing transportation in transacting official business/es outside the PCSO premises.

Office/Department/Division:		Administrative Sector, General Services Department, General Services Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle Request Form (VRF) 2. Service Vehicle Trip Ticket Form (SVTTF)		General Services Department – General Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Fills up Part 1 of VRF and A. of SVTTF	1.1 Receives and accomplishes Part II of VRF, verifying available drivers/vehicle and approval or disapproval of the request.	None	Within 20 minutes	<i>Administrative Assistant</i> <i>Senior Transportation Regulations Officer</i> <i>GSD Manager/ or duly his authorized representative</i>
2. Waits to be informed of the available transportation service.	2.1 Informs the requestor of the approved request.	None	Within 5 minutes	<i>Senior Transportation Regulations Officer</i>
	2.2 Assigned driver accomplishes Part C of the SVTTF attached to the VRF and provides duplicate copy of the SVTTF to the Security Guard on duty on the entrance parking of Conservatory	None	Within 2 minutes	<i>Assigned Driver</i>



	Shaw Plaza Building.			
3. Proceeds with the official travel.	3.1 Drives the vehicle to its destination.	None	N/A	<i>Assigned Driver</i>
4. Employee accomplishes Part III of VRF and Part C of SVTTF after the travel/trip.	4.1 Assigned driver returns the vehicle to the parking area.	None	Within 10 minutes	<i>Assigned Driver</i> <i>Security Guard</i>
	4.2 Security Guard on duty fills up Part D of the SVTTF.			
	4.3 Assigned driver submits the VRF and SVTTF to the Senior Transportation Regulation Officer for recording purposes.			
Total		None	37 minutes	



9. Records Disposal

This procedure shows the steps on how to dispose of records in accordance with the guidelines set forth by the National Archives of the Philippines (NAP).

Office/Department/Division:	Administrative Sector, General Services Department, Central Records and Library Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	PCSO Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Request for Authority to Dispose of Records (NAP Form No. 3)			CRLD-GSD	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submits three (3) copies of the accomplished request for authority to dispose of records (NAP Form No. 3) duly approved by the DM and the GM.	1.1 Receives approved and signed NAP Form 3 from the requesting office/ department.	None	4 hours	Division Chief III
	1.2 Transmits the NAP Form 3 approved by the General Manager to the National Archives of the Philippines for approval	None	1 day	Records Officer III Librarian Aide
	1.3 Prepares memorandum signed by the DM of GSD, transmitting the photocopy of the proof of receipt by the NAP of the Request for Authority to Dispose of Records to the	None	1 day	Division Chief III Records Officer IV



	concerned office or department.			
	<p>1.4 Receives from NAP the Notice of Approval and the Records Management Analysis Report on the manner of disposal and prepares the following communications, for signature of the General Manager;</p> <ul style="list-style-type: none"> • Letter address to NAP requesting for NAP's official buyer • Letter to PCSO-COA requesting for a representative to witness the actual disposal <p>1.5 Receives Letter address to NAP and Letter to PCSO-COA signed by the GM</p> <p>1.6 Coordinates with the NAP's Official Buyer on the Schedule of Actual Disposal.</p>	None	2 days upon receipt of NAP the letter request	<p>Division Chief III</p> <p>Records Officer IV</p> <p>Division Chief III</p>
	1.7 Conducts the actual disposal with the presence of witnesses from CRLD, NAP,	None	3 days	<p>Division Chief III</p> <p>Records Officer III</p>



	<p>PCSO-COA and NAP's official buyer based on the schedule provided by NAP.</p> <p>1.8 The buyer and CRLD representative remits the payment to the Treasury Department.</p> <p>1.9 CRLD secures copy of the OR to be attached to the Certificate of Disposal.</p> <p>1.10 Representatives from NAP, CRLD and PCSO-COA signs the Certificate of Disposal</p> <p>1.11 Prepares transmittal to furnish copy of the Certificate of Disposal to the concerned department and CRLD to file the original Certificate of Disposal.</p>			
Total		None	7 days and 4 hours	



10. Request for Records

This procedure applies to requisitions pertaining to official and/or public documents being maintained and secured by the Central Records and Library Division.

Office/Department/Division:		Administrative Sector, General Services Department, Central Records and Library Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. CRLD Request Slips			CRLD-GSD	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Slip from CRLD				
2. Accomplishes the Request Slip	2.1 Receives the accomplished request slip.	None	1 minute	Records Officer IV/ Records Officer III/ Records Officer II
	2.2 Evaluates the purpose/use and the type of document being requested and approves/disapproves the request. (Purpose of the request are approved when it is for official and legal use consistent with FOI.)			
	2.3 Locates and retrieves records on file.	None	5 minutes when specific and complete information is provided as regards the	Records Officer IV/ Records Officer III/ Records Officer II



			records being requested	
	1.3 Releases the records	None	1 minute	Records Officer IV/ Records Officer III/ Records Officer II
Total		None	7 minutes	



11. Work Process Request

This procedure applies to requisitions being received by the General Services Division for repairs, fabrication, construction and general services concerns.

Office/Department/Division:		Administrative Sector, General Services Department, General Services Division		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Job Request Form			General Services Department-GS Division or download from the PCSO website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Requesting personnel / office secures and fills up JRF from GSD or the PCSO website.	1.1 Receives accomplished Job request form. 1.2 Records all requests.	None	5 minutes	Administrative Assistant/ Requesting party
	1.3 Evaluates the concern and determine nature of work requested. 1.4 Assigns to the Appropriate section/Technician	None	10 minutes	Engineer V/ Section Chiefs
	1.5 Assesses and determines the action to be taken. 1.6 Performs the following appropriate actions: - If spare parts and materials are available or not required, repair may proceed. - If spare parts and materials	None	- if spare parts are available or not required and non-availability of GSD Technician – for scheduling and to be	Engineer V/ Section Chiefs/ GSD Technician



Provides feedback, remarks, and acknowledge the job performed.	<p>are not available and/or outside contract services are required, accomplish JER and PR and other pertinent documents for the purchase of the needed materials needed.</p> <ul style="list-style-type: none"> - In case a major defect is found in the structure/equipment of rented office spaces and building, inform the Section Chiefs. <p>-</p> <p>1.7 Assigned GSD personnel/ technician accomplishes the actual job performed, status, and remarks on the JRF</p> <p>1.8 Request the client (requesting office) to acknowledge the job performed and provide feedback/ remarks.</p> <p>1.9 Submits the duly acknowledged JRF to the respective Section Chief</p>		<p>prioritized</p> <ul style="list-style-type: none"> - if spare parts are available or not required – within the day - will go to the PR process if materials and outside services are required 	
	<p>1.10 Records and files completed JRF</p> <p>1.11 Logs records</p>	None	Within 15 minutes	Administrative Assistant
Total		None	one (1) hour to one (1) day	



D. Human Resources Department

1. Issuance and Replacement of PCSO Identification Card

This procedure starts from creating identification card up to releasing to employee/personnel. The Human Resources Department manage the creation of identification card of officials/employees.

Office/Department/ Division:	Philippine Charity Sweepstakes Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Official and Employee			
Who May Avail:	PCSO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Duly accomplished Personnel Information for Office ID/MAP HRD Form No. 2015-02 b. Special Order c. If lost, Affidavit of loss d. If for replacement, old ID		Human Resources Department		
CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Personnel Information for Office ID/MAP HRD Form No. 2015-02	1. Receive complete/duly accomplished form and other requirements from new employee/personnel and for request for ID replacement	None	5 minutes	Administrative Assistant II
2. Submit accomplish the form and other requirements for request for new/ replacement of ID	For new employees/personnel, receive duly accomplished form and other requirements such as Special Order. For ID replacement, receive affidavit of loss in case of loss; in case of dilapidation and	None	5 minutes	Administrative Assistant II



	<p>change in name or change in entries.</p> <p>a. Verify data indicated in the accomplished form and check submitted requirements</p> <p>b. Check if the submitted requirements are complete and verify data indicated in the accomplished form</p> <p>c. Create or update employee/personnel database</p> <p>Attach ID picture (emailed by the Corporate Planning Department)</p> <p>For change in name or entries in the ID, update data base</p> <p>d. Print ID</p>	None	<p>1 hour</p> <p>4 hours</p> <p>30 minutes</p> <p>10 minutes</p>	<p>Administrative Assistant II</p> <p>Administrative Assistant II</p> <p>Administrative Assistant</p> <p>Administrative Assistant</p>
2. Sign the logbook as proof of released of ID	a. Release ID	None	10 minutes	Administrative Assistant



2. Request and Release for MAP Payment (Reimbursement of Expenses/Financial Assistance)

This process starts from receipt of request for Medical Assistance Program payment (reimbursement of expenses or financial assistance) from PCSO officials and employees for Guarantee Letter up to the released of signed/approved Guarantee Letter with PCSO seal.

Office/Department/Division:	Philippine Charity Sweepstakes Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Official of Employee			
Who May Avail:	PCSO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proof of no pending case 2. Proof of annual check-up 3. Accomplished MAP Payment Form (MAP Form #2-A and MAP Form #2-B) 4. Medical Abstract/Discharge Summary/ Medical Certificate 5. Statement of Account/Hospital Bill 6. Official Receipts (in case of reimbursement) 7. Doctor's Prescription 8. Doctor's Request (specified procedure) 		MAP Section – EWBD-HRD PCSO webpage – Employees Downloadable Forms		
CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<ol style="list-style-type: none"> 1. Submit request for MAP payment (Reimbursement of expenses/Financial Assistance) A. Hospitalization <ol style="list-style-type: none"> 1. MAP Payment Form No. 2-A/B 2. Medical Abstract or Discharge Summary 3. Statement of Account/Hospital Bill 	<ol style="list-style-type: none"> 1.1. Check the completeness of requirements 	None	15 Minutes	Personnel Specialist II Administrative Aide III



<p>4. Official Receipts (in case of reimbursement)</p> <p>B. For Laboratory Procedure:</p> <ol style="list-style-type: none"> 1. MAP Payment Form #2-A/B 2. Doctor's request 3. Medical Certificate with the physician's license number 4. Statement of Account or Official Receipts (in case of reimbursement) <p>C. Consultation:</p> <ol style="list-style-type: none"> 1. MAP Payment Form #2-A/B 2. Medical Certificate with the physician's license number 3. Official Receipts <p>D. Corrective Lenses:</p> <ol style="list-style-type: none"> 1. MAP Payment Form #2-A/B 2. Refraction/Medic al Certificate by an Ophthalmologist 3. Official Receipts <p>E. For Orthodontic/Dent al:</p> <ol style="list-style-type: none"> 1. MAP Payment Form #2-A/B 2. Dental Certificate 3. Official Receipts 4. MSD Evaluation for Php3,000.00 and above 				
--	--	--	--	--



F. For Executive Check-up: 1. MAP Payment Form #2-A/B 2. Medical Certificate from his/her attending physician and Medical Services Department 3. Official Receipts G. Reimbursement of Medical Modalities 1. MSD Evaluation 2. Presentation of Device (duly inspected by ABD within 30 calendar days from date of purchase) 3. Medical Certificate with physicians license number 4. Official Receipt				
	1.2. Check MAP Balance		30 Minutes	Personnel Specialist II Administrative Aide III
	1.3. Encode in the Computerized Accounting System(CAS) and forward to Supervisor		10 Minutes	Personnel Specialist II
	1.4. Validate entries and approve. Forward to the Department Manager		10 Minutes	Personnel Specialist II Division Chief III
	1.5. Approve and forward		10 Minutes	Department Manager III



	to the Accounting and Budget Department			
	1.6. Transmit hard copies to ABD		30 Minutes	Administrativ e Aide III
TOTAL		Non e	One (1) Hour 45 Minutes	



3. Request and Release of Certificate of Employment with Emolument

This procedure starts from receiving document request up to releasing or certified true copy of the documents. This procedure manages the creation, revision and approval of document request.

Office/Department/Division:	Philippine Charity Sweepstakes Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Official of Employee			
Who May Avail:	PCSO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company ID		Employee Welfare and Benefits Division - Human Resources Department		
CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Make a Request for Certificate of Employment with Emolument	a. Receives request	None	30 Minutes	Senior Personnel Specialist
	b. Review/update employee's record of appointment, salary grade, allowances and other benefits	None	45 Minutes	Senior Personnel Specialist
	c. Print Certificate of Employment and check entry details	None	5 Minutes	Senior Personnel Specialist
	d. Sig/certify correctness of the certificate	None	5 minutes	Division Chief III EWBD
2. Sign the logbook as proof of receipt of documents	e. Release Certificate	None	1 Minute	Senior Personnel Specialist

TOTAL	None	1 hour and 26 minutes	
--------------	-------------	------------------------------	--



4. Request and Release of Guarantee Letters under Medical Assistance Program (MAP)

This process starts from receipt of request from PCSO officials and employees for Guarantee Letter up to the release of signed/approved Guarantee Letter with PCSO seal.

Office/Department/Division:	Philippine Charity Sweepstakes Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Official of Employee			
Who May Avail:	PCSO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of no pending case 2. Proof of annual check-up 3. Accomplished MAP Request Form (MAP Form #1) 4. Request from Attending Physician – Laboratory Procedures, for Confinement, for Consultation and others (specify) 5. Prescription for Medicines for the Attending Physician		Medical Assistance Program Section – Employee Welfare and Benefits Division – Human Resources Department PCSO webpage – Employees Downloadable Forms		
CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request for Guarantee Letter under MAP A. For Laboratory Procedure: a. Doctor's Request (Specified Procedure) b. MAP Request Form No.1 B. For Emergency Room/Hospital Confinement a. MAP Request Form #1	a. Check the completeness of requirements	None	10 Minutes	Personnel Specialist II



C. For Medicines a. Prescription for Medicines from the Attending Physician b. MAP Request				
2. Receive the signed/approved GL and affix seal	2.1. Release to requesting official or employee the GL	None	5 Minutes	Personnel Specialist II Administrative Aide III
TOTAL		None	Two (2) hours and 45 minutes	



5. Request for Documents (Service Record, Certificate of Employment)

This procedure starts from receiving document request up to releasing of certified true copy of the documents. This procedure manages the creation, revision and approval of document request.

Office/Department/Division:	Philippine Charity Sweepstakes Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Official of Employee			
Who May Avail:	PCSO Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company ID		Personnel Relations and Services Division, Human Resources Department		
CLIENTS STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Make a request and fill-up the Request for Documents Form	1.1. Receives employees' documents request	None	10 Minutes	Senior Administrative Assistant
	1.2. Review service card and update requested documents	None	2 days review for certificate of employment	Senior Administrative Assistant
	1.3. If the requested certificate is with emolument, review the allowances and other benefits, (service record, certificate of employment). 1.4. Print/ initial service record, certificate of employment or certificate of employment with emolument forward to Personnel Specialist II for	None	30 minutes review with proof reading of service record and certificate of employment	Senior Administrative Assistant



	another checking and initials.			
	<p>1.5. Check document details</p> <p>For Service Record</p> <p>a) Check the Record of leaves absences without pay, appointment and salary grade if updated.</p> <p>b) If the service record is updated, initial the service record before endorsing the same to Personnel Specialist I.</p> <p>c) If the service record is with correction, revise and return to Senior Administrative Assistant II to update and print.</p> <p>d) Check the Record of leaves and absences without pay</p> <p>For Certificate of Employment</p> <p>a) If the certificate is, updated personnel-in-charge initial</p>	None	<p>2 days</p> <p>30 Minutes</p> <p>30 Minutes</p>	Senior Administrative Assistant



	<p>the certificate before endorsing the same to the Division Chief</p> <p>lii.</p> <p>b) If the certificate is with correction, revise the certificate and return to the Senior Administrative Assistant II to print and update.</p>			
	1.6. Review the Service Record Division Chief will verify the service record	None	30 minutes	Division Chief III
	<p>1.7. Sign/certify service record</p> <p>a) If updated and correct, Division Chief will sign/certify the documents</p> <p>b) If with correction, Division Chief will return the service record to Senior Administrative Assistant II to update and print the documents.</p>		<p>30 Minutes</p> <p>30 Minutes</p>	Division Chief III, PRSD
2. Sign the logbook as proof of	<p>2.1. Release Documents</p> <p>2.2. Release the signed</p>		5 minutes	Senior Administrative Assistant



released of documents	documents to the employee			
TOTAL		None	4 days, 2 days, and 25 minutes	



E. Information and Technology Services Department

1. Request for Programs/Applications for In-House Development

The service is provided by the Information Technology Services Department – Systems, Web and Graphics Division (SWGD) to PCSO requesting departments and offices. The programs/applications to be develop are based on end users' requirements. The process starts from the time the request is made, gathering of users' requirements, planning, development and deployment of the project, up to the acceptance and maintenance of the developed program/application.

Office or Division:	Information Technology Services Department (ITSD) – Systems, Web & Graphics Division (SWGD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCSO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum from the requesting department/office to ITSD		Requesting department/office		
Users' requirements on the project		Requesting department/office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Draft a memorandum request for program/application to be developed by ITSD	Personnel shall receive the memorandum and endorse it to SWGD	None	15 minutes	ITSD personnel
	SWGD will set a meeting with the end-users to gather and analyze the users' requirements	None	Within 5 working days	ITSD-SWGD personnel
	Designs the scope of the project and software architecture	None	Within 10 working days	ITSD-SWGD personnel
	Plans the timeline of the project	None	Within 10 working days	ITSD-SWGD personnel



2. Review and approve the proposed design and timeline of the project	Request for the approval of the proposed design and timeline of the project	None	Within 5 working days	ITSD-SWGD personnel
	Starts the development of the project	None	Dependent on the project timeline	ITSD-SWGD personnel
	Once developed, the program/application is to be deployed on the test-server	None	Dependent on the project timeline	ITSD-SWGD personnel
	Request the end-users to conduct parallel run testing to check if there are no errors/bugs	None	Dependent on the project timeline	ITSD-SWGD personnel
3. Test the project's efficiency by parallel run testing (old/manual system vs. new/developed system)	Modify and update the software if there are suggestions/corrections made by the end-users	None	Dependent on the project timeline	ITSD-SWGD personnel
	Implement the project by deploying the developed program/application to the production server	None	Dependent on the project timeline	ITSD-SWGD personnel
4. Perform live run of the developed program/application	Request for end-users' acceptance, once the developed program/application successfully passes through all the stages without any issues	None	Dependent on the project timeline	ITSD-SWGD personnel
5. Accept the developed program/application	Conduct program/application maintenance and continuous support to the end-users	None	Dependent on the project timeline	ITSD-SWGD personnel
END OF TRANSACTION				



2. Request for Uploading of Website Content

The service includes uploading of contents on the agency's corporate website such as PCSO articles, draw result details and bidding documents to inform the public. The process starts with updating the content of the website up to the creation of the feedback report.

Office or Division:	Information Technology Services Department (ITSD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCSO Corporate Planning Department (CPD), Bids & Awards Committee (BAC), Gaming Technology Department (GTD) and Data Security Division (DSD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information or files to be posted		Concerned Department		
For CPD & BAC concerns: Change Request Form (CRF)		Go to PCSO website (https://www.pcsso.gov.ph/), click the "Downloads" tab, then click "Change Request Form for Web Upload" and print the form		
For GTD & DSD concerns: Cotejo (Official Draw Results) Form 1. <i>Details from the Cotejo Form will be encoded to the Lotto Results Information System (LRIS) – a system used to encode the lotto results to PCSO website</i> 2. <i>Scanned Cotejo Form to be uploaded</i>		Gaming Technology Department (GTD) and Data Security Division (DSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Form For CPD & BAC: CRF together with the information and files (soft copy) to be posted on the website	Receive Change Request Form (CRF) or Cotejo Form	None	15 minutes	For CPD and BAC concerns: ITSD-SWGD personnel For GTD & DSD concerns: ITSD assigned personnel



For GTD & DSD: Cotejo Form with official draw results to be encoded on LRIS and posted on the website	Obtain content from: CPD – news, activities, directories, contact information, etc. BAC – for bidding concerns GTD & DSD – lotto draw and other game draw results	None	15 minutes	For CPD and BAC concerns: ITSD-SWGD personnel For GTD & DSD concerns: ITSD assigned personnel
	For CPD & BAC concerns: a. Upload files to be posted on the website b. Verify the execution of CRF	None	Within the day	ITSD-SWGD personnel
	For GTD & DSD concerns: a. Encode the details from the Cotejo Form using LRIS b. Scan the Cotejo Form c. Upload the scanned Cotejo Form on the website	None	30 minutes	ITSD assigned personnel



<p>1. Review the uploaded document and updates</p> <p>For CPD & BAC: Verify the updates and changes made on the website</p> <p>For GTD & DSD: DSD assigned personnel will verify the encoded lotto results and uploaded document on the website</p>	<p>Inform the said departments that the information is already posted on the website</p>	None	15 to 30 minutes	<p>For CPD and BAC concerns: ITSD-SWGD personnel</p> <p>For GTD & DSD concerns: ITSD assigned personnel</p>
<p>3. Acknowledge receipt of the service rendered</p> <p>For CPD & BAC: Affix client's signature on the Change Request Form</p>	<p>Request client to acknowledge receipt of the service by affixing client's signature on the form</p>	None	10 minutes	ITSD-SWGD personnel
	<p>Document and file the accomplished Change Request Form</p>	None	5 minutes	ITSD-SWGD personnel
<p>For GTD & DSD: Receive copy of signed Cotejo Form from ITSD assigned personnel</p>	<p>Sign the Cotejo Form and give a copy to GTD & DSD</p>	None	5 minutes	ITSD assigned personnel
	<p>Document and file the original copy of Cotejo Form</p>	None	5 minutes	ITSD assigned personnel
END OF TRANSACTION				



3. Technical Support for Corporate Email and Server Problem

Technical support is provided by the Information Technology Services Department – Database Administration Division (DAD) to PCSO employees in need of assistance for technical problem for the corporate e-mail and server. The process starts from the time the request is made, resolution of the problem up to the provision of client feedback.

Office or Division:	Information Technology Services Department (ITSD) – Database Administration Division (DAD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCSO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ITSD Online Help Desk (OHD) via PCSO Website to report ICT technical problem		PCSO Corporate Website		
Memorandum from the requesting department/office to ITSD		Requesting department/office		
Job Order Request Form		Go to PCSO website (https://www.pcsso.gov.ph/) , click “Downloads” tab, the click “Job Order Request Form (ITSD)” and print the form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the corporate e-mail and server related problem encountered via OHD or memoranda	Personnel shall access the OHD application for records on queue to view the clients’ requests for corporate e-mail and server related problem.	None	15 to 20 minutes	ITSD personnel
	Access the OHD ticket number to assess the clients’ program/application related issues and concerns.	None	20 to 30 minutes	ITSD-DAD personnel
	Resolve the reported technical problems ➤ For simple request	None	 ➤ Within the day	ITSD-SWGD personnel



	➤ For complex request		➤ Within 3 working days	
	- Update the OHD ticket entry details on the diagnosis and solution entries	None	10 to 15 minutes	ITSD-SWGD personnel
	Review then close the OHD ticket	None	5 to 10 minutes	ITSD-SWGD personnel
END OF TRANSACTION				



4. Technical Support for Information and Communications Technology (ICT) – Hardware

Technical support for ICT hardware component is provided by the Information Technology Services Department – Network Administration and Technical Support (ITSD-NATS) Division to PCSO employees in need of assistance for technical problems in ICT equipment and devices such as printers, scanners, computers and its peripherals, network connection and internet connections. To improve the delivery of IT support services to its clients, the Job Order Request Electronic Logs (JOREL) Web Application was developed to track and generate ITSD-NATS Job Order reports for ICT Technical Support. The said application also provides a documented information on the entire process of IT support from the time the request is made, resolution of the problem up to provision of client feedback.

Office or Division:	Information Technology Services Department (ITSD) – Network Administration & Technical Support (NATS) Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCSO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ITSD Online Help Desk (OHD) via PCSO Website to report ICT technical problem		PCSO Corporate Website		
Memorandum from the requesting department/office to ITSD		Requesting department/office		
Job Order Request Form		Go to PCSO website (https://www.pcsso.gov.ph/) , click “Downloads” tab, the click “Job Order Request Form (ITSD)” and print the form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the ICT-hardware related problem encountered using OHD.	Personnel shall access the OHD application for records on queue to view the clients’ requests for ICT-hardware related problem.	None	15 to 20 minutes	ITSD personnel



	Access the OHD ticket number to assess the clients' ICT-hardware related problem details.	None	20 to 30 minutes	ITSD-NATS personnel
	Troubleshoot the reported technical problems ➤ For simple request ➤ For complex request <i>(Note: provided that the parts are available)</i>	None	➤ Within the day ➤ Within 3 working days	ITSD-NATS personnel
	Update the OHD ticket entry details on the diagnosis and solution entries	None	10 to 15 minutes	ITSD-NATS personnel
	Review then close the OHD ticket	None	5 to 10 minutes	ITSD-NATS personnel
END OF TRANSACTION				



5. Technical Support for Programs/Applications Deployed

Technical support is provided by the Information Technology Services Department – Systems, Web and Graphics Division (ITSD-SWGD) to PCSO employees in need of assistance for issues and concerns for the programs/applications that ITSD developed and being maintained. The process starts from the time the request is made, resolution of the problem up to the provision of client feedback.

Office or Division:	Information Technology Services Department (ITSD) – Systems, Web & Graphics Division (SWGD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PCSO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ITSD Online Help Desk (OHD) via PCSO Website to report ICT technical problem		PCSO Corporate Website		
Memorandum from the requesting department/office to ITSD		Requesting department/office		
Job Order Request Form		Go to PCSO website (https://www.pcsso.gov.ph/) , click “Downloads” tab, the click “Job Order Request Form (ITSD)” and print the form		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Report the program/application related issues and concerns encountered via OHD or memoranda	Personnel shall access the OHD application for records on queue to view the clients’ requests for program/application related issues and concerns.	None	15 to 20 minutes	ITSD personnel
	Access the OHD ticket number to assess the clients’ ICT-hardware related problem details.	None	20 to 30 minutes	ITSD-SWGD personnel



	Resolve the reported technical problems ➤ For simple request ➤ For complex request	None	➤ Within the day ➤ Within 3 working days	ITSD-SWGD personnel
	Update the OHD ticket entry details on the diagnosis and solution entries	None	10 to 15 minutes	ITSD-SWGD personnel
	Review then close the OHD ticket	None	5 to 10 minutes	ITSD-SWGD personnel
END OF TRANSACTION				



F. Legal Department

1. Contract Preparation Procedure (Pro-Forma)

The procedure provides an objective process for preparation of pro-forma contracts entered by PCSO, incorporating the true intent of the parties as agreed upon, and ensuring that the provisions are consistent with applicable law, rules and regulations and that the interest of PCSO is fully protected.

Pro-forma contracts are prepared with language and terms already set and documents/details are provided to change only certain facts in the contract.

Office/Department/Division:		Legal Department		
Classification:		Pro-forma		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office 2. Board Resolution or pertinent approval 3. Name and designation/position of donee / beneficiary/second party 4. Authority of signatory (Board or <i>Sanggunian</i> Resolution, Secretary's Certificate or Special Power of Attorney) 5. Copy of Previous contract, if any 6. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer/legal assistant/clerk Write notation to the assigned legal assistant/clerk.	None	10 minutes	Department Manager Legal Department



	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager Legal Department
	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager Legal Department JO Administrative Assistant
	Forward the request/endorsement with attached pertinent documents to the assigned legal assistant/clerk	None	1 minute	Secretary Office of the Manager Legal Department
	Prepare contract based on the template previously approved by the Office of the Government Corporate Counsel (OGCC). Draft transmittal to the requesting department/ office and affix initials.	None	3 contracts within 1 working day from receipt of complete documents	Legal Assistant / Clerk Business and Legal Advisory Division
	Proofread the contract and submit to the Attorney V of the Business and Legal Advisory Division and affix initials in the transmittal. If with revisions, return to the assigned legal assistant/clerk.	None	15 minutes	Legal Assistant Business and Legal Advisory Division
	Review the draft contract and transmittal.	None	15 minutes	Attorney V Business and Legal Advisory Division



	<p>If in order, affix initials and submit the draft contract and transmittal to the Department Manager for approval.</p> <p>If with revisions, return to the assigned legal assistant/clerk.</p>			
	<p>Evaluate the draft contract.</p> <p>If in order, affix signature on the transmittal.</p> <p>If with revisions, return the draft contract and transmittal to the assigned legal assistant/clerk, subject to the review of the Attorney V.</p>	None	15 minutes	Department Manager Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	2 minutes	Secretary Office of the Manager Legal Department
	Release the draft contract to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NON E	1 day 1 hour and 6 minutes	



2. Contract Preparation Procedure (Simple)

The procedure provides an objective process for preparation of simple contracts entered by PCSO, incorporating the true intent of the parties as agreed upon, and ensuring that the provisions are consistent with applicable law, rules and regulations and that the interest of PCSO is fully protected.

Simple contracts are ordinary and often used contracts or that which involves the amount of PhP5million or less.

Office/Department/Division:		Legal Department		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office 2. Board Resolution or pertinent approval 3. Name and designation/position of done / beneficiary/second party 4. Authority of signatory (Board or <i>Sanggunian</i> Resolution, Secretary's Certificate or Special Power of Attorney) 5. Copy of Previous contract, if any 6. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer/legal assistant/clerk Write notation to the assigned lawyer/legal assistant/clerk.	None	10 minutes	Department Manager Legal Department



	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager Legal Department
	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager, Legal Department
	Forward the request / endorsement with attached pertinent documents to the assigned lawyer/legal assistant/clerk	None	1 minute	Secretary Office of the Manager Legal Department
	Draft contract and transmittal to the requesting department/ office. Proofread the contract and affix initials in the transmittal for review of the Attorney V.	None	8 working day from receipt of complete documents	Lawyer, Legal Assistant / Clerk Business and Legal Advisory Division
	Review the draft contract and transmittal. If in order, affix initials and submit the draft contract and transmittal to the Department Manager for approval. If with revisions, return to the assigned legal lawyers/ legal assistant/clerk.	None	2 hours	Attorney V Business and Legal Advisory Division
	Evaluate the draft contract.	None	2 hours	Department Manager



	<p>If in order, affix signature on the transmittal.</p> <p>If with revisions, return the draft contract and transmittal to the assigned lawyer/legal assistant/clerk., subject to the review of the Attorney V.</p>			Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the draft contract to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NONE	8 days 4 hour and 24 minutes	



3. Contract Preparation Procedure (Complex)

The procedure provides an objective process for preparation of complex contracts entered by PCSO, incorporating the true intent of the parties as agreed upon, and ensuring that the provisions are consistent with applicable law, rules and regulations and that the interest of PCSO is fully protected.

Complex contracts are not so common contracts or that which involves the amount of more than PhP5million but not exceeding PhP10million pesos.

Office/Department/Division:		Legal Department		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office 2. Board Resolution or pertinent approval 3. Name and designation/position of done / beneficiary/second party 4. Authority of signatory (Board or <i>Sangguian</i> Resolution, Secretary's Certificate or Special Power of Attorney) 5. Copy of Previous contract, if any 6. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer. Write notation to the assigned lawyer.	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager Legal Department



	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager, Legal Department
	Forward the request/endorsement with attached pertinent documents to the assigned lawyer.	None	1 minute	Secretary Office of the Manager Legal Department
	Draft contract and transmittal to the requesting department/ office. Proofread the contract and affix initials in the transmittal for review of the Attorney V.	None	20 working days from receipt of complete documents	Lawyer Business and Legal Advisory Division
	Review the draft contract and transmittal. If in order, affix initials and submit the draft contract and transmittal to the Department Manager for approval. If with revisions, return to the assigned lawyer.	None	2 days	Attorney V Business and Legal Advisory Division
	Evaluate the draft contract. If in order, affix signature on the transmittal. If with revisions, return the draft contract and transmittal to the assigned lawyer,	None	2 days	Department Manager Legal Department



	subject to the review of the Attorney V.			
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the draft contract to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NON E	24 days and 24 minutes	



4. Contract Preparation Procedure (Highly Technical)

The procedure provides an objective process for preparation of highly technical contracts entered into by PCSO, incorporating the true intent of the parties as agreed upon, and ensuring that the provisions are consistent with applicable law, rules and regulations and that the interest of PCSO is fully protected.

Highly technical contracts are extra ordinary contracts or that which involves the amount of more than PhP10million pesos and up.

Office/Department/Division:		Legal Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office 2. Board Resolution or pertinent approval 3. Name and designation/position of done / beneficiary/second party 4. Authority of signatory (Board or <i>Sanggunian</i> Resolution, Secretary's Certificate or Special Power of Attorney) 5. Copy of Previous contract, if any 6. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer.	None	10 minutes	Department Manager Legal Department
	Write notation to the assigned lawyer.			
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager Legal Department



	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager, Legal Department
	Forward the request/endorsement with attached pertinent documents to the assigned lawyer.	None	1 minute	Secretary Office of the Manager Legal Department
	Draft contract and transmittal to the requesting department/ office. Proofread the contract and affix initials in the transmittal for review of the Attorney V.	None	45 working day from receipt of complete documents	Lawyer Business and Legal Advisory Division
	Review the draft contract and transmittal. If in order, affix initials and submit the draft contract and transmittal to the Department Manager for approval. If with revisions, return to the assigned legal lawyer.	None	3 days	Attorney V Business and Legal Advisory Division
	Evaluate the draft contract. If in order, affix signature on the transmittal. If with revisions, return the draft contract and transmittal to the assigned lawyer,	None	3 days	Department Manager Legal Department



	subject to the review of the Attorney V.			
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the draft contract to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NON E	51 days and 24 minutes	



5. Contract Review Procedure (Simple)

The procedure ensures that contracts prepared by various departments/offices to be entered into by PCSO are in accordance with pertinent law/rules and regulations and safeguard the best interest of the PCSO.

Simple contract reviews require determination if terms and conditions of the draft contract are compliant to existing rules, advantageous to PCSO, legal safeguards are incorporated and potential liabilities are minimized, if not eliminated.

Office/Department/Division:		Legal Department		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office 2. Board Resolution or pertinent approval 3. Name and designation/position of done / beneficiary/second party 4. Authority of signatory (Board or <i>Sanggunian</i> Resolution, Secretary's Certificate or Special Power of Attorney) 5. Draft contract 6. Copy of Previous contract, if any 7. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer.	None	10 minutes	Department Manager Legal Department
	Write notation to the assigned lawyer			
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager



				Legal Department
	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager, Legal Department
	Forward the request/endorsement with attached pertinent documents to the assigned lawyer.	None	1 minute	Secretary Office of the Manager Legal Department
	<p>Review draft contract and prepare reply memo to requesting department / office, indicating observations and suggested revisions, if any.</p> <p>Revise draft contract to incorporate observations and suggestions.</p> <p>Proofread the memo and revised draft contract. Affix initials on the reply memo, for review of the Attorney V.</p>	None	8 working days from receipt of complete documents	Lawyer Business and Legal Advisory Division
	<p>Review the memo and revised draft contract.</p> <p>If in order, affix initials and submit the revised draft contract and memo to the Department Manager for approval.</p> <p>If with revisions, return to the</p>	None	3 hours	Attorney V Business and Legal Advisory Division



	assigned legal lawyer.			
	<p>Review the reply memo and evaluate the revised draft contract based on the observations and suggested revisions indicated in the reply memo.</p> <p>If in order, affix signature on the memo.</p> <p>If with revisions, return the memo and revised draft contract and transmittal to the assigned lawyer, subject to the review of the Attorney V.</p>	None	3 hours	Department Manager Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the memo and revised draft contract to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NON E	8 days 6 hours and 24 minutes	



6. Contract Review Procedure (Complex)

The procedure ensures that contracts prepared by various departments/offices to be entered by PCSO are in accordance with pertinent law/rules and regulations and safeguard the best interest of the PCSO.

Complex contract reviews require review of a contract that involves the former but emphasizes on determination of legality/illegality of the undertaking, legal efficiency of the document, legal efforts of the transaction, etc.

Office/Department/Division:		Legal Department		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office 2. Board Resolution or pertinent approval 3. Name and designation/position of done / beneficiary/second party 4. Authority of signatory (Board or <i>Sanggunian</i> Resolution, Secretary's Certificate or Special Power of Attorney) 5. Draft contract 6. Copy of Previous contract, if any 7. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer. Write notation to the assigned lawyer	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager Legal Department
	Photocopy assignment and	None	2 minutes	Clerk / Secretary



	reference documents.			Office of the Manager, Legal Department
	Forward the request/endorsement with attached pertinent documents to the assigned lawyer.	None	1 minute	Secretary Office of the Manager Legal Department
	<p>Review draft contract and prepare reply memo to requesting department/office, indicating observations and suggested revisions, if any.</p> <p>Revise draft contract to incorporate observations and suggestions.</p> <p>Proofread the contract.</p> <p>Affix initials on the reply memo, for review of the Attorney V.</p>	None	20 working days from receipt of complete documents	Lawyer Business and Legal Advisory Division
	<p>Review the memo and revised draft contract.</p> <p>If in order, affix initials and submit the revised draft contract and memo to the Department Manager for approval.</p> <p>If with revisions, return to the assigned legal lawyers.</p>	None	2 days	Attorney V Business and Legal Advisory Division
	Review the reply memo and evaluate the revised draft	None	2 days	Department Manager



	<p>contract based on the observations and suggested revisions indicated in the reply memo.</p> <p>If in order, affix signature on the memo.</p> <p>If with revisions, return the revised draft contract and transmittal to the assigned lawyer, subject to the review of the Attorney V.</p>			Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the revised draft contract to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NONE	24 days and 24 minutes	



7. Contract Review Procedure (Highly Technical)

The procedure ensures that contracts prepared by various departments/offices to be entered by PCSO are in accordance with pertinent law/rules and regulations and safeguard the best interest of the PCSO.

Highly technical contract reviews require review of a contract involving the previous undertakings including citations of relevant case laws, secondary sources, as well as arguments, exceptions and qualification thereto.

Office/Department/Division:		Legal Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office 2. Board Resolution or pertinent approval 3. Name and designation/position of done / beneficiary/second party 4. Authority of signatory (Board or <i>Sanggunian</i> Resolution, Secretary's Certificate or Special Power of Attorney) 5. Draft contract 6. Copy of Previous contract, if any 7. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer. Write notation to the assigned lawyer	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager



				Legal Department
	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager, Legal Department
	Forward the request/endorsement with attached pertinent documents to the assigned lawyer.	None	1 minute	Secretary Office of the Manager Legal Department
	<p>Review draft contract and prepare reply memo to requesting department/office, indicating observations and suggested revisions, if any.</p> <p>Revise draft contract to incorporate observations and suggestions.</p> <p>Proofread the contract.</p> <p>Affix initials on the reply memo, for review of the Attorney V.</p>	None	45 working days from receipt of complete documents	Lawyer Business and Legal Advisory Division
	<p>Review the memo and revised draft contract.</p> <p>If in order, affix initials and submit the revised draft contract and memo to the Department Manager for approval.</p> <p>If with revisions, return to the</p>	None	4 days	Attorney V Business and Legal Advisory Division



	assigned legal lawyers.			
	<p>Review the reply memo and evaluate the revised draft contract based on the observations and suggested revisions indicated in the reply memo.</p> <p>If in order, affix signature on the memo.</p> <p>If with revisions, return the revised draft contract and transmittal to the assigned lawyer, subject to the review of the Attorney V.</p>	None	4 days	Department Manager Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the revised draft contract to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NON E	53 days and 24 minutes	



8. Issuance Of No Pending Administrative Case

The Certificate of No Pending Administrative Case is issued to PCSO employees, former employees who retired/resigned/was separated from the service. The certification states whether the above-mentioned individuals have no pending administrative case before the Legal Department.

Office/Department/Division:		Legal Department		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Officials/Employees who will secure a loan from GSIS; those who will apply fidelity bond Former PCSO employee who retired / resigned / was separated from the service		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Slip for Certificate of No Pending Administrative Case Form		Client will secure the request slip to the PCSO Legal Department, Secretary's Desk.		
2. Government issued Identification Card – one (1) original and one (1) photocopy		Client will provide the photocopy of the identification card.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to the secretary to fill up the request slip, submit the request with 1 valid ID	1. Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	2 minute	Secretary Office of the Manager Legal Department
	2. Verify from the records if the requesting employee has / has no pending administrative case. 3. After determination of no pending	None	20 minutes	Legal Assistant Business and Legal Advisory Division Legal Department



	case, draft the certification, affix initials and endorse to the Manager for approval			
	4. If in order, affix signature and endorse to the secretary for releasing	None	10 minutes	Department Manager Legal Department
2. Wait for the release of the certification	5. Log the certification and release to the requestor	None	3 minutes	Secretary Office of the Manager Legal Department
	TOTAL	NONE	35 minutes	



9. Legal Opinion Preparation Procedure (Simple)

The procedure provides legal opinion, comment, advise and recommendation to guide the PCSO management, officials and employees in their decisions/actions and based on applicable laws, rules and regulations, provisions or existing contracts, among others.

Simple opinions require rendition of opinion based on actual facts and application/citation of existing laws, rules and office policies

Office/Department/Division:		Legal Department		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office stating the purpose for which the legal opinion will be used. 2. Brief Background 3. Comments/Inputs on the matter 4. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit endorsement/request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer. Write notation to the assigned lawyer	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager Legal Department
	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager, Legal Department
	Forward the request/endorsement	None	1 minute	Secretary



	with attached pertinent documents to the assigned lawyer.			Office of the Manager Legal Department
	Conduct research on the subject matter. Draft the opinion / comment and affix initials. Submit to Attorney V for review.	None	8 working days from receipt of complete documents	Lawyer Business and Legal Advisory Division Lawyer Litigation and Investigation Division
	Review the opinion. If in order, affix initials and submit the draft opinion to the Department Manager for approval. If with revisions, return to the assigned lawyer.	None	2 hours	Attorney V Business and Legal Advisory Division
	Evaluate the opinion. If in order, affix signature on the memo. If with revisions, return the draft opinion and transmittal to the assigned lawyer, subject to the review of the Attorney V.	None	2 hours	Department Manager Legal Department
	Log file copy in the Record Book and encode details of document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the opinion to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant

	TOTAL	NONE	8 days, 4 hours and 24 minutes	
--	--------------	-------------	---	--



10. Legal Opinion Preparation Procedure (Complex)

The procedure provides legal opinion, comment, advise and recommendation in order to guide the PCSO management, officials and employees in their decisions/actions and based on applicable laws, rules and regulations, provisions or existing contracts, among others.

Complex opinions require rendition of opinion based on actual facts when there is no existing and applicable office policies. This also involves legal opinion on “corporate matters” that involve the propriety of a corporate act, legality or illegality of a particular undertaking, legal efficacy of a document, legal effects of a transaction, etc.

Office/Department/Division:		Legal Department		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office stating the purpose for which the legal opinion will be used. 2. Brief Background 3. Comments/Inputs on the matter 4. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement /request for contract preparation to the secretary.	Check completeness of the documents and stamped “received” the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer. Write notation to the assigned lawyer	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager Legal Department
	Photocopy assignment and	None	2 minutes	Clerk / Secretary



	reference documents.			Office of the Manager, Legal Department
	Forward the request/endorsement with attached pertinent documents to the assigned lawyer.	None	1 minute	Secretary Office of the Manager Legal Department
	Conduct research on the subject matter. Draft the opinion / comment and affix initials. Submit to Attorney V for review.	None	20 working days from receipt of complete documents	Lawyer Business and Legal Advisory Division Lawyer Litigation and Investigation Division
	Review the opinion. If in order, affix initials and submit the draft opinion to the Department Manager for approval. If with revisions, return to the assigned lawyer.	None	2 days	Attorney V Business and Legal Advisory Division
	Evaluate the opinion. If in order, affix signature on the memo. If with revisions, return the draft opinion and transmittal to the assigned lawyer, subject to the review of the Attorney V.	None	2 days	Department Manager Legal Department
	Log file copy in the Record Book and encode details of document in the	None	5 minutes	Secretary Office of the Manager



	Legal Department Compilation System (LDCS)			Legal Department
	Release the opinion to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NON E	24 days and 24 minutes	



11. Legal Opinion Preparation Procedure (Highly Technical)

The procedure provides legal opinion, comment, advise and recommendation in order to guide the PCSO management, officials and employees in their decisions/actions and based on applicable laws, rules and regulations, provisions or existing contracts, among others.

Highly Technical opinions require a high level of diligence and in addition to lawyer's legal conclusion requires an explanation or reasoned opinion, including citations of relevant case laws, secondary sources, as well as arguments, exceptions and qualifications thereto. Legal opinions could be classified as highly technical if the matter involves a significant economic/financial interest, exposure to potential liability, law is unclear that it might lead to different legal interpretation, facts are not accurate and straightforward, legal consequences can result in substantial cost to the agency.

Office/Department/Division:		Legal Department		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who May Avail:		PCSO Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the department/office stating the purpose for which the legal opinion will be used. 2. Brief Background 3. Comments/Inputs on the matter 4. Other relevant documents.		The client will provide PCSO Legal Department copies of the requirements.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit endorsement/request for contract preparation to the secretary.	Check completeness of the documents and stamped "received" the letter request indicating initials, date and time.	None	1 minute	Secretary Office of the Manager Legal Department
	Review documents and assign to lawyer. Write notation to the assigned lawyer	None	10 minutes	Department Manager Legal Department
	Log the document in the record book of assigned tasks.	None	2 minutes	Secretary Office of the Manager



				Legal Department
	Photocopy assignment and reference documents.	None	2 minutes	Clerk / Secretary Office of the Manager, Legal Department
	Forward the request/endorsement with attached pertinent documents to the assigned lawyer.	None	1 minute	Secretary Office of the Manager Legal Department
	Conduct research on the subject matter. Draft the opinion/comment and affix initials. Submit to Attorney V for review.	None	45 working days from receipt of complete documents	Lawyer Business and Legal Advisory Division Lawyer Litigation and Investigation Division
	Review the opinion. If in order, affix initials and submit the draft opinion to the Department Manager for approval. If with revisions, return to the assigned lawyer.	None	3 days	Attorney V Business and Legal Advisory Division
	Evaluate the opinion. If in order, affix signature on the memo. If with revisions, return the draft opinion and transmittal to the assigned lawyer, subject to the review of the Attorney V.	None	3 days	Department Manager Legal Department



	Log file copy in the Record Book and encode details if document in the Legal Department Compilation System (LDCS)	None	5 minutes	Secretary Office of the Manager Legal Department
	Release the opinion to the requesting department/office.	None	3 minutes	Secretary Office of the Manager Legal Department JO Administrative Assistant
	TOTAL	NON E	51 days and 24 minutes	



G.Office of the General Manager

1. Processing of Internal Requests/Communications

This serves as the guide for evaluating, and endorsement of various requests/communications received from internal clients and offices/departments within the agency. The process covers the receipt of the request/communication up to the evaluation and recommendation to the concerned office.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Inter-office			
Who May Avail:	PCSO Offices/Departments, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request / Letter / Communication Documentary Requirements for Charity Requests/ Concern		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the request/ Letter/ Communication to the Receiving area of the OGM 2. Receives the copy with "received" stamp.	1. Receives the request/ letter/ communication from the client 1.1 Stamps "received" on the copy of the client. 1.2 Evaluates the request/letter/ communication and endorses to the appropriate office of the Executive Assistant/ COS	None	5 minutes	Receivers
	a. Admin and MSS Concerns – Ms. MO Burgan	None	10 minutes	Encoders
	b. Charity, and Gaming –	None		



	<p>Atty. RGR Miasco</p> <p>c. Legal and Concerns requiring action of the GM – Office of the COS RM Samarita</p> <p>d. Request for Assistance (MAP, Institutional, etc) – ML Serojales</p> <p>2. The receiving staff on the Office of the EA/COS records the request/ letter/ communication on the database, assigns tracking/ control number and forwards to the EA/COS</p> <p>3. The office of the EA/ COS/ Assistance Officer reviews and prepares endorsement to the concerned office.</p> <p>4. Endorses the request/ letter/ communication to the concerned office</p>	None	5 minutes	Office of the EA/COS Staff
			10 minutes	EA/ COS
Total		None	30 minutes	



2. Dissemination of Internal Memo/Letters/Communications

This is the process for the dissemination of memo/letters/communications coming from the Office of the General Manager to the concerned PCSO departments/ offices/ employees.

Office or Division:	Office of the General Manager			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Inter-office			
Who May Avail:	PCSO Offices/Departments, and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	None			
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives Instruction from the General Manager to prepare Communication/ Letter/ Memo a. Admin and MSS Concerns – Ms. MO Burgan b. Charity, and Gaming – Atty. RGR Miasco c. Legal and Concerns requiring action of the GM – Office of the COS RM Samarita d. Request for Assistance (MAP, Institutional, etc) – ML Serojales	None	10 minutes	Office of the COS/ Offices of the EAs
	2. Prepares the communication/letter/ memo as instructed and get the approval of the General Manager	None	At least 60 minutes (depending on the complexity)	Office of the COS/ Offices of the EAs
	3. Encodes the tracking code of the communication/letter/ memo and forwards to the Front Desk for dissemination.	None	5 minutes	Staff (Office of the COS/ Offices of the EAs)
	4. Receives, receiving copy/ proof of receipt	None	5 minutes	Staff (Office of the COS/



	from the concerned Departments/Offices/ Employees			Offices of the EAs)
Total		Non e	At least 80 minutes	



H. Product and Standard Development Department

1. Request for Lotto Terminal Operations Training for PCSO Employees

PCSO employees requests for Point of Sales Terminal and Lotto Operations training schedule for product knowledge and training certificate

Office/Department/Division:	Product and Standard Development Department (PSDD), Training Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail :	PCSO Employees regardless of status			
Availability of Service	8:00am-5:00pm, Monday to Friday			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved FORM No. PCSO-F-PSDD-TD002 (Training Request Form)		Training Division, PSDD		
Confirmed Training Participants List				
Confirmation Slip				
List of Requirements				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of FORM No. PCSO-F-PSDD-TD002 (Training Request Form) approved by the requesting employees respective Department Manager; 2. Approval of the Manager, PSDD of the request for training schedule; and 3. Issuance/ releasing of confirmation slip of the training schedule and briefing of training rules and requirements.	1.1 Evaluation of the Training Request Form	None	5 minutes	Training Staff Division Chief, Training Division
		None	5 minutes	
	2.1. Confirmation of Training Schedule	None	10 minutes	Division Chief, Training Division Manager, PSDD
	2.2. Enlistment of training participants			Training Staff Division Chief, Training Division
	3.1. Preparation of			



	confirmation slip 3.2. Briefing of the requirement for the scheduled training date 3.3. Issuance/ releasing of confirmation slip of the training schedule			
4. Conduct of Client Satisfaction Measurement (CSM) per ARTA Memorandum Circular No. 2022-05	4.1. Issuance and briefing of CSM Form 4.2. Filing out of the CSM Form	Non e	5 mins	Training Staff Applicant
TOTAL		-	25 minutes	



I. Security Printing and Production Department

1. In-house Printing and Production of Lotto Betslips

The Security Printing and Production Department (SPPD) conducts in-house printing and production of lotto betslips to provide support for the on-line lottery's day-to-day operations and to contribute savings on the printing cost of the gaming paper supplies.

Office or Division:	Security Printing and Production Department (SPPD)			
Classification:	Simple Transactions			
Type of Transaction:	Inter-Office			
Who may avail:	All Departments/Offices under PCSO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable (Internal Procedure)		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: No external clients / customers	The supply officer or his/her alternate prepares a JO and fills in relevant data in the form (.e.g., JO Date and Number, Game and System Type, Number of Reams, etc.), and endorses to the DM for approval.	None	Note: Based on the average daily utilization of 85 Reams of Bookpaper 15 Minutes	PMD Supply Officer II or III
	Upon verification of the CTP plates and bookpaper availability, the DM or his/her alternate approves the job order, then the Supply Officer or his/her alternate issues the JO to the PBD to initiate printing.	None	15 Minutes	DM for SPPD, PMD Supply Officer II or III
	Upon receipt of the approved JO, the head pressman or printing machine operator initiates	None	10 minutes	PBD Head Pressman, PBD Printing Machine Operator III or IV



	the request for CTP plates to DPD.			
	Upon receipt of the request, the creative arts specialist or his/her alternate releases one (1) set of CTP plates to PBD.	None	10 minutes	DPD Creative Arts Specialists II or III
	The supply officer or his/her alternate withdraws the bookpaper from ASMD and issues them to the PBD.	None	10 minutes	PMD Supply Officer II or III
	The cutting machine operators or their alternates cut and trim the bookpaper based on the prescribed specification.	None	2 hours	PDB Paper Cutting Machine Operator III or IV
	The head pressmen or printing machine operator perform the necessary cleaning, refilling, and configuration of the printing machine, particularly with the register and ink settings.	None	30 minutes	PBD Head Pressman, PBD Printing Machine Operator III or IV
	The head pressmen or printing machine operators initiate the printing of the back-face design and records the actual number of sheets printed on the form.	None	3 hours	PBD Head Pressman, PBD Printing Machine Operator III or IV
	The chief pressman or his/her alternate monitors the	None	All throughout the Printing Session	PBD Chief Pressman



	printing activities at a prescribed interval and records the findings on the checklists.			
	The quality inspector or his/her alternate checks the printed sheets at a prescribed interval and records the findings on the checklist to maintain check and balance.	None	All throughout the Printing Session	QCD Printing Quality Inspector III
	The head pressmen or printing machine operators perform the necessary cleaning, refilling, and configuration of the printing machine, particularly with the register and ink settings.	None	30 minutes	PBD Head Pressman, PBD Printing Machine Operator III or IV
	The head pressmen or printing machine operators initiate the printing of the front-face design and records the actual number of sheets printed on the form.	None	3 hours	PBD Head Pressman, PBD Printing Machine Operator III or IV
	The chief pressman monitors the printing activities at a prescribed interval and records the findings on the checklists.	None	All throughout the Printing Session	PBD Chief Pressman



	The quality inspector or his/her alternate checks the printed sheets at a prescribed interval and records the findings on the checklist to maintain check and balance.	None	All throughout the Printing Session	QCD Printing Quality Inspector III
	The cutting machine operators cut the printed sheets into pieces of lotto betslips, records and transmits them to the QCD.	None	3 hours	PBD Paper Cutting Machine Operator III
	Upon receipt of the cut lotto betslips, the DC for QCD or his/her alternate supervises and initiates the conduct of quality testing and packing of the lotto betslips. Upon completion of the activity, the QCD will accomplish the JO form.	None	7 hours	DC for QCD, QCD Sweepstakes Lottery Operations Officer III, QCD Senior Sweepstakes Lottery Operations Officer, QCD Ticket Checkers
	After the testing, the production planning and control officer transmits the finished products to the PMD.	None	5 minutes	QCD Production Planning and Control Officer IV
	The supply officer or his/her alternate receives the finished products. Then the production planning and control officer reviews the	None	5 minutes	PMD Supply Officer II or III PMD Production Planning and Control Officer IV

	transmittal accordingly based on the Job Order.			
TOTAL			2.5 days	



2. In-house Printing and Production of Official/Accountable Forms and Other Printed Materials

The Security Printing and Production Department (SPPD) conducts in-house printing and production of official/accountable forms and other printed materials to provide support for the day-to-day operations of the office and to contribute to savings on printing costs.

Office or Division:	Security Printing and Production Department (SPPD)			
Classification:	Simple Transactions			
Type of Transaction:	Inter-Office			
Who may avail:	All Departments/Offices under PCSO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printing Request Form		SPPD- Processing and Monitoring Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: No external clients / customers	The secretary or his/her alternate receives the approved printing request from the concerned offices/departments. Then, he/she stamps "received" on the PRF.	None	Note: Based on the average daily utilization of 10 Reams of Bookpaper 10 minutes	ODM Secretary
	The supply assistant or his/her alternate records the details of the request in the logbook and assigns a Job Order Number for easy monitoring of the printing job.	None	15 Minutes	PMD Supply Assistant
	The DC or his/her alternate coordinates with the supply officer to check inventory of printing supplies and materials.	None	5 minutes	DC for PMD
	The supply officer or his/her alternate	None	10 minutes	PMD Supply Officer II or III



	checks the availability of the needed supplies and materials from the inventory.			
	<p>The DC or his/her alternate evaluates the Job Order in terms of type of machine needed, design availability, volume needed, availability of printing supplies and materials.</p> <p>He/she certifies and signs the JO form with regards to the availability of needed printing materials and supplies and recommends it to the DM for approval.</p>	None	5 minutes	DC for PMD
	The DM or his/her alternate signs and approves the Job Order to commence printing.	None	15 minutes	DM for SPPD
	The secretary or his/her alternate endorses the approved JO to the PMD and subsequently to the DPD for the preparation of the layout design.	None	5 minutes	ODM Secretary
	Upon receipt of the approved JO, the creative arts specialist or his/her alternate prepares the layout design based on the prescribed specifications by the requestor.	None	3 hours	DPD Creative Arts Specialist II or III



	Then, he/she produces a sample layout in hardcopy and softcopy format and endorses the same to the printing quality officer for proofreading.			
	<p>Upon receipt of the sample layout, the printing quality officer or his/her alternate proofreads the sample layout to check its compliance with the prescribed specifications by the requestor.</p> <p>After checking and proofreading of the sample layout, revisions are made if necessary. Then he/she endorses it to the authorized representative of the requestor for confirmation and concurrence in terms of completeness and accuracy.</p>	None	1 hour	DPD Printing Quality Officer II
	Upon receipt of the sample layout, the requestor's authorized representative checks and verifies the correctness and endorses it to his/her immediate supervisor or manager for the acceptance and approval.	None	1 hour	Authorized Representative, Requestors (EAs, DCs, BMs, DMs, AGMs)
	Upon receipt of the approved acceptance form, the creative arts	None	1 hour	DPD Creative Arts Specialists II or III,



	specialist or his/her alternate proceeds with the finalization and printing of the template or CTP plate, and endorses it to the printing quality control officer for further checking.			DPD Printing Quality Control Officer II
	<p>Upon receipt of the final copy of the template or CTP plate, the printing quality control officer or his/her alternate reviews the final template or CTP plate to ensure completeness and accuracy.</p> <p>After reviewing, he/she endorses the template or CTP Plate for mass printing and production.</p>	None	30 minutes	DPD Printing Quality Control Officer II
	<p>Condition1: For Large Volume The chief pressman or his/her alternate plans with regards to the materials required for offset printing, among other things. After planning, he/she coordinates with the PMD.</p> <p>The production planning and control officer or his/her alternate plans with regards to the materials needed pertaining to paper and other consumables.</p>	None	<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>PBD Chief Pressman</p> <p>PMD Production Planning and Control Officer IV</p> <p>DPD Production Planning and Control Officer IV</p>



	<p>Condition2: For Small Volume</p> <p>The production planning and control officer or his/her alternate plans with regards to the materials needed in terms of the ink, cartridge, toner, and other consumables relevant to digital printing. After planning, he/she coordinates with the PMD.</p>			
	<p>After the planning, the supply officer or his/her alternate coordinates with the ASMD for the withdrawal of the necessary supplies needed for the printing and production. Then, he/she issues the supplies on-hand.</p>	None	10 minutes	PMD Supply Officer II or III
	<p>Upon receipt of the bookpaper, the paper cutting machine operators or their alternates cut and trim the book according to the prescribed specification.</p>	None	30 minutes	PBD Paper Cutting Machine Operator III
	<p>Condition1: For Large Volume</p> <p>The head pressmen or printing machine operators initiate the printing through the offset printers.</p> <p>Condition2: For Small Volume</p> <p>The creative arts specialists or their alternates initiate the</p>	None	3 hours	<p>PBD Head Pressman, PBD Printing Machine Operator III or IV</p> <p>DPD Creative Arts Specialists II or III</p>



	<p>printing or copying through the digital printing or copying machine.</p> <p>Note:</p> <ul style="list-style-type: none"> - There should be periodic monitoring during the printing session to ensure the best quality output. <p>Condition3: For forms that need numbering, it should be processed through the numbering machine. Thorough checking must be done to ensure completeness and accuracy.</p>			<p>PBD Chief Pressman, DPD Printing Quality Control Officer II</p> <p>PBD Head Pressman, PBD Printing Machine Operator III or IV</p>
	Upon receipt of the printed forms and materials, the paper cutting machine operators or their alternates perform cut and trim based on the prescribed specification.	None	30 minutes	PBD Paper Cutting Machine Operator III
	Upon receipt of the cut and trimmed printed forms and materials, the binders or their alternates gather and quality check the printed forms and materials accordingly.	None	2 hours	PBD Binders
	After gathering and binding, the paper cutting machine operators or their alternates make the necessary cuttings and trimmings for	None	30 minutes	PBD Paper Cutting Machine Operator III



	refinement of the printed forms and materials.			
	After the refinement, the binders accordingly bind, cover, and put labels on the items if applicable based on the prescribed specification. Then, endorse the printed forms or materials to the QCD.	None	1 hour and 30 minutes	PBD Binders
	After the binding, the DC for QCD or his/her alternate supervises and initiates the conduct of quality inspection and packing of the printed forms and materials. Upon completion of the activity, the QCD will accomplish the JO form.	None	2 hours	DC for QCD, QCD Sweepstakes Lottery Operations Officer III, QCD Senior Sweepstakes Lottery Operations Officer, QCD Ticket Checkers
	After the quality inspection, the production planning and control officer transmits the finished products to the PMD for release to the requestor.	None	10 minutes	QCD Production Planning and Control Officer IV
	The supply officer or his/her alternate receives finished products and records. Then the production planning and control officer reviews the completeness based on the request as indicated in the Job Order prior to release.	None	15 minutes	PMD Supply Officer II or III PMD Production Planning and Control Officer IV PMD Supply Officer II or III



	Then, the supply officer or his/her alternate coordinates with the requestor for the schedule of release.			
	After coordination, the supply officer or his/her alternate accordingly releases the finished product to the requestor based on the specified schedule.	None	15 minutes	PMD Supply Officer II or III
	After the release of the finished products, the records officer or his/her alternate records the details relevant to the consumption of supplies and materials.	None	10 minutes	PMD Records Officer III
TOTAL			2.5 days	



J. Treasury Department

1. Payment of Claims of PCSO Officials, Employees and Other Non- Organic Personnel through Payroll ATM (Automated Teller Machine) Accounts

Payroll ATM accounts of PCSO officials, employees and other non-organic personnel (Job Orders, Confidential and others) are being credited in the amount equivalent to their claims for the payment of their salaries, wages and benefits based on fully processed payrolls and approved debit advice.

OFFICE / DEPARTMENT / DIVISION:		Administrative Sector, Treasury Department, Operating Fund Disbursement Division		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Employees/Non-organic Personnel		
WHO MAY AVAIL:		PCSO officials, employees and other non-organic personnel		
CHECKLIST REQUIREMENTS:		Where to Secure		
1. Audited Payrolls 2. Summary of payroll/s per Department from HRD		Accounting and Budget Department (ABD) Human Resources Department (HRD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Transmit duly processed and audited payroll/s and summary of payroll/s by ABD and HRD	1.1 Receive and ensure the completeness of payroll duly processed by ABD and cross refer the same with the payroll summary from HRD	None	Within one (1) hour	Cash Clerk/ Alternate Staff
	1.2. Encode summary of payrolls to Landbank of the Philippines (LBP) Payroll Register and proofread the list generated from Automated	None	10 minutes per transaction/ payroll	Cashier/ Cash Clerk



	System Operations ASO)			
	1.3.Prepare Debit Advice	None	5 minutes per transaction/ payroll	Cashier/ Cash Clerk
	1.4. Forward Debit Advice to respective signatories for signature	None	* 45 minutes per transaction/ payroll	Department Manager (DM)/ Alternate Signatory (in the absence of the DM) AGM-MSS/AGM-AS as alternate signatory in the absence of AGM-MSS
2. Transmit approved Debit Advice from OAGM-MSS to TD	2. Receive approved Debit Advice	None	Within five (5) minutes	Cash Clerk
3.1 LBP receive Debit Advice for ATM Blasting 3.2 LBP effect the approved Debit Advice	3. Forward Debit Advice to LBP for ATM blasting	None	Within fifteen (15) minutes	Cash Clerk
4. LBP forwards to TD copies of validated Debit Advice after ATM blasting	4. Receive validated Debit Advice after ATM blasting	None	Within five (5) minutes	Cash Clerk
5. Staff from ABD receives the original payroll/s and validated Debit Advice	5. Forward the copies of validated Debit Advice upon receipt from LBP and original payroll to ABD		Within five (5) working days	Cash Clerk
TOTAL		None	5 working days, 2 hours and 25 minutes	



2. Payment/Reimbursements of Sundry Expenses Chargeable against the Cash Advance for Operating Fund

Payment of PCSO related payrolls (overtime, STL Draw Allowances and others) that are being charged against this fund.

Office/Department/Division:		Administrative Sector, Treasury Department (TD) Operating Fund Disbursement Division		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who May Avail:		PCSO Employees/PTV 4 Employees		
Checklist of Requirements		Where to Secure		
1. Duly Audited Payroll/s 2. Official Receipt/s (Inspected by the ABD) 3. Processed Petty Cash Voucher (PCV), when applicable		Department/Offices concerned Food supplier/stores Originating Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present the following for payment to Operating Fund Disbursement Division (window 2)	1. Receive and review the following:	None	10 minutes per transaction	Cash Disbursing Officer/ Cashier
a. Fully processed payrolls from originating department.	a. Veracity of amount reflected in the submitted payrolls/documents for payment			
b. Inspected Official Receipt (OR) or Sales Invoice	b. Check the accuracy/ validity of details of the submitted Official Receipt (OR)			
c. Processed PCV, (when applicable)		None	5 minutes per transaction	Cash Disbursing Officer/ Cashier
2. Receive	2. Pay/reimburse			



Payment/ reimbursement of claims	the claims of the client.	None		
3. Count the money before leaving the counter.	3. Remind the claimant to count the money before leaving the counter.			
	4. Preparation of Cash Disbursement Record <ul style="list-style-type: none"> • Encode the details of payments made in the Cash Disbursement Record (CDR) Form. • Print CDR form and forward to Division Chief for review and signature. • Forward CDR to Department Manager for approval and signature. • DM affix signature on the CDR. 		Within four (4) hours	Cash Disbursing Officer/ Cashier
TOTAL		None	4 hours and 15 minutes per transaction	Department Manager

Note: Cash advance is being liquidated as soon as it is utilized and when necessary, a new cash advance is drawn.



3. Payment of Medicine Reimbursement (up to Php5,000.00) and MAP Reimbursement amounting to P2,000.00 and below that are Chargeable Against the Charity Fund

Office/Department/Division:		Administrative Sector, Treasury Department (TD) Charity Fund Disbursement Division		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who May Avail:		PCSO Officials and employees (Organic)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Audited Medicine Reimbursement Form (MRF) <ul style="list-style-type: none"> ✓ Audited Summary of Claims of Medicine Reimbursement Form (SOCMRF) ✓ Official Receipt (for reimbursement) ✓ Approved MAP Payroll 		Medical Services Department (MSD) Originating Departments PCSO Officials and employees Office of the General Manager (OGM)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.1 MSD forward audited SOCMRF and MRF	<p>1. Receive and review the following by affixing signature, time and date on submitted transmittal list:</p> <p><u>1.1 Audited SOCMRF and MRF</u></p> <ul style="list-style-type: none"> • Compare the received hardcopy of audited SOCMRF with the emailed file by the MSD; discrepancies noted are being reconciled and 	None	Within two (2) hours	Cashier / Cash Disbursing Officer (CDO)



1.2 OAGM Charity forward approved MAP payroll	acted upon immediately. <u>1.2 Approved MAP payroll</u> • Prepare deposit slips relative to received approved MAP payroll.			
2. Budget Representative (BR) receive phone call regarding the scheduled release of medicine reimbursement	2. Notify BR thru phone call regarding the scheduled release of medicine reimbursement upon availability of funds	None	Within two (2) hours	Cashier / Cash Disbursing Officer (CDO)
3.1 BR fill-up the Time Start portion of the Customer Satisfaction Monitoring Form 3.2 BR of concerned department offices receive payment and count the money before leaving the counter 3.3 The BR signs	3. Reimbursement for the following: <u>A. Medicine Reimbursement (up to Php5,000.00)</u> 3.1 Require the BR to fill-up the Time Start portion of the Customer Satisfaction Survey Form. 3.2 Release cash to the BR and require him/her to count the money before leaving the counter. 3. Require the BR	None	One (1) working day	Cashier / Cash Disbursing Officer (CDO)



the payroll to acknowledge receipt of cash reimbursement and fill up the Time End and "Happy" or "Sad" portion of the Customer Satisfaction Survey.	to sign the payroll to acknowledge receipt of cash reimbursement and fill-up the Time End and "Happy" or "Sad" portion of the Customer Satisfaction Survey.			
3.4 BR receive the photocopy of audited SOCMRF	3.4 Provide the BR a photocopy of audited SOCMRF <u>B. MAP payroll amounting to Php2,000.00 and below</u>			
3.5 LBP receive and validate deposit slips	3.5 Deposit MAP reimbursement of officials/ employees to their respective payroll bank accounts <ul style="list-style-type: none"> • Photocopy the validated deposit slip. • Stamp "PAID" on the MAP payroll 			
3.6 BRs receive notification email of the deposited reimbursement for them to notify the concerned officials/employees	3.6 Inform Budget Representative of deposited MAP reimbursement thru email with attached file of scanned			



	validated deposit slip. <i>Note:</i> <i>Reconciles cash and cash items against SOCMRF and MAP-payroll after payments are made.</i>			
	4. Prepare Cash Disbursement Record <ul style="list-style-type: none"> Encode the details of payments made in the Cash Disbursement Record (CDR) Form. Attach photocopy of deposit slip to MAP payroll. Print CDR form and forward to Division Chief for review and signature. Forward the reviewed CDR to Department Manager for approval and signature. DM affix signature on the CDR. 	None	Within four (4) hours	Cashier / Cash Disbursing Officer (CDO)
TOTAL		None	Within Two (2) working days	Department Manager

Note: Cash advance is being liquidated as soon as it is utilized and when necessary, a new cash advance is drawn.



4. Receipt of Payments from PCSO Officials and Employees

Receipt of payments in the form of cash/checks (Manager's/Cashier's checks) from employees for the refund of the unexpended portion of drawn Cash Advance, payment of dues to PCSO, return of overpayment of benefits and others.

Office/Department/Division:		Administrative Sector, Treasury Department, Collection and Monitoring Division		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who May Avail:		Various Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Present the duly Accomplished Order of Payment (OP) to Collection and Monitoring Division (window 4)			Concerned Department	
<ul style="list-style-type: none"> ➤ Return unexpended portion of drawn cash advance ➤ Overpayment of assistance salary ➤ Excess in mobile account billing 			Client/Payor	
2. Payment in the form of cash or checks				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present Order of Payment (OP) to Collection and Monitoring Division Window 4	1. Receive OP	None	1 minute	Cashier
2. Pay in the form of cash/checks as indicated in the OP	2. Check if the details of the OP and payments matched.	None	3 minutes per transaction Simple (100 pcs paper bills) 5 minutes for Complex (above 100 pcs paper bills)	Cashier
3. Receive Official Receipt (OR)	3. Issue and sign OR	None	5 minutes per transaction	Cashier
TOTAL		None	8 minutes for Simple 10 minutes for Complex 10 minutes for Complex per transaction	



5. Transmittal of Check with Disbursement Voucher (DV) to branches for release of check to the concerned payee

Check with Disbursement Voucher issued by the Treasury Department (TD) are being transmitted through the office of the Department Managers of NCL, STBR and/or representatives of Visayas and Mindanao in the Office of the Assistant General Manager (AGM) for Branch Operations Sector (OAGM-BOS).

Office/Department/Division:	Administrative Sector, Treasury Department (TD) Branch Cash Transaction Division (BCTD)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)/Government to Client/ Government to Business
Who May Avail:	PCSO Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Original copy of check; 2. Printed copy of approved Disbursement Voucher (DV) from Computerized Accounting System (CAS); 3. Transmittal letter addressed to concerned PCSO branch is attached to any of the following transactions for release by branch offices; <ul style="list-style-type: none"> ✓ Director's Charity Fund of the General Manager ✓ Director's Charity Fund ✓ Institutional Partners Program ✓ Endowment Fund ✓ Medical Assistance Program ✓ Cash Bond Refund ✓ COA Draw Allowances ✓ Grants and Subsidies ✓ First Salary ✓ Honorarium ✓ Calamity Assistance ✓ Terminal Leave of the Branch Personnel 	Charity Fund Disbursement Division (CFDD) Operating Fund Disbursement Division (OFDD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. The Charity Fund Disbursement Division (CFDD) and the Operating Fund Disbursement Division (OFDD) forward their issued check (with complete documents) that are to be released by Branches.	1.1 Receive check with complete documents that are to be transmitted to branch for release.	None	1 working day	Cashier
	1.2. Prepare the transmittal report for the checks and disbursement vouchers to be sent through the concerned branch offices of the Department Managers of NCL, STBR and/or representative s of Visayas and Mindanao in the office of the Assistant General Manager (AGM) for Branch Operations Sector.	None		



2. The representatives of the Office of the Department Managers receive the check with disbursement voucher and certificate of withholding tax being transmitted by the Treasury Department (TD).	2. Transmit check with disbursement voucher and certificate of withholding tax through the concerned Offices as stated under Item # 1.2 above.	None	1 working day	Cashier
	3. Safekeep the supporting documents and update database file to monitor the status of checks and DVs being transmitted to Branches. <i>(Note: Unreturned documents after fifteen (15) days are being followed-up through e-mail and /or memo.)</i>	None	1 working day	Cashier
TOTAL		None	3 working days (Per batch of received checks)	



6. Process of Marking Check as Spoiled

Check with errors, mutilated and damaged are being marked as spoiled.

Office/Department/Division:		Administrative Sector, Treasury Department (TD) Prize Payment Division (PPD), Charity Fund Disbursement Division (CFDD) & Operating Fund Disbursement Division		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)/Government to Client/Government to Business		
Who may Avail		Clients with claims to PCSO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Original/Certified true copy of Spoiled check		Prize Payment Division, Charity Fund and, Operating Fund Disbursement Divisions		
➤ Report of Spoiled check		Prize Payment Division, Charity Fund and, Operating Fund Disbursement Divisions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<ul style="list-style-type: none"> Mark or stamp the check as "SPOILED" when contains errors or damaged. Record and update the monitoring file of issued check every time a check is categorized as spoiled check. Record the check as "SPOILED" in the Computerized Accounting System (CAS). 	None	One (1) hour	Cashier



	<ul style="list-style-type: none"> Record and update the monitoring file of issued check everytime a check is categorized as spoiled check. 	None	Two (2) hours	Cashier
	<ul style="list-style-type: none"> Scan the spoiled check and send to concerned ABD and COA staff thru email for their information and appropriate action, when applicable. <p><i>(Monthly report of spoiled checks are transmitted to COA, and provide ABD a photocopy of duly received transmittal letter by COA for their reference and appropriate action).</i></p>	None	Five (5) hours	Cashier
TOTAL		None	Within one (1) day	



Feedback

How to send feedback	<p>The feedback from our clients regarding PCSO services is important to us to further improve our processes. You may reach PCSO through the following:</p> <p><i>Facebook:</i> www.facebook.com/pcsoofficialsocialmedia</p> <p><i>Online Customer Feedback at the PCSO Website:</i> www.pcsso.gov.ph</p> <p><i>Public Assistance and Complaints Desk (PACD) at the PCSO Head Office Address:</i> Sun Plaza Building, 1507 Princeton St. corner Shaw Boulevard, Mandaluyong City</p>
How feedbacks are processed	All feedback mechanisms are handled by our courteous employees and are answered upon receipt of e-mail, calls, and other modes of communication.
How to file a complaint	You may file a complaint thru our <i>Online Customer Feedback at the PCSO Website:</i> www.pcsso.gov.ph
How complaints are processed	Upon receipt of complaint, the assigned PCSO employee refers the same to the concerned sector within 72 hours
Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), and Contact Center ng Bayan (CCB)	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 1-ARTA (2782) Presidential Complaints Center (PCC): 8888 Civil Service Commission (CSC) CCB: 0908-881-6565 (SMS)



List of Offices

Head Office

OFFICE OF THE BOARD OF DIRECTORS	
Junie E. Cua Chairman Office of the Chairman	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0071 (02)8650-0092 (02)8661-5329 (02)8661-5192 (02)8850-0105 (02)8921-7971 juniecua@pcso.gov.ph
Melquiades A. Robles General Manager Office of the General Manager	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0104 (02)8650-0099 (02)8650-0083 mel.robles@pcso.gov.ph
Janet De Leon-Mercado Member, Board of Directors Office of the Board of Directors	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0103 jdlmercado@pcso.gov.ph
Jennifer E. Liongson-Guevara Member, Board of Directors Office of the Board of Directors	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8570-7088 jguevara@pcso.gov.ph
Judge Felix P. Reyes (Ret.) Member, Board of Directors Office of the Board of Directors	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8584-3349 fpreyes@pcso.gov.ph
OFFICE OF THE BOARD SECRETARY	
Atty. Charles Frederick T. Co Board Secretary	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0462 cfco@pcso.gov.ph
OFFICE OF THE GENERAL MANAGER	
Melquiades A. Robles General Manager Office of the General Manager	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0104 (02)8650-0099 (02)8650-0083 mel.robles@pcso.gov.ph
Ma. Teresita V. Carbonel Department Manager Internal Audit Service	9F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-3942 tcarbonel@pcso.gov.ph
Atty. John Derek N. Porciuncula	9F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-4371 (02)8650-0089



Department Manager Legal Department	jdporciuncula@pcso.gov.ph
Atty. Anna Liza P. Inciong Department Manager Corporate Planning Department	10F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8997-0245 dmcpd@pcso.gov.ph ainciong@pcso.gov.ph
Ral A. Lavin Division Chief Data Security Division	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8650-1009 rlavin@pxso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER ADMINISTRATIVE SCTOR	
Julietta F. Aseo Assistant General Manager Branch Operations Sector	10F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-2638 jaseo@pcso.gov.ph
Erly B. Estrella Department Manager Assets & Supply Management Department	2F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8551-6895/8706-3067 eestrella@pcso.gov.ph
Atty. Anamarie V. Gonzalez Department Manager Human Resources Department	10F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-4450 agonzalez@pso.gov.ph
Belen E. Baltazar Department Manager Treasury Department	2F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8632-7919 bbaltazar@pcso.gov.ph
Agnes S. Ibera Manager General Services Department	11F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-5711 aibera@pcso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER BRANCH OPERATIONS SECTOR	
Remeliza Jovita M. Gabuyo Assistant General Manager Administrative Sector	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7175 agmbos@pcso.gov.ph oagmbos@pcso.gov.ph rgabuyo@pcso.gov.ph



Atty. Eufracio R. Fufugal, Jr. OIC-Department Manager National Capital Region (NCR)	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-6692 ncr@pcso.gov.ph
Josefina Sarsonas-Aguas Department Manager Northern and Central Luzon (NCL)	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-2134 ncl@pcso.gov.ph
Irma S. Guemo Department Manager Southern Tagalog and Bicol Region (STBR)	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 iguemo@pcso.gov.ph stbr@pcso.gov.ph
Gloria C. Ybañez Department Manager Visayas Region	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 visayas@pcso.gov.ph
Ellyn A. Ostan OIC-Department Manager Mindanao Region	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 mindanao@pcso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER CHARITY SECTOR	
Dr. Larry R. Cedro Assistant General Manager Charity Sector	3F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8706-4628 lcedro@pcso.gov.ph
Atty. Marissa O. Medrano Department Manager Charity Assistance Department	3F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8426-3475, (02)8366-3328 mmedrano@pcso.gov.ph
Dr. Krisch Trine D. Ramos OIC-Department Manager Medical Services Department	GF and 2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8441-2065 ktramos@pcso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER GAMING, PRODUCT DEVELOPMENT, AND MARKETING SECTOR	
Arnel N. Casas Assistant General Manager Gaming, Product	2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8846-8766 acasas@pcso.gov.ph



Development, and Marketing Sector	
Roger C. Ramirez Department Manager Gaming Technology Department	2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8997-0246/ (02)8655-1575 rramirez@pcso.gov.ph
Laila D. Galang Department Manager Product and Standard Development Department	2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8656-2403/ (02)8846-8764 lgalang@pcso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER MANAGEMENT SERVICES SECTOR	
Atty. Lauro A. Patiag Assistant General Manager Management Services Sector	3F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8846-8790 lpatiag@pcso.gov.ph
Ma. Cristina J. Gregorio Department Manager Accounting and Budget Department	3F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8997-0282/ (02)8656-2404 cgregorio@pcso.gov.ph
May V. Cerelles OIC-Manager Information Technology Services Department	3F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8696-6954/ (02)8846-8862 mcerelles@pcso.gov.ph

Extension Office

GAMING, PRODUCT DEVELOPMENT AND MARKETING SECTOR	
Ariel De Ocampo OIC-Department Manager Security Printing & Production Department	San Marcelino, Manila (02)8522-1187 (02)8521-6513 dmagno@pcso.gov.ph



Branch Offices

Northern and Central Luzon

OFFICE OF THE DEPARTMENT MANAGER

Josefina A. Sarsonas-Aguas
Department Manager

2F Shaw Plaza One Building, 561 Shaw
Boulevard, Brgy. Wack Wack, Mandaluyong City
1552
(02)8706-2134
ncl@pcso.gov.ph

NORTHERN LUZON

Apayao (C)

Zenaida Domingo
Administrative
Officer III

Provincial Government Center, San
Isidro, Luna, Apayao
09175111265 | 09190683705
apayao@pcso.gov.ph

Benguet (A)

Ernieli P. Dancel
Branch Manager

PPC Building, Post Office Loop,
Upper Session Road, Baguio City,
Benguet
(074)620-4596 | 09190683708 |
09228470169
benguet@pcso.gov.ph

Cagayan (A)

Heherson B. Pambid
Branch Manager

CVMC Compound, Maharlika
Highway, Carig, Tufuegarao City,
Cagayan
(077)377-4101 | 09176515111 |
09178945361 | 09190683717
cagayanvalley@pcso.gov.ph

Ifugao (C)

Jennifer Sunga
Asst. Branch Manager

Old RHU Building, Poblacion West,
Lamut, Ifugao
09177914519 | 09190683711
ifugao@pcso.gov.ph

Ilocos Norte (B)

Christopher Pacalso
Financial
Management Officer I

Municipal Trial Court Building, Brgy
3, San Ildefonso, San Nicolas,
Ilocos Norte
(077)670-7928 | 09190683712
ilocosnorte@pcso.gov.ph

Ilocos Sur (C)

Elizabeth Posadas
Administrative
Officer III

Candon City Hall, National Highway,
Brgy. Calaoa-an, Candon City,
Ilocos Sur
(077)674-1340
ilocossur@pcso.gov.ph



Isabela (A)	Jennifer C. Sunga Asst. Branch Manager	Old RHU Building Africano St., Cauayan Isabela City, Isabela (078)652-1617 isabela@pcso.gov.ph
Kalinga (C)	Romel B. Ramos Branch Head	City Hall Compound, Tabuk City, Kalinga 09098402590 kalinga@pcso.gov.ph
La Union (B)	Lalaine F. Martos Branch Head	Legislative Building, San Juan, La Union (072)687-1364 launion@pcso.gov.ph
Mountain Province (C)	Evelio Andy S. Timario Branch Head	2nd Floor, Provincial Environment Extension Office, Sac-angan, Upper Callutit, Bontoc, Mountain Province 09474002768 mountainprovince@pcso.gov.ph
Pangasinan (A)	Ernieli P. Dancel Concurrent Branch Manager	National Government Office, Casiano Jimenez St., Barangay Poblacion, Lingayen, Pangasinan 09772387912 09190683721 pangasinan@pcso.gov.ph

CENTRAL LUZON

Aurora (C)	Marites Dela Cruz Branch Head	Old Hospital Building, San Luis St., Brgy. 5, Baler, Aurora 09054145686 09190683706 aurora@pcso.gov.ph
Bataan (A)	Erlinda T. Yano Branch Manager	Provincial Capitol Compound, San Jose, Balanga City, Bataan (047)240-4144 bataan@pcso.gov.ph
Bulacan (A)	Elmer C. Camba OIC-Branch Manager	Provincial Capitol Compound, Malolos City, Bulacan (044)794-2731 bulacan@pcso.gov.ph
Nueva Ecija (A)	Moriel C. Blanco OIC-Asst. Branch Manager	Old Capitol Compound, Burgos Ave., Cabanatuan City, Nueva Ecija (044)958-3048 (044)486-6066 nuevaecija@pcso.gov.ph



Nueva Vizcaya (B)	Byron Joseph Bumanglag Branch Head	Ground Floor, Municipal Hall Bldg., Bayombong, Nueva Vizcaya (078)392-1649 nuevavizcaya@pcso.gov.ph
Pampanga (A)	Ma. Lourdes S. Soliman Branch Manager	Government Center, Maimpis, City of San Fernando, Pampanga (045)402-6985 pampanga@pcso.gov.ph
Quirino (C)	Jesusa S. Avena Branch Head	Grandstand Building, Quirino Sports Complex, San Marcos, Cabarroguis, Quirino 09068216327
Tarlac (A)	Caroline Zablan Asst. Branch Manager	Marcos Type Bldg., Hospital Drive, Brgy. San Vicente, Tarlac City, Tarlac (045)982-7199 tarlac@pcso.gov.ph
Zambales (A)	Pierre Z. Ferrer Branch Manager	Pag-asa Market and Mall, Pag-asa, Olongapo City, Zambales (047)222-0797 zambales@pcso.gov.ph

Southern Tagalog and Bicol Region

OFFICE OF THE DEPARTMENT MANAGER

Irma Guemo Department Manager	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 iguemo@pcso.gov.ph stbr@pcso.gov.ph
---	--

SOUTHERN TAGALOG

Batangas (A)	Lady Elaine Gatdula Branch Manager	Int B., Morada St., Brgy. I, Lipa City, Batangas (043)702-6728 400-5569 09190683724 batangas@pcso.gov.ph
Cavite (A)	Flora L. Obina Branch Manager	Blk B Lot 6 Molino Road, Barangay Molino II, City of Bacoor, Cavite (046)431-9263 09190683729 cavite@pcso.gov.ph



Laguna (A)	Romeo Velasco Asst. Branch Manager	East Gate, Alonte Sports Arena, Brgy. Zapote, Biñan City, Laguna (049)513-5252 09190683730 laguna@pcso.gov.ph
Marinduque (B)	John Bernard Luna Branch Head	New Admin. Bldg., Capitol Compound, Brgy. Santol, Boac, Marinduque (042)332-0533 09190683731 marinduque@pcso.gov.ph
Occidental Mindoro (C)	Rowena Rebaldo Asst. Branch Manager	Brgy. San Jose, Occidental Mindoro (opposite side fronting San Jose District Hospital) 09190683734 occidentalmindoro@pcso.gov.ph
Oriental Mindoro (A)	Augusto B. Tordillos Branch Manager	Centro ng Kabataan Compound, Brgy. Sta. Isabel, Calapan City (043)288-2467 09190683735 orientalmindoro@pcso.gov.ph
Palawan (A)	Ma. Victoria Colisao OIC-Asst. Branch Manager	City Coliseum, Brgy. San Pedro, National Highway, Puerto Princesa (048)434-1178 09190683736 palawan@pcso.gov.ph
Quezon (A)	Leticia Renomeron Branch Manager	Trade and Investment Center, Brgy. Isabang, Tayabas City (042)373-5869 09190683738 quezon@pcso.gov.ph
Rizal (A)	Irma S. Guemo Concurrent Manager	Rizal Provincial Capitol Annex, Ynares Center Complex, Brgy. San Roque, Antipolo City 532-1723 532-1296 09190683739 rizal@pcso.gov.ph
Romblon (C)	Kristy B. Fetalver Administrative Officer III	Upper Ground Flr., Bldg. 1, Romblon Provincial Hospital, Brgy. Liwanag, Odiongan Romblon (042)567-6328 09190683739 romblon@pcso.gov.ph

BICOL REGION

Albay (A)	Nelly Loyola Branch Manager	G/F of Capitol Annex Bldg., Legaspi City
------------------	---------------------------------------	---



		(052)480-6844 480-0733 742-1830 09190683723 albay@pcso.gov.ph
Camarines Norte (B)	Edna Teoxon Branch Head	Provincial Capitol Compound, F. Pimentel St. Daet, Camarines Norte 09190683725 camnorte@pcso.gov.ph
Camarines Sur (A)	Jobet Ramos OIC-Branch Manager	Jesse M. Robredo Coliseum, Naga City (054)472-8938 09190683426 camsur@pcso.gov.ph
Catanduanes (C)	Nelly Loyola Concurrent Branch Manager	Cottage C, Eastern Bicol Medical Center, San Isidro, Virac, Catanduanes (052)740-5544 09190683728 catanduanes@pcso.gov.ph
Masbate (C)	Nelly Loyola Concurrent Branch Manager	Masbate Provincial Hospital Compound, Masbate Road, Masbate City (056)578-1527 09190683732 masbate@pcso.gov.ph
Sorsogon (B)	Nelly Loyola Concurrent Branch Head	Dr. Fernando B. Duran Sr. Hospital, Macaboy, Sorsogon City (056)211-0224 09190683741 sorsogon@pcso.gov.ph

Visayas Department

OFFICE OF THE DEPARTMENT MANAGER

Gloria C. Ybañez
Department Manager

2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City
1552
(02)8706-7753
visayas@pcso.gov.ph

BRANCHES

Aklan (B)

John Martin
Philemon A. Alipao
Branch Head

Capitol Subdivision, Estancia, Kalibo, Aklan
(036)500-7406



Antique (B)	William Centina Branch Head	San Jose Trade Town, San Jose de Buenavista, Antique (036)545-0120
Biliran (C)	Gypsy Yu Branch Head	2nd Floor, Naval Mall, Rosario, Naval, Biliran (053)500-9815 09171062208 biliran@pcso.gov.ph
Bohol (A)	Roberto Pio C. Cinco Branch Manager	New Capitol Compound, C. Marapao St., Tagbilaran City, Bohol (038)501-7011 bohol@pcso.gov.ph
Capiz (B)	Rogelio Tubongbanua Branch Manager	Provincial Capitol of Capiz, Roxas City (036)620-1149 capiz@pcso.gov.ph
Cebu (A)	Glen Jesus M. Rada Branch Manager	Ground Floor, PCSO Bldg., Osmeña St., North Reclamation Area, Cebu City (032)231-7275 (032)234-4145 cebu@pcso.gov.ph
Eastern Samar (C)	Lady Jade Palabon OIC- Branch Head	East Wing, Ground Floor, Provincial Legislative Bldg., Borongan, Eastern Samar (055)560-9042 easternsamar@pcso.gov.ph
Guimaras (C)	Glenn Hiponia OIC- Branch Head	Provincial Covered Gymnasium Side, San Miguel, Jordan, Guimaras (633)322-5041 guimaras@pcso.gov.ph
Iloilo (A)	Ryan A. Avelino Asst. Branch Manager	Iloilo Sports Complex, Magsaysay Village, La Paz, Iloilo City (033)330-0133 (033)330-1340 (033)330-3097 iloilo@pcso.gov.ph
Leyte (A)	Lady Jade Palabon OIC-Branch Manager	Justice Romualdez St, Tacloban (back of Andoks Tac & beside PNB) (053)325-5120 (053)321-3023 leyte@pcso.gov.ph
Northern Samar (B)	Lester Trongcoso Branch Head	Provincial Capitol Brgy. Dalakit, Catarman, Northern Samar (055)500-9644 northernsamar@pcso.gov.ph



Negros Occidental (A)	Jose Manuel Villagrancia Branch Manager	Natalio Velez Gym, A. Bonifacio Street, Silay City (034)435-0847 (034)435-1883 negrosoccidental@pcso.gov.ph
Negros Oriental (A)	Belena E. Alvarez Branch Manager	Gov. Perdecres Sports Complex, Capitol Area, Dumaguete City, Negros Oriental (035)421-0861 negrosoriental@pcso.gov.ph
Siquijor (C)	Ignacio Cabauatan Branch Head	Siquijor Provincial Capitol Building, Pulanyuta, Siquijor siquijor@pcso.gov.ph
Southern Leyte (B)	Genciano C. Creer Branch Head	City Wharf Bldg. Demetrio Abgao, Maasin City, Southern Leyte (053)862-0026 southernleyte@pcso.gov.ph
Western Samar (A)	Edmund Kaizer Hidalgo Branch Manager	Calbayog Convention Center, Calbayog City, Samar (055)209-1574 westernsamar@pcso.gov.ph

Mindanao Department

OFFICE OF THE DEPARTMENT MANAGER

Ellyn A. Ostan
OIC-Department Manager

2F Shaw Plaza One Building, 561 Shaw
Boulevard, Brgy. Wack Wack, Mandaluyong City
1552
(02)8706-7753
mindanao@pcso.gov.ph

BRANCHES

Agusan del Norte (A)

Cedric Recamara
Branch Manager

City Hall Basement, Doongan, Butuan
City 8600
(085)341-1717 local. 101 |
09175791637 | 09195802537
pcsobutuan@yahoo.com

Agusan del Sur (C)

Sonia Eliza N. Alauya
Branch Head

D.O Plaza Govt., Center, Patin-y,
Prosperidad, Agusan del Sur



		(085)839-0322 09175791637 09195802537 agusandelsur@pcso.gov.ph
Bukidnon (A)	Cedric D. Recamara Branch Manager	Provincial Capitol Compound, Malaybalay City, Bukidnon (088)813-5290 09051480433 09190683759 bukidnon@pcso.gov.ph
Davao de Oro (C)	Virgilio Enrique Abanilla Concurrent Branch Head	2 nd Floor Provincial Capitol Buidling. Cabidanan, Nabunturan, Davao de Oro 09190683760 davaodeoro@pcso.gov.ph
Davao del Norte (B)	Virgilio Enrique Abanilla Branch Head	Grand Arena Bldg., J.V. Ayala Ave., New Tagum City Hall, Barangay Apokon, Tagum City 8100 (084)2189383 09173328407 09190683760 davaodelnorte@pcso.gov.ph
Davao del Sur (A)	Romana Eme Rose G. Irlandez OIC-Branch Manager	G/F Maharlika Center, J. P. Cabaguio St., Davao City (082)282-2445 (082)225-4762 09177070317 09190683760 davaodelsur@pcso.gov.ph
Davao Oriental (C)	John Sison Branch Head	Capitol Hill, Brgy, Central, Mati City, Davao Oriental (087)811-7274 09279253552 davaooriental@pcso.gov.ph
Dinagat Island (C)	Constancio B. Cempron, Jr. OIC- Administrative Officer III	Convention Center Purok 3 Brgy. Cuarenta, San Jose, Dinagat Islands 09517601858
Lanao del Norte (B)	Kristine Bernaldez Financial and Management Officer I	Office of the Senior Citizen Affair Building, Del Carmen, Iligan City, Lanao del Norte (063)224-5508 09176300983 09190683767 lanaodelnorte@pcso.gov.ph
Maguindanao (B)	Misael A. Hamak Concurrent Financial and Management Officer I	Provincial Government Center-Buluan, Maguindanao 09177120002



Misamis Occidental (B)	Leovy Loquias OIC- Financial and Management Officer I	Agora Bus Terminal Complex, Ozamiz City, Misamis Occidental 7200 (088)545-1734 0778407646 09190683766 pcso.misocc2020@gmail.com
Misamis Oriental (A)	Divina M. Salvacion OIC-Branch Manager/Head	Amateur Boxers Association of the Philippines Bldg., corner Corales and Mabuhay St., Cagayan de Oro City (088)857-1556 09176300983 misamisoriental@pcso.gov.ph
North Cotabato (B)	Matias Ponlawon Jr. Branch Head	Provincial Capitol Compound, Amas, Kidapawan City (064)572-6185 09451066284 northcotabato@pcso.gov.ph
South Cotabato (A)	Misael A. Hamak Branch Manager	General Santos City Hospital Compound, E. Fernandez St., Lagao, General Santos City 09177120002 southcotabato@pcso.gov.ph
Sultan Kudarat (C)	Misael A. Hamak Concurrent Branch Manager	Bonifacio St., Tacurong City, Sultan Kudarat 09177120002 sultankudarat@pcso.gov.ph
Surigao del Norte (B)	Eric Napil Branch Head	Surigao del Norte Sports Complex, Rizal St., Surigao City 8400 (086)826-1848 09128410354 09178789094 pcsosurigao@pcso.gov.ph
Surigao del Sur (C)	Sonia Eliza Alauya Administrative Officer III	Capitol of the South, Brgy. Kahayag, Bislig City, Surigao del Sur 09662986547 09507755042 surigaodelsur@pcso.gov.ph
Zamboanga del Norte (B)	Walter B. Serrano Branch Head	Old Provincial Hospital Bldg., PDRMO Compound, Brgy. Biasong, Dipolog City (065)908-1565 09175460483 zamboangadelnorte@pcso.gov.ph
Zamboanga del Sur (A)	Pilarcita M. Florantes OIC-Asst. Branch Manager	CGHR Bldg., Villalobos St., Zone IV, Zamboanga City (062)993-1613 (062)991-8369 0995490002 pcsozbga@yahoo.com



Zamboanga Sibugay (B)	Latifa B. Tandih Branch Head	Imelda Gymnasium, Titay, Zamboanga Sibugay (062) 957-7486 091771278002 zamboangasibugay@pcso.gov.ph
------------------------------	--	---