



Republic of the Philippines

# **NATIONAL PRIVACY COMMISSION**

## **CITIZEN'S CHARTER** **2021 (1<sup>st</sup> Edition)**

## **AGENCY PROFILE**

The National Privacy Commission (NPC) is an independent body created under the Republic Act 10173 of 2012. It is the country's privacy watchdog mandated to administer and implement the provisions of the Data Privacy Act, and to monitor and ensure compliance of the country with international standards set for data protection.

NPC has five (5) offices namely: Office of the Privacy Commissioner, Privacy Policy Office, Data Security and Compliance Office, Legal and Enforcement Office and the Finance and Administrative Office with total approved plantilla of One Hundred Thirty (130) as of CY 2021.

The National Privacy Commission (NPC) is a national government agency attached to the Department of Information, Communication and Technology (DICT) by virtue of Republic Act No. 10844 or the DICT Act of 2015 with principal place of operation at 5<sup>th</sup> Level, Delegation Hall, PICC Complex, Roxas Boulevard, Pasay City.

## **I. NPC's Vision Statement:**

A world-class regulatory and enforcement agency upholding the right to privacy and data protection while ensuring the free flow of information, committed to excellence, driven by a workforce that is highly competent, future-oriented, and, ethical, towards a competitive, knowledge-based, and innovative nation.

## **II. Mission:**

NPC Mission statements are:

1. Be the authority on data privacy and protection, providing knowledge, know-how and relevant technology.
2. Establish a regulatory environment that ensures accountability in the processing of personal data and promotes global standards for data privacy and protection.
3. Build a culture of privacy, through people empowerment, that enables and upholds the right to privacy and supports free flow of information.

## **III. Quality Policy**

As the Philippines' data privacy authority, the National Privacy Commission is committed to protect the personal information of data subjects and to foster a culture of privacy towards a competitive, knowledge-based, and innovative nation. To this end, we shall:

**N**urture and empower our employees to provide competent and effective service as a technology and results-driven regulatory authority;

**P**erform our mandate with passion and utmost integrity through continually improving policies and systems at par with international standards; and

**C**ommit to regulatory and statutory requirements of public service for the benefit of the Filipino people

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**OFFICE OF THE PRIVACY COMMISSIONER  
(OPC)**  
EXTERNAL SERVICES



## 1. ORGANIZATION MANAGEMENT

To efficiently provide valuable assistance and participation in relevant events, the NPC acknowledges all invitations to provide resource speakers and participants from various stakeholders. The Office of the Privacy Commissioner, in its executive capacity, is the office in charge for the deployment of staff to represent the Commission in official invitations. The OPC selects, refers, and approves personnel for deployment, taking into consideration the need and expertise required by the inviting party as well as fair and impartial assignments of qualified personnel.

<b>Office or Division:</b>	Office of the Privacy Commissioner			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Citizen/Company/Organization/Data Subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter Invitation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send signed Invitation Letter to NPC office or email to <a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a>	1. Confirm the invitation thru email and start assessing invitation.	None	1 day	PIAD
	2. Fill out Request Personnel and Travel Order (RPTO) Form.	None	1 day	PIAD
	3. Issue Privacy Commission Personnel Order (PCPO).	None	3 days	HRDD
	4. Attendance to the event.	None	1 day	NPC Resource Speaker
	5. Submission of Post Activity Report.	None	1 day	NPC Resource Speaker
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 days</b>	

## 2. ADJUDICATE CASE

The three members of the Commission, acting as a collegial body, exercise quasi-judicial powers in behalf of the NPC in resolving complaints or investigation. Following the mandate given by the Data Privacy Act, the three members adjudicate and award indemnity on matters affecting any personal information, prepare reports on the disposition of complaints, and in cases it deems appropriate, publicize any such report. The customers of these services are primarily the private

parties involved, the Divisions where such complaints or investigation originated, and ultimately, the Filipino data subjects.

Office or Division:	Office of the Privacy Commissioner			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Complainants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Preliminary Breach Notification Evaluation Form 1		Compliance and Monitoring Division (CMD)		
2. Compliance Check Report Part 1				
3. Breach Notification Report		Complaints and Investigation Division (CID)		
4. Compliance Check Report Part 2				
5. Fact Finding Report				
6. Preliminary Enforcement Assessment Report		Enforcement Division (EnD)		
7. Mediated Settlement Agreement		Legal Division (LD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inputs to Office of the Privacy Commissioners	1.Evaluate whether it is feasible to be included in the agenda.	None	1 day	OPC-Adjudication Officer
	2.Set Adjudication Meeting through Notice of Adjudication Meeting to Commissioners	None	1 day	OPC-Adjudication Officer
	3.Adjudication Meeting	None	1 day	Commissioners
	4.Draft Decision/Order/ Resolution	None	14 days	Ponente
	5.Release Order/Order/ Resolution	None	2 days	OPC-Administrative Assistant III
	TOTAL	NONE	19 days	

### 3. PROMULGATE ADVISORY/CIRCULAR

The Office of the Privacy Commissioner (OPC) ensures that relevant guidelines on data privacy policies, standards, and compliance are published in a timely manner for the public's benefit. The OPC reviews drafts by the Data Security and Compliance Office and the Privacy Policy

Office, and approves them according to the NPC's existing policies, existing laws and regulations, international practice, and the NPC's thought leadership in the implementation of data privacy in the Philippines. By issuing the advisories and circulars, the OPC fulfils the NPC's mandate to "publish on a regular basis a guide to all laws relating to data protection."

These issued advisories and circulars serve as a guide to everyone involved in the processing of personal data (concerned sectors, personal information controllers, personal information processors) and ultimately, all Filipino data subjects. After the OPC's issuance of the circulars and advisories, the Originating Division will facilitate its due publication, in coordination with the Public Information and Assistance Division (for website uploads) and the Bids and Awards Committee (for the Circulars that need to be published on newspapers of general circulation).

<b>Office or Division:</b>	Office of the Privacy Commissioner			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Citizen/Data Subject			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Draft Advisory/Circular		Privacy Policy Office (PPO)		
2. Draft Advisory/Circular		Data Security and Technology Standards Division (DSTSD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit draft Advisory/Circular to Office of the Privacy	1.Review draft Advisory/Circular	None	15 days	Commissioners
	2.Approved Advisory/Circular	None	3 days	Commissioners
	3.Release/Issue Advisory/Circular	None	2 days	OPC-Record Custodian
	<b>TOTAL</b>	<b>NONE</b>	<b>20 days</b>	

# **OFFICE OF THE PRIVACY COMMISSIONER (OPC)**

Internal Services

## 4. APPROVAL PROCESS

The Office of the Privacy Commissioner (OPC) is principally responsible for the approval of pertinent documents of the Commission. The OPC, through this approval process, efficiently reviews and approves these internal documents routed from NPC Divisions according to NPC's existing policies, existing laws, and regulations.

<b>Office or Division:</b>	Office of the Privacy Commissioner			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	NPC Divisions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Administrative Documents		NPC Divisions		
2. Memorandum and Letters		NPC Divisions		
3. Project Proposal		NPC Divisions		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Internal documents to Office of the Privacy Commissioner	1. Review and evaluate submitted document based on the completeness of signatories and attachments	None	3 hours	Executive Assistant III
	2. Head Executive Assistant to recommend the document to Privacy Commissioner	None	1 day	Head Executive Assistant
	3. Approved documents	None	2 days	Privacy Commissioner
	4. Release documents	None	1 days	Administrative Assistant I

## 5. CUSTOMER FEEDBACK PROCESS

The National Privacy Commission (NPC), as the authority for data privacy and protection of the country, is committed in serving the Filipino people in protecting their personal information. The Office of the Privacy Commissioner (OPC) ensures that all privacy-related news, reports, complaints, and trends are being considered by the Commission in preventing panics and efficiently responding with appropriate actions.

Taking into consideration the risks, impact and sense of urgency, these documented directives from the OPC, delegated to the NPC Divisions, will warrant prevention, protection, or quick response to data privacy – related concerns of the general public through issuance of policies, circulars, resolutions, organized meetings, media or other relevant communication platforms.

<b>Office or Division:</b>		Office of the Privacy Commissioner		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G (Government to Government) or G2C (Government to Citizen)		
<b>Who may avail:</b>		NPC Divisions and Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaints		Concerned sectors or NPC Division		
2. Trends		Concerned sectors or NPC Division		
3. Reports		Concerned sectors or NPC Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit report and or complaints to Office of the Privacy Commissioner	1. Evaluate the report based on the relevance with the DPA and Impact on the Data Subject and Society	None	5 Hours	Head Executive Assistant
	2. Facilitate meeting with different NPC Division	None	3 Hours	Head Executive Assistant
	3. Issue Commission Directive	None	5 Hours	Privacy Commissioner
	4. Monitor Commission Directive	None	5 Hours	Head Executive Assistant

**OFFICE OF THE EXECUTIVE DIRECTOR (OED)**  
**PUBLIC INFORMATION AND ASSISTANCE**  
**DIVISION (PIAD)**  
External Services

## 1. Provide Public Assistance

Accommodate, process and response to all inquiries and requests for assistance from the Commission regarding the DPA and its other services.

<b>Office or Division:</b>	Public Information and Assistance Division			
<b>Classification:</b>	Simple to Highly Technical			
<b>Type of Transaction:</b>	G2C – Government-to-Citizen G2B – Government-to-Businesses G2G – Government-to-Government			
<b>Who may avail:</b>	General public, government entities, private entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>For invitations and requests for orientations:</i> <ol style="list-style-type: none"> <li>Official letter signed by requesting party complete with the following details:               <ul style="list-style-type: none"> <li>Event title &amp; background</li> <li>Date &amp; time of event</li> <li>Program flow and/or Speaking Slot (if applicable)</li> <li>Venue</li> <li>Number of attendees &amp; composition</li> <li>Contact person</li> </ul> </li> </ol>		Letter comes from requesting party		
<i>For walk-in clients:</i> <ol style="list-style-type: none"> <li>Inquiry Slip complete with the following details:               <ul style="list-style-type: none"> <li>Date</li> <li>Time</li> <li>Inquiry</li> </ul> </li> </ol>		NPC Public Assistance Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Send query/request/invitation via:               <ul style="list-style-type: none"> <li><a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a></li> <li><a href="mailto:invitation@privacy.gov.ph">invitation@privacy.gov.ph</a></li> <li>NPC hotline</li> <li>Privacy.gov.ph/AskPriva</li> <li>Walk-in</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Receive and acknowledge query/request/invitation               <ul style="list-style-type: none"> <li>If thru <a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a>: autoreply will be received;</li> <li>If thru <a href="mailto:invitation@privacy.gov.ph">invitation@privacy.gov.ph</a>: acknowledgment will be sent;</li> <li>If thru NPC hotline: receiving officer</li> </ul> </li> </ol>	None	If thru <a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a> or <a href="mailto:privacy.gov.ph/AskPriva">privacy.gov.ph/AskPriva</a> <b>Upon receipt of email</b>  If invitation: <b>Upon receipt of invitation</b>  If call: <b>Upon receipt of call.</b>	PIAD personnel in charge of public assistance



	<p>will take note of the details such as sector, details of concern, name of caller;</p> <ul style="list-style-type: none"> <li>- If thru walk-in: receiving officer will request for the filled-up Inquiry slip</li> </ul>		<p><u>If walk-in:</u> <b>Upon receipt of inquiry slip</b></p>	
	<p><b>2</b> Assess validity &amp; completeness of the inquiry/request/invitation based on the scope of the DPA</p> <ul style="list-style-type: none"> <li>- <i>If invalid, proceed to Step 3</i></li> <li>- <i>If incomplete, proceed to Step 4</i></li> <li>- <i>If valid, proceed to Step 5.</i></li> </ul>	None	Same as above	PIAD personnel in charge of public assistance
	<p><b>3</b> Inform client that the inquiry/ request/ invitation is beyond NPC and refer to appropriate government agency.</p>	None	Same as above	PIAD personnel in charge of public assistance
	<p><b>4</b> Inform client that the submitted inquiry/ request/ invitation is incomplete</p>	None	Same as above	PIAD personnel in charge of public assistance
<p><b>2.</b> Provide complete details via:</p> <ul style="list-style-type: none"> <li>- <a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a></li> <li>- <a href="mailto:invitation@privacy.gov.ph">invitation@privacy.gov.ph</a></li> <li>- NPC hotline</li> <li>- Privacy.gov.ph/Ask Priva</li> </ul>	<p><b>5</b> Assess the nature of complete inquiry/ request/ invitation</p>	None	Same as above	PIAD personnel in charge of public assistance

- Inquiry Slip				
	6 Respond to complete inquiry/ request/ invitation depending on channel and classification	None	<p>Inquiry via <a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a> or <a href="http://privacy.gov.ph/AskPrivacy">privacy.gov.ph/AskPrivacy</a>:</p> <ul style="list-style-type: none"> <li>- Simple – <b>3 working days (WD)</b></li> <li>- Complex – <b>5 WD</b></li> <li>- Highly Technical – <b>20 WD (min based on NPC Circular 18-01)</b></li> </ul> <p>Invitation:</p> <ul style="list-style-type: none"> <li>- Highly Technical – <b>20 WD</b></li> </ul> <p>Call</p> <ul style="list-style-type: none"> <li>- Simple – <b>Upon receipt of complete details</b></li> <li>- Complex – <b>refer to appropriate division</b></li> <li>- Highly Technical – <b>refer to appropriate channel (email)</b></li> </ul> <p>Walk-in</p> <ul style="list-style-type: none"> <li>- Simple – <b>Upon receipt of complete details</b></li> <li>- Complex &amp; Highly Technical – <b>refer to appropriate channel (email)</b></li> </ul>	PIAD personnel in charge of public assistance

**PRIVACY AND POLICY OFFICE (PPO)**  
POLICY DEVELOPMENT DIVISION (PDD)  
External Services

## 1. Provide Assistance on Privacy Matters

The PPO through PDD provides technical and legal assistance on complex data privacy inquiries thru email, text, snail mail or calls.

<b>Office or Division:</b>		Policy Development Division (PDD)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		General Public, Sector Representatives, Other Relevant Stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email including data privacy concern/issue		Sent via email		
2. Inquiry Summary Form		Public Information and Assistance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send and electronic mail containing inquiry or data privacy concern/issue to be resolved	1.1 Receive and download Inquiry 1.2 Generate Inquiry Summary Form for endorsement to PPO, PDD	None		Public Information and Assistance Division
	2. PDD will receive the Inquiry Summary Form from the PIAD and endorse to the Director, PPO for appropriate action	None	1-2 Hours	<i>Legal Assistant II</i> Policy Development Division
	3. The Director, PPO will assign the matter to the drafting personnel.	None	2-3 Hours	<i>Director</i> Privacy Policy Office
	4. Drafting Personnel will	None	3 Days	<i>Attorney II-III, DMO III-IV</i>

	research and draft the email reply and submit to Chief, PDD for Comments			Policy Development Division
	5. Chief, PDD will submit to Director, PPO for comments and approval.	None	1-2 Days	<i>Chief</i> Policy Development Division
	6. Director, PPO will review and approve the revised draft, then will send email reply using the official email of the PPO.	None	1-2 Days	<i>Director</i> Privacy Policy Office
<b>TOTAL :</b>		None	5-7 Days	

## 2. Email Reply on Complex Data Privacy Inquiries

### Service Information

<b>Office or Division:</b>	Privacy Policy Office (PPO), Policy Development Division (PDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	General Public, Sector Representatives, Other Relevant Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Email including data privacy concern/issue		Sent via email		
4. Inquiry Summary Form		Public Information and Assistance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
7. Send and electronic mail containing inquiry or data privacy	7.1 Receive and download Inquiry 7.2 Generate Inquiry Summary Form for	None		Public Information and Assistance Division

concern/issue to be resolved	endorsement to PPO, PDD			
	8. PDD will receive the Inquiry Summary Form from the PIAD and endorse to the Director, PPO for appropriate action	None	1-2 Hours	<i>Legal Assistant II</i> Policy Development Division
	9. The Director, PPO will assign the matter to the drafting personnel.	None	2-3 Hours	<i>Director</i> Privacy Policy Office
	10. Drafting Personnel will research and draft the email reply and submit to Chief, PDD for Comments	None	3 Days	<i>Attorney II-III, DMO III-IV</i> Policy Development Division
	11. Chief, PDD will submit to Director, PPO for comments and approval.	None	1-2 Days	<i>Chief</i> Policy Development Division
	12. Director, PPO will review and approve the revised draft, then will send email reply using the official email of the PPO.	None	1-2 Days	<i>Director</i> Privacy Policy Office
<b>TOTAL :</b>		None	5-7 Days	

# **DATA SECURITY AND COMPLIANCE OFFICE (DASCO)**

## **DATA SECURITY AND TECHNOLOGY STANDARDS DIVISION (DSTSD)**

### **External Services**

## 1. Review of ISO Documents

The need for truly global standards has expanded as new markets, new actors and new powerful economies emerge. ISO provides unique mechanisms to establish international consensus that results in globally and market-relevant standards. With a collection of thousands of International Standards and other deliverables, developed and promoted by stakeholders in a network of national standards bodies from all regions and hundreds of international organizations, ISO is the leading producer of International Standards. ISO is a network of national standards bodies which make up the ISO membership. These bodies represent ISO in their countries. There are three member categories which enjoy different levels of participation: Full members (or Participating member bodies) influence ISO standards development and strategy by participating and voting in ISO technical and policy meetings through the delegates and experts. Full members can sell and adopt ISO International Standards nationally.

<b>Office or Division:</b>	Data Security and Compliance Office, Data Security & Technology Standards Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government			
<b>Who may avail:</b>	DTI/BPS, TC60, ISO/IEC JTC1SC27/Working Group			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email Request/Reminder		Data Security and Technology Standards Division		
Internal Customer Feedback Form				
External Customer Feedback Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send in ballot reminder for the ISO Standards	1.1 Receive ballot reminder via email from ISO Event Notifications 1.2 Review the Personnel Assignment Monitoring Tool (PAMT).	None	1 day	<i>Information Technology Officer I &amp; II, Information Systems Analyst II &amp; III, DSTSD</i>
	1.3 Assign a specific ISO project to an ISO expert/contributor and assign a		4 days	<i>Officer-in-Charge, DSTSD</i>



	specific task in the PAMT. 1.4 Email assigned ISO Expert/Contributor their tasks.			
	1.5 Receive ISO SD Project Designation email. 1.6 Access the project reference link in the ballot reminder and download the reference documents from the ISO Electronic balloting portal. 1.7 Search for related literature in reference to the assigned document. 1.8 Determine the required comments or contributions for the project.		35 days	<i>Information Technology Officer I &amp; II, Information Systems Analyst II &amp; III, DSTSD</i>
	1.9 Draft project comments or contributions using the ISO commenting template. 1.10 Email to OIC the drafted comments.		5 days	<i>ISO Expert/Contributors in DSTSD</i>
	1.11 Receive and acknowledge email containing draft comments 1.12 Review the comments and contributions submitted are correctly tagged based on the ISO		15 days	<i>Officer-in-Charge, DSTSD</i>

	<p>commenting template.</p> <p>1.13 Check if the attached document conforms to the quality and timeliness standard</p> <p>1.14 Draft email submitting the ISO comment file to the Office of the Privacy Commissioner (OPC), for their review and approval.</p> <p>1.15 Received feedback email from the OPC.</p> <p>1.16 Email DSTSD ISO Experts/Contributors the copy of approved document.</p>			
	<p>1.17 Receive and acknowledge email from OIC.</p> <p>1.18 Send email for approval to DTI-BPS/TC60 secretariat sending the comments for the ISO Project.</p> <p>1.19 Cast Vote in the ISO Electronic Balloting Portal.</p>		1 day	<i>ISO Experts/Contributors in DSTSD</i>
	<p>1.20 Provide the Internal/External Customer Feedback Form to the concerned client.</p>			<i>Administrative Assistant VI or Information Systems Researcher I, DSTSD</i>
2. Accomplish the Feedback Form.	2.1 Answer the customer feedback form based on the	None	1 day	<i>Client</i>

	service provided by the DSTSD 2.2 Submit back to DSTSD the accomplished Customer Feedback Form			
	2.3 Draft Monthly Analytics Report gathered from the data. 2.4 Email draft Monthly Analytics Report (MAR) to OIC.		1 day	<i>Administrative Assistant VI or Information Systems Researcher I, DSTSD</i>
	2.5 Receive Monthly Analytics Report. 2.6 End of Process.		1 day	<i>OIC, DSTSD</i>
<b>TOTAL:</b>			64 days/2 months	

## 2. Provide Assistance on Data Security and Technology Standards

One of the functional statements of DSTSD is to provide assistance to the different offices on matters related to information and communication technology and data security. Hence, this process will establish the procedures of receiving of requests, delivering of requests, and producing reports which can be in a form of post-activity report, minutes of the meeting, technical report, or any other similar report. Customers who will benefit from this process are offices/divisions within NPC and external stakeholders such as PICs/PIPs that seeks awareness in terms of the issuances of the Commission.

<b>Office or Division:</b>	Data Security and Compliance Office, Data Security & Technology Standards Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client G2G – Government to Government			
<b>Who may avail:</b>	End Users, Policy Advisers, PIPs, PICs, Internal & External			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		Data Security and Technology Standards Division		
Request for Personnel Order				
Internal Customer Feedback Form				
External Customer Feedback Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Email/submit request form. (Talk/Workshop, Minutes of the Meeting, Privacy Wall, Technical Inputs or Data Protection Advisory)	1.1 Receive Request Form (Email or Service Request Form) 1.2 Forward to DSTSD OIC, for proper distribution of tasks.	None	1 working day	<i>Administrative Assistant VI / Information Systems Researcher I, DSTSD</i>
	1.3 Receive Request Form 1.4 Assign DSTSD personnel who will perform the request and updated the Personnel Assignment Tool. 1.5 Hand in the Service Request Form or Memorandum (for physical copy) or email (for electronic copy) to the assigned DSTSD personnel.	None		<i>Chief, DSTSD</i>
Talk/Workshop/Event/Meeting	1.6 Receive request and details from the Chief 1.7 Draft email confirming the requesting office/division 1.8 Prepare material/s for the special topic of the Talk/Workshop/Event/Meeting 1.9 Submit email of materials to Chief, DSTSD.	None	2 working days	<i>Information Technology Officer I &amp; II, Information Systems Analyst II &amp; III, DSTSD</i>
	1.10 Receive and acknowledge materials prepared by personnel.	None	2 working days	<i>Chief, DSTSD</i>

	<p>1.11 Review power point presentation or any other related materials based on the provisions of RA 10173</p> <p>1.12 Draft and send email approving the power point presentation, or any other related materials sent by the assigned DSTSD personnel</p>			
	<p>1.13 Receive approved power point presentation or any other related materials from Chief, DSTSD</p> <p>1.14 Secure the following documents before the talk/workshop/meeting.</p> <p>1.15 Conduct talk/workshop/meeting based on the program flow provided by the organizer on the scheduled date</p> <p>1.16 Hand in NPC Certificate of Appearance to the event organizer for signature</p>	None	2 working days	<i>Information Technology Officer I &amp; II, Information Systems Analyst II &amp; III, DSTSD</i>
2. Accomplish the Certificate of Appearance.	<p>2.1 Receive Certificate of Appearance from NPC representative</p> <p>2.2 Signed Certificate of Appearance</p>	None		<i>Event Organizer outside NPC</i>

	2.3 Return Certificate of Appearance to NPC representative			
	2.4 Receive signed Certificate of Appearance from the event organizer	None		<i>Information Technology Officer I &amp; II, Information Systems Analyst II &amp; III, DSTSD</i>
Privacy Wall	2.5 Evaluate the PrivacyWall requests based on the accomplished Request Form 2.5.1 Channel Creation / Channel Deletion/ No Redundant Channel / Deactivation of Account /Re-activation of Account / Blocking of Account / Others, perform request. 2.5.2 Draft and send email informing the requestor that request is done.	None	5 working days	<i>Administrative Assistant VI / Information Systems Researcher I, DSTSD</i>
Draft Report	2.6 Evaluate what kind of report is required based on the Service Request Form 2.6.1 If talk/workshop, craft the Post Activity Report.	None	3 working days	<i>Information Technology Officer I &amp; II, Information Systems Analyst II &amp; III, DSTSD</i>

	<p>2.6.2 If meeting, craft the Minutes of the Meeting.</p> <p>2.6.3 If ISO Meeting, craft ISO Post Activity Report.</p> <p>2.6.4 If Technical Inputs, craft Technical Report.</p> <p>2.7 Submit via email, the draft report to Chief, DSTSD for review.</p>			
	<p>2.8 Receive email with the draft report from DSTSD personnel.</p> <p>2.9 Review and approve the draft report.</p> <p>2.10 Print and sign approved document</p>	None		<i>Chief, DSTSD</i>
	<p>2.11 Receive signed report from Chief, DSTSD</p> <p>2.12 Route the document to concerned Office/Division</p> <p>2.13 Hand in receiving copy of the document to the concerned division</p>	None		<i>Administrative Assistant VI / Information Systems Researcher I, DSTSD</i>
	<p>2.14 Receive document from DSTSD</p> <p>2.15 Stamp receiving copy of DSTSD and return to division.</p>	None		<i>Concerned Division</i>

	2.16 Receive and file the receiving copy of the document.	None		<i>Administrative Assistant VI / Information Systems Researcher I, DSTSD</i>
	2.17 Draft Monthly Analytics Report gathered from the data. 2.18 Email draft Monthly Analytics Report (MAR) to OIC.	None		<i>Administrative Assistant VI, DSTSD</i>
	2.19 Receive Monthly Analytics Report. 2.20 End of Process.	None		<i>Chief, DSTSD</i>
<b>TOTAL:</b>			15 working days	



**DATA SECURITY AND COMPLIANCE OFFICE  
(DASCO)**  
COMPLIANCE AND MONITORING DIVISION (CMD)  
External Services

## 1. OBTAIN CERTIFICATE OF REGISTRATION

For Public/Private Organizations and Individual Professionals seeking proof of registration compliance with the National Privacy Commission

<b>Office or Division:</b>	Compliance and Monitoring Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Government, Government to Business, Government to Individual			
<b>Who may avail:</b>	Public and Private Organizations, Individual Professionals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Data Protection Officer Form for Public Agencies and Private Organizations		<a href="#">DPO form</a>		
Data Protection Officer form for Individual Professionals		<a href="#">DPO form</a>		
For Government Agencies 1. Special Order/Office Order designating or appointing the DPO of the PIC		Personal Information Controller		
For Private Organizations 1. Duly notarized Secretary's Certificate authorizing the appointing or designation of the DPO 2. Certificate of Registration (S.E.C Certificate, DTI Certificate of Business Name or Sole Proprietorship) or Franchise and/or License to Operate		Personal Information Controller		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download DPO form and completely fill out and affix signature, then notarize	None	None	Not Applicable	<i>Client</i>
2. Scan DPO form together with the supporting documents	None	None	Not Applicable	<i>Client</i>
3. Send scanned documents via email at <a href="mailto:dporegistration@privacy.gov.ph">dporegistration@privacy.gov.ph</a> (for PICs/PIPs)  or at <a href="mailto:dpo_indprof@privacy.gov.ph">dpo_indprof@privacy.gov.ph</a> (for Individual Professionals)	1. Receive and check completeness of documents submitted  1.1 If registrant submitted complete documents,	None	5 minutes (per application/entry)	<i>Document Specialist</i>

<p>Email subject must be: New_Registration_(Name of PIC/PIP/Individual Professional)</p> <p>Or</p> <p>Renew_Registration_(Name of PIC/PIP/Individual Professional)</p>	<p>draft response</p> <p>1.1.2 Respond confirming receipt of documents and notify that registrant shall receive the certificate within 7 working days</p> <p>1.2 If registrant submitted incomplete and/or incorrect details, document specialist will respond on how to comply with the deficiency</p>			
	2. Organize documents and create folder to upload on Registration Database then endorse for encoding	None	10 minutes	<i>Document Specialist</i>
	3. Encode DPO form details on Registration Database	None	10 minutes	<i>Document Specialist</i>
	4. Validate information encoded vis-à-vis the documents submitted	None	10 minutes	<i>Information Systems Analyst II</i>

	<p>4.1 If documents and complete and all details are valid, endorse for Certificate of Issuance</p> <p>4.2 If documents are incomplete and/or details are incorrect, forward to Document Specialist for email communication on how to comply with the deficiency</p>			
	5. Generate certificate of issuance	None	2 hours	<i>Information Systems Analyst II</i>
	TOTAL		7 days	

#### IMPORTANT REMINDERS:

- Fill out digitally as handwritten forms will not be accepted
- Do not leave any blank fields, state N/A if the field is not applicable
- The email address and Philippine cellphone number you provide will be treated as your official contact channels
- For PICs/PIPs, you are required to use a generic DPO email address, not personally identified with the appointed DPO but with the position (i.e. [dataprotection@domain.com](mailto:dataprotection@domain.com)).
- The DPO email address should be unique per PIC/PIP
- Only the DPO and Head of Agency should sign the DPO form
- Not signed and/or not notarized DPO form and/or Secretary Certificate will NOT be accepted

## 2. AMEND REGISTRATION RECORDS

For Public/Private Organizations and Individual Professionals seeking proof of registration compliance with the National Privacy Commission

<b>Office or Division:</b>	Compliance and Monitoring Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Government, Government to Business, Government to Individual			
<b>Who may avail:</b>	Public and Private Organizations, Individual Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Amendment Cover Letter		<a href="#">form</a>		
For Major Changes <ol style="list-style-type: none"> <li>1. DPO Form</li> <li>2. Special Order/Office Order designating or appointing the new DPO of the PIC; or</li> <li>3. Duly notarized Secretary's Certificate authorizing the appointment or designation of the new DPO; and/or</li> <li>4. Updated Certificate of Registration (S.E.C Certificate, DTI Certificate of Business Name or Sole Proprietorship) or Franchise and/or License to Operate</li> </ol>		Personal Information Controller		
For Minor Changes <ol style="list-style-type: none"> <li>1. DPO form indicating the changes requested</li> <li>2. Copy of the NPC Certificate of Registration in lieu of the following:               <ol style="list-style-type: none"> <li>a. Certificate of Registration (S.E.C, DTI, or any similar document)</li> <li>b. Franchise, License to operate or any similar document</li> </ol> </li> </ol>		Personal Information Controller		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download Amendment Cover Letter	None	None	Not Applicable	Client
2. Scan Amendment Cover Letter together with all applicable supporting documents	None	None	Not Applicable	Client

<p>3. Send scanned documents via email at <a href="mailto:dporegistration@privacy.gov.ph">dporegistration@privacy.gov.ph</a></p> <p>Email subject must be Amendment_(Name of PIC/PIP)</p>	<p>1. Receive and check completeness of documents submitted</p> <p>1.1 If registrant submitted complete documents, draft response</p> <p>1.1.2 Respond confirming receipt of documents and notify that registrant shall receive the certificate within 7 working days</p> <p>1.2 If registrant submitted incomplete and/or incorrect details, document specialist will respond on how to comply with the deficiency</p>	None	5 minutes	Document Specialist
	<p>6. Organize documents and create folder to upload on Registration Database then endorse for encoding</p>	None	10 minutes	Document Specialist
	<p>7. Encode DPO form details on</p>	None	10 minutes	Document Specialist

	Registration Database			
	2 Validate information encoded vis-à-vis the documents submitted  2.1 If documents and complete and all details are valid, endorse for Certificate of Issuance 2.2 If documents are incomplete and/or details are incorrect, 7.1 Forward to Document Specialist for email communication on how to comply with the deficiency		10 minutes	Information Systems Analyst II
	8. Generate certificate of issuance		2 hours	Information Systems Analyst II
	Total		7 days	

**NOTE:**

Major changes are change in any of the following information

1. Name of Organization
2. Address of Organization
3. Name of Head of Agency
4. Name of Data Protection Officer

Minor changes are change in any information aside from the above-stated

### 3. RESPOND TO COMPLIANCE INQUIRIES

For Public/Private Organizations and Individual Professionals inquiring about Compliance to the DPA of 2012.

<b>Office or Division:</b>		Compliance and Monitoring Division		
<b>Classification:</b>		Simple and Complex		
<b>Type of Transaction:</b>		G2G – Government to Government, G2bGovernment to Business, G2C - Government to Citizens		
<b>Who may avail:</b>		Public and Private Organizations, Individual Professionals		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Email request			Requesting Office, FAO-FPMD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Compliance inquiry via email at <a href="mailto:compliancesupport@privacy.gov.ph">compliancesupport@privacy.gov.ph</a>	<p>3.1. Respond to client's email inquiry.</p> <p>If inquiry is "simple" or already included in the Compliance FAQs:</p> <ul style="list-style-type: none"> <li>Email responses should be directly sent by the CMD staff</li> <li>The response should be guided by the Compliance FAQs</li> </ul> <p>If inquiry is "complex" or not yet included in the Compliance FAQs:</p> <ul style="list-style-type: none"> <li>CMD staff should refer the inquiry to an Attorney III, who should directly respond to the email</li> <li>The response should be incorporated by the Lead staff in the Compliance FAQs</li> </ul>	None	<p>Within 3 days for simple inquiry.</p> <p>Within 7 working days for complex inquiry.</p>	CMD Staff : ISA I ISA II Atty. III, ITO2



# **LEGAL AND ENFORCEMENT OFFICE (LEO)**

## **LEGAL DIVISION (LD)**

### External Services

## 1. Conduct Mediation

This process covers the Mediation Proceeding from the time the parties willingly consent and agree to apply for mediation until the parties either mutually agree to settle, in which case the Legal Division will facilitate the preparation of the agreement to be forwarded to the Commission En Banc, or not settle, in which case the Legal Division will draft the Notice of Non-Settlement and endorse the case back to the Complaints and Investigation Division.

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Parties a complaint before the National Privacy Commission, both the Complainant and Respondent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order to Mediate		Complaints and Investigation Division		
2. Relevant case records (Complaint, Order for Preliminary Conference, Order for Summary Hearing, Secretary's Certificate, Special Power of Attorney, Contact Information of Parties, Application for Mediation)		Complaints and Investigation Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Parties apply for Mediation and sign the Order to Mediate.	1.0 Receive Order to Mediate with attached case records from the Investigating Officer of the Complaints and Investigations Division.	None	10 minutes	Legal Assistant
	a. Evaluate the Order to Mediate if the information are		15 minutes	Legal Assistant

	<p>b. completely and properly filled-out and the all the case records are attached.</p> <p>3.0 If all are complete, acknowledge receipt of documents, create case record and determine date of Preliminary Mediation Conference.</p> <p>4.0 Refer the case to the Mediation Officer for verification.</p> <p>5.0 Receive documents and assign the Mediation Support Officer to assist in the case.</p>		<p>1 hour</p> <p>10 minutes</p> <p>1 hour</p>	<p>Legal Assistant</p> <p>Legal Assistant</p> <p>Mediation Officer (Attorney III)</p>
2. The parties will attend the scheduled Mediation Conference.	<p>1.0 Verify attendance of parties based on the Order to Mediate.</p> <p>2.0 Determine the appearance of the parties and</p>	None	<p>5 minutes</p> <p>10 minutes</p>	<p>Legal Assistant</p> <p>Mediation Officer/ Mediation Support Officer</p>

	secure necessary documents, if necessary.			
	3.0 Provide an Orientation on the Mediation Process or recap previous mediation conference to determine the agenda for the scheduled conference.		10 minutes	Mediation Officer/Mediation Support Officer
	4.0 Explore common ground for settlement and suggest options for the parties.		60-90 days	Mediation Officer/Mediation Support Officer
	4.1 If the parties wish to settle, draft Mediated Settlement Agreement (MSA) for review and approval of the Chief of the Legal Division.			
	4.2 If the parties do not reach a			

	<p>settlement, draft a Notice of Non-Settlement for endorsement to the Complaints and Investigations Division.</p> <p>4.3 If the parties wish to schedule another conference , determine schedule of the next mediation.</p>			
<p>3. If the parties decide to settle, they will sign the Mediated Settlement Agreement and furnish the Commission with the relevant documents or proof of compliance of the terms of the MSA.</p>	<p>1.0 Verification of documents and proof of compliance.</p> <p>1.1 If incomplete , request copy of additional documents</p> <p>1.2 If complete, acknowledge receipt of complete documents</p>	None	1 day (included in the 60-90 days of Mediation Process)	Mediation Officer/Mediation Support Officer

	2.0 Consolidate all documents and annexes and prepare the Resolution and Cover Memorandum for review and approval of the Chief of the Legal Division.		3 days (included in the 60-90 days of Mediation Process)	Mediation Officer/Mediation Support Officer
	3.0 Review the documents transmitted and approve the Cover Memorandum, then submit for approval of the Director of the Legal and Enforcement Office.		1 day (included in the 60-90 days of Mediation Process)	Division Chief
	4.0 Review and approve the documents, then revert the signed Cover Memorandum to the Chief of the Legal Division.		1 day (included in the 60-90 days of Mediation Process)	Director
	5.0 Forward and transmit all documents to the Commission En		1 hour	Legal Assistant

	Banc/Adjudication Team			
4. If the parties agree to not settle the matter, the case will proceed as provided for in the NPC Rules of Procedure.	<p>1.0 Draft the Notice of Non-Settlement.</p> <p>2.0 Forward and transmit all documents to the Complaints and Investigations Division.</p>		<p>1 day</p> <p>1 hour</p>	<p>Mediation Officer/Mediation Support Officer</p> <p>Legal Assistant</p>
<b>TOTAL:</b>		None	60-90 Days	

# **LEGAL AND ENFORCEMENT OFFICE (LEO)**

## **LEGAL DIVISION (LD)**

### **Internal Services**



## 1. Issue Certificate of No Pending/Pending Case

This process covers the issuance of the Certificate of No Pending or Pending Case (CNPC) from the time the end-user submits the completely filled-out Request Slip to the time the Legal Division releases the signed Certificate of No Pending or Pending Case to the end-user.

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Internal NPC Officials and Employees			
<b>Who may avail:</b>	All NPC Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Completely filled-out Request Slip		Legal Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The End-User submits the completely filled-out Request Slip	1.0 Verify the completeness of the information provided by the end-user.  1.1 If upon evaluation, the information provided is not complete, return the Request Slip to the end-user for revision.  1.2 If upon evaluation the information provided is complete, acknowledge receipt of the request.	None	15 minutes	Legal Assistant

	2.0 Once evaluated and verified to be complete and compliant with the requirements, encode the details on the tracker.		10 minutes	Legal Assistant
	3.0 Submit the CNPC Request Slip to the drafting lawyer.		10 minutes	Legal Assistant
	4.0 Draft the CNPC as requested by the end-user and submit draft to the Chief of the Legal Division for review and approval.		12 working hours	Attorney III or Attorney IV
	5.0 Review and sign the draft CNPC and submit for approval and signature of the Director of the Legal and Enforcement Office.		1 working day	Division Chief
	6.0 Review and approve the CNPC and revert the		1 working day	Director

	signed document to the Chief of the Legal Division.			
	7.0 Transmit the approved and signed CNPC to the end-user.		10 minutes	Legal Assistant
<b>TOTAL:</b>		None	2 working days 12 hours and 45 minutes	

## 2. Review Contract

This process covers the conduct of Contract Review from the time of receipt of the Memorandum of Request for Contract Review to the time of release of the Memorandum of Contract Review with recommendations from the Legal Division and the Proposed Revised Contract.

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Internal NPC Offices/Divisions/Units			
<b>Who may avail:</b>	All NPC Offices/Divisions/Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Memorandum of Request for Contract Review 5. Relevant attachments, documents or annexes		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. The Requesting Party submits the Memorandum of Request for Contract Review, together with all	2.0 Verify the completeness of the information and documents	None	2 hours	Legal Assistant

relevant attachments, documents or annexes.	provided by the end-user.			
	1.1 If upon evaluation, the information provided is not complete, return the Memorandum of Request to the requesting party.			
	1.2 If upon evaluation the documents and information provided are complete, acknowledge receipt of the request.		15 minutes	Legal Assistant
	8.0 Once evaluated and verified to be complete and compliant with the requirements, encode the details on the tracker.		10 minutes	Legal Assistant
	9.0 Submit the Memorandum of Request and its attachments to the Chief of		10 minutes	Legal Assistant

	the Legal Division.			
	10.0 Review the Request for Contract Review and assign to the drafting lawyer.		1 hour	Division Chief
	11.0 Draft the Contract Review and Proposed Revised Contract.		7 working days	Attorney III or Attorney IV
	12.0 Review the draft Contract Review and Proposed Revised Contract, then submit for review and approval of the Director of the Legal and Enforcement Office.		2 working days	Division Chief
	13.0 Review and approve the draft Contract Review and Proposed Revised Contract, then revert the documents to the Chief of		1 working day	Director

	the Legal Division.  14.0 Forward and transmit the Memorandum of Contract Review and Proposed Revised Contract to the Requesting Party.		15 minutes	Legal Assistant
<b>TOTAL:</b>		None	10 working Days, 3 hours and 50 minutes	

### 3. Issue Legal Opinion

This process covers the issuance of a Legal Opinion from the time of receipt of the Memorandum of Request for Legal Opinion from the concerned office/division or unit to the time of release of Memorandum of Legal Opinion.

<b>Office or Division:</b>	Legal Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Internal NPC Offices/Divisions/Units			
<b>Who may avail:</b>	All NPC Offices/Divisions/Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
6. Memorandum of Request for Legal Opinion 7. Relevant attachments, documents or annexes, if any		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. The Requesting Party submits the Memorandum of Request for Legal	3.0 Verify the completeness of the information	None	2 hours	Legal Assistant

<p>Opinion, together with all relevant attachments, documents or annexes, if any.</p>	<p>and documents provided by the end-user.</p> <p>1.1 If upon evaluation, the information provided is not complete, return the Memorandum of Request to the requesting party.</p> <p>1.2 If upon evaluation the documents and information provided are complete, acknowledge receipt of the request.</p> <p>15.0 Once evaluated and verified to be complete and compliant with the requirements, encode the details on the tracker.</p> <p>16.0 Submit the Memorandum</p>		<p>15 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Legal Assistant</p> <p>Legal Assistant</p> <p>Legal Assistant</p>
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	of Request and its attachments to the Chief of the Legal Division.		1 hour	Division Chief
	17.0 Review the Request for Legal Opinion and assign to the drafting lawyer.		9 working days	Attorney III or Attorney IV
	18.0 Draft the Legal Opinion.		2 working days	Division Chief
	19.0 Review the draft Legal Opinion, then submit for review and approval of the Director of the Legal and Enforcement Office.		1 working day	Director
	20.0 Review and approve the draft Legal Opinion, then revert the document to the Chief of the Legal Division.		15 minutes	Legal Assistant
	21.0 Forward and transmit the Memorandum			



	of Legal Opinion to the Requesting Party.			
<b>TOTAL:</b>		None	12 working days, 3 hours and 50 minutes	

**LEGA AND ENFORCEMENT OFFICE (LEO)**  
ENFORCEMENT DIVISION (EnD)  
External Services

## 1. Enforcement of Orders, Decisions, and Resolutions: Enforcement Assessment Report

### Submission of Enforcement Assessment Reports to the Commission

<b>Office or Division:</b>	Enforcement Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Commission En Banc			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Complete Case Files		Adjudication Team		
2. Compliance documents submitted by the parties to the case		GRU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Adjudication Team: Submit complete case files GRU: Forward the compliance documents submitted by the parties	1.0 Receive the case folder from the Adjudication Team and the compliance documents from GRU and forward the case file to the Legal Assistant for assessment.	None	1 Hour	<i>Document Specialist, Enforcement Division</i>
	2.0 Check the order/decision/resolution for the period required for the party to do or refrain from doing an act and assess if the submission was filed within the reglementary period and forward the documents to the handling attorney.		1 Hour	<i>Legal Assistant II Enforcement Division</i>

	3.0 Evaluate compliance of the party with the decision, order or resolution of the Commission based on the “EnD Evaluation Guidelines” provided.		3 Days	<i>Attorney II, III or IV, Enforcement Division</i>
	4.0 If the party complied with the order of the Commission, write Assessment Report.		6 Days	<i>Attorney II, III or IV, Enforcement Division</i>
	5.0 Submit draft assessment report to Division Chief of Enforcement Division.		1 Hour	<i>Attorney II, III or IV Enforcement Division</i>
	6.0 Review and revise enforcement assessment report, and submit to LEO Director		5 days	<i>Division Chief, Enforcement Division</i>
	7.0 Review and approve enforcement assessment report and reverts to EnD Division Chief.		5 days	<i>Director IV, Legal and Enforcement Division</i>
	8.0 Forward the Enforcement Assessment		1 Hour	<i>Division Chief, Enforcement Division</i>

	Report to Document Specialist for routing.			
	9.0 Send approved enforcement assessment report to Adjudication Team for action.		1 Hour	<i>Document Specialist, Enforcement Division</i>
<b>TOTAL:</b>		None	19 Days and 5 Hours	

## 2. Enforcement of Orders, Decisions, and Resolutions: Compliance Letter

Sending of compliance letter to non-compliant parties

<b>Office or Division:</b>	Enforcement Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Parties to a pending case only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Complete Case Files		Adjudication Team		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Adjudication Team submits the complete case file.	1.0 Check the order / decision / resolution for the period required for the party to do or refrain from doing an act.	None	1 Hour	Legal Assistant II
	2.0 If upon assessment it was found that the deadline for compliance already lapsed, the Legal Assistant shall		1 Hour	Legal Assistant II

	inform the Handling Attorney.			
	3.0 Proceed in drafting the Compliance Letter. Fill in the details corresponding to the specific case handled and write letter of compliance to the party who did not comply from the decision, order, resolution of the Commission and submit to EnD Chief for review.		3 Days	Attorney II, III or IV
	4.0 Review the draft letter if conforms to the prescribed output and if approved, forward to LEO Director for approval.		1 Day	Division Chief
	5.0 Review the draft and if it conforms to the prescribed output, approve and revert the document to the EnD Division Chief.		1 Day	LEO Director
	6.0 Forwards the document to the document Specialist for routing to GRU.		1 Hour	Division Chief

	7.0 Sends approved letter to GRU for sending to party		1 Hour	Document Specialist
<b>TOTAL:</b>		None	5 Days and 4 Hours	

### 3. Enforcement of Orders, Decisions, and Resolutions: Enforcement Letter

Sending of enforcement letter to non-compliant parties upon assessment of deficiencies

<b>Office or Division:</b>	Enforcement Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Parties to a pending case only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Complete Case Files		Adjudication Team		
Compliance documents submitted by the parties.		GRU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Adjudication Team: Submit complete case files  GRU: forwards the copy of the compliance documents submitted by the parties.	1.0 Receive the case folder from the Adjudication Team and the compliance documents from GRU and refer to the Handling Attorney.	None	1 Hour	Document Specialist
	2.0 Check the order/decision/ resolution for the period required for the party to do or refrain from doing an act and assess if the submission was filed within the reglementary period		1 Day	Attorney II, III or IV.
			2 Days	Attorney I, II, III or IV

	3.0 Evaluate compliance of the party with the decision, order or resolution of the Commission based on the “EnD Evaluation Guidelines” provided.		5 Days	Attorney I, II, III or IV.
	4.0 If upon assessment, the party’s compliance is found to be insufficient, the Handling Attorney shall draft an Enforcement Letter.		5 Days	Division Chief
			5 Days	LEO Director
			1 Hour	Division Chief



	5.0 Review the Enforcement Letter to verify if it conforms to the set quality standards, then forwards to LEO Director for approval 6.0 Review the draft and if it conforms to the prescribed output, approve and revert the document to the Enforcement Division Chief. 7.0 Forwards the document to the document Specialist for routing to GRU. 8.0 Forwards the Enforcement Letter to the GRU for transmittal.		1 Hour	Document Specialist
<b>TOTAL:</b>		None	18 Days and 3 Hours	

#### 4. Enforcement of Orders, Decisions, and Resolutions: Certification of Closed Case

Request for Certification of Closed Case

<b>Office or Division:</b>	Enforcement Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Parties to a pending case only
<b>CHECKLIST OF REQUIREMENTS</b>	
Commission Decision closing the case	Commission En Banc, Adjudication Team

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for certification of closed case	1. Receive the request and check if it conforms to the set quality standards, then retrieve the case records and refer to Legal Assistant II for assessment.	None	4 Hours	Document Specialist
	2. Check records whether case is closed and then prepare the template certification letter based on the set quality standards.		4 Hours	Legal Assistant II
	3. Forward the certification to the Handling Attorney for verification. Handling Attorney will then assess and if indeed case is closed then recommends the issuance of certificate to the EnD Chief.		4 Hours	Legal Assistant II and Attorney II, III or IV
	4. Review the documents forwarded then sign the certificate, then forward it to		1 Day	End Chief

	the document specialist for sending.			
5.	Forwards the certification to GRU for sending.		4 Hours	Document specialist
<b>TOTAL:</b>		None	3 days	

## 5. Enforcement of Orders, Decisions, and Resolutions: Bi-Annual Enforcement Report

Submission of bi-annual enforcement report to the Commission

<b>Office or Division:</b>	Enforcement Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Commission En Banc			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for updated Adjudication Status Report		Adjudication Team		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submitted Adjudication Status Report	Receive Adjudication Status Report and forward to Legal Assistant II for Assessment.	None	1 Hour	Document Specialist
	Cross-check the Adjudication Report and the EnD Case Status Report if both data match		2 Days	Legal Assistant II
	Once all data is confirmed to be correct and accurate, generate the statistics. Send to	None	1 Day	Legal Assistant II

	<p>Handling Attorney for review.</p> <p>Review the statistics if it conforms to the set quality standard and draft necessary Memo to the Commission then submit to EnD chief for signature.</p> <p>Review the report and memo then sign. Forward to LEO Director for signature.</p> <p>LEO Director review and sign the Memo. Revert the documents to EnD Chief.</p> <p>Forward the documents to Document Specialist for transmittal.</p> <p>Submit to the Commission En Banc the report and Memo.</p>		<p>1 Day</p> <p>1 Day</p> <p>1 Day</p> <p>1 Hour</p> <p>1 Hour</p>	<p>Attorney II, III or IV</p> <p>Division Chief</p> <p>LEO Director</p> <p>Division Chief</p> <p>Document Specialist</p>
<b>TOTAL:</b>		None	6 Days and 3 Hours	

## 6. Recommendation of Prosecution with the DOJ

Recommendation of Prosecution of Cases with the DOJ

<b>Office or Division:</b>	Enforcement Division
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Department of Justice			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Complete Case Files		Adjudication Team		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Adjudication Team: Submit complete case files	1.0 Receive the complete case files and forward it to the Handling Attorney.	None	1 Hour	Document Specialist
	2.0 Evaluates the Decision/Order/ Resolution whether it recommends criminal penalties based on Section 25 to 29 of the DPA		3 Days	Attorney II, III or IV
	3.0 Draft the necessary Recommendation Letter to the DOJ based on the set quality standards and forwards the draft to the Chief EnD.		5 Days	Attorney II, III or IV
	4.0 Review the submitted draft letter of recommendation if conforms to the prescribed output. After reviewing the letter forward it to LEO Director for approval.		5 Days	Division Chief
			5 Days	LEO Director

	5.0 Review and approve the letter and revert to EnD Chief.		2 Hours	Division Chief
	6.0 Upon receipt of approved letter, forwards it over to the Document Specialist for mailing.		1 Day	Document Specialist
	7.0 Prepare the case files and requests GRU for a certified true copy.		4 Hours	Document Specialist
	8.0 Once the case files are certified, forward the case files with the attached recommendation letter to GRU for transmittal to DOJ.			
<b>TOTAL:</b>		None	19 Days and 7 Hours	

## 7. Establishment of Engagements

Preparation of Memorandum of Agreement, Memorandum of Understanding and Joint Enforcement Documents

<b>Office or Division:</b>	Enforcement Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Government Agencies, LGUs, GOCCs and other Government Instrumentalities
<b>CHECKLIST OF REQUIREMENTS</b> <b>WHERE TO SECURE</b>	

Commission Documented Directive		Commission En Banc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Commission En Banc: Commission Documented Directive	1.0 Receive the documented Commission directive from the OPC. Hand in the documented Commission directive with attached Minutes of the Meeting to the Chief, EnD	None	1 Hour	Document Specialist
	3.0 Evaluate if the documented Commission directive with attached Minutes of the Meeting contains all the necessary documents for the drafting of a MOU/MOA		1 Day	Division Chief
	4.0 Assign the task to an available lawyer of the EnD using the following considerations, as seen in the EnD case tracker: • Workload • Exposure • Expertise		1 Hour	Division Chief
	5.0 Hand in the documented Commission directive with attached		1 Hour	Division Chief

	Minutes of the Meeting to the assigned lawyer of EnD			
	6.0 Review previous MOU/MOA with other agencies for reference		1 Days	Attorney II, III or IV
	7.0 Review the law and Implementing Rules and Regulations, if any, establishing the concerned agency		2 Days	Attorney II, III or IV
	8.0 Review the Minutes of the Meeting attached to the documented Commission directive based on purpose and possible provisions of the document to be drafted		1 Day	Attorney II, III or IV
	9.0 Draft the MOU/MOA based on the set quality standards. Hand the draft MOU/MOA and documented Commission directive with attached Minutes of the		5 Days	Attorney II, III or IV



	Meeting to the Chief, EnD			
	10.0 Reviews the MOU/MOA if it conforms to the set quality standards. If it conforms to the set quality standards, hand in the draft MOU/MOA and documented Commission directive with attached Minutes of the Meeting to the Legal Assistant to the Director, LEO		5 Days	Division Chief
	11.0 Review the draft MOA/MOU and approve. Revert the documents back to EnD Chief.		5 Days	LEO Director
	12.0 Set necessary meeting/s with the partner government agency or private institution.		4 Hours	Division Chief, Attorney II, III and IV.
<b>TOTAL:</b>		None	20 Days and 7 Hours	

**LEGAL AND ENFORCEMENT OFFICE (LEO)**  
**COMPLAINTS AND INVESTIGATION DIVISION (CID)**  
External Services

## 1. Walk-In Inquiries

Pursuant to Section 7(b) of Republic Act No. 10173 or the Data Privacy Act of 2012 (“DPA”), the National Privacy Commission, through the CID, receives data privacy concerns of the data subjects through walk-ins.

<b>Office or Division:</b>	Complaints and Investigation Division (“CID”)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government			
<b>Who may avail:</b>	All: (i) Filipino citizens whose personal data are processed; (ii) Foreign nationals whose personal data are processed in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in to CID	1.1 Receive the inquiry from the client 1.2 Client provides personal information for purpose of CID Action Log 1.3 Evaluate the inquiry 1.4 Answer the inquiry 1.5 The client signs the CID Action Log with the personal information provided	None	1 Hour	<i>Administrative Officer 1 (Frontline Services) / Chief, CID</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	

## 2. Online Inquiries

Pursuant to Section 7(b) of Republic Act No. 10173 or the Data Privacy Act of 2012 (“DPA”), the National Privacy Commission, through the CID, receives data privacy concerns of the data subjects through (i) electronic mails, and (ii) phone calls.

<b>Office or Division:</b>	Complaints and Investigation Division (“CID”)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government			
<b>Who may avail:</b>	All: (i) Filipino citizens whose personal data are processed; (ii) Foreign nationals whose personal data are processed in the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send email containing inquiry to <a href="mailto:complaints@privacy.gov.ph">complaints@privacy.gov.ph</a>	1.1 Receive the email inquiry 1.2 Evaluate the inquiry 1.3 Answer the inquiry	None	1 Day	<i>Administrative Officer 1 (Frontline Services) / Chief, CID</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Day</b>	
2. Call CID's contact numbers, as follows: i. 0905-506-1478; ii. 0970-818-0555; and iii. (02)8234-2228 loc. 114	2.1 Answer the phone 2.2 Ask the client about circumstances regarding the inquiry 2.3 Answer the inquiry	None	30 Minutes	<i>Administrative Officer 1 (Frontline Services) / Chief, CID</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes</b>	

### 3. Handling Complaints

Pursuant to Section 7(b) of Republic Act No. 10173 or the Data Privacy Act of 2012, the National Privacy Commission, through the CID, shall receive complaints and institute investigations on matters affecting any personal information. This service is governed by NPC Circular No. 2021-01 or the 2021 Rules of Procedure of the National Privacy Commission.

<b>Office or Division:</b>	Complaints and Investigation Division ("CID")			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizens G2B - Government to Business; and G2G - Government to Government			
<b>Who may avail:</b>	All: (i) Filipino citizens whose personal data are processed; (ii) Foreign nationals whose personal data are processed in the Philippines			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notarized complaints-assisted form and evidence (the original copies shall be in such number as there are respondents, plus three (3) copies for the file. The 3 copies are to be distributed as follows: 1 copy for CID, 1 copy for GRU and 1 copy for complainant)		NPC website		
Notarized complaint-affidavit and evidence (the original copies shall be in such number as there are respondents, plus three (3) copies for the file. The 3 copies are to be distributed as follows: 1 copy for CID, 1 copy for GRU and 1 copy for complainant)		Not applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send email containing the scanned copy of notarized complaints-assisted form or complaint-affidavit and relevant supporting	1.1 Receive and acknowledge receipt of email	TBA	1 day	<i>Administrative Officer 1 (Frontline Services) / Chief, CID</i>
	1.2 Check for completeness of documents presented			<i>Administrative Officer 1 (Frontline Services) / Chief, CID</i>

documents/ evidence to <a href="mailto:complaints@privacy.gov.ph">complaints@privacy.gov.ph</a>				
	1.3 Assign docket number		30 days	<i>Administrative Officer 1 (Case Management) / Chief, CID</i>
	1.4 Assign the case to an Investigating Officer			<i>Administrative Officer 1 (Case Management) / Chief, CID</i>
	1.5 Evaluate the complaint as to substance			<i>Investigating Officer / Chief, CID</i>
	1.6.1 If the complaint is incomplete or not covered by DPA, the complaint will be dismissed outright;  1.6.2 If the complaint is complete and covered by DPA, the complaint will undergo preliminary conference and order the respondent to file Verified Comment			<i>Investigating Officer / Chief, CID</i>
	1.7.1 If there is an application for a temporary ban on processing of personal data as indicated in the complaint, determine if the parties need to submit position		80 days	<i>Investigating Officer / Chief, CID</i>

	papers or, in lieu thereof, conduct summary hearing			
	1.7.2 If there is no application for a temporary ban on processing of personal data as indicated in the complaint, require the respondent to submit comment and schedule the case for Preliminary Conference			
	1.8 During the preliminary conference, ask the parties if they are willing to undergo the process of mediation.			<i>Investigating Officer / Chief, CID</i>
	1.8.1 If yes, have the parties fill-out an Application for Mediation Form and issue Order to Mediate and refer the parties to the Legal Division for mediation		90 days	<i>Chief, Legal Division</i>
	1.8.2 If not, resume with the investigation phase		105 days	<i>Investigating Officer / Chief, CID</i>
	1.9 After the period to submit		70 days	<i>Investigating Officer / Chief, CID</i>

	pleadings, such as Memoranda, the same will be recommended for drafting of fact-finding report			
	1.10 Elevate the case to the Adjudication Team for Decision			<i>Adjudication Team, Office of the Privacy Commissioner</i>
	1.11 Enforcement of Orders, Decision, or Resolution			<i>Chief, Enforcement Division</i>
<b>TOTAL</b>		<b>TBA`</b>	<b>376 Days</b>	
2. Walk-in to the CID with notarized complaints-assisted form or complaint-affidavit and supporting documents/ evidence	2.1 Receive the notarized complaints-assisted form or complaint affidavit and supporting documents/ evidence	TBA	1 day	<i>Administrative Officer 1 (Frontline Services) / Chief, CID</i>
	2.2 Check for completeness of documents presented			<i>Administrative Officer 1 (Frontline Services) / Chief, CID</i>
	2.3 Assign docket number		30 days	<i>Administrative Officer 1 (Case Management) / Chief, CID</i>
	2.4 Assign the case to an Investigating Officer			<i>Administrative Officer 1 (Case Management) / Chief, CID</i>



	2.5 Evaluate the complaint as to substance			<i>Investigating Officer / Chief, CID</i>
	2.6.1 If the complaint is incomplete or not covered by DPA, the complaint will be dismissed outright;  2.6.2 If the complaint is complete and covered by DPA, the complaint will undergo preliminary conference and order the respondent to file Verified Comment			<i>Investigating Officer / Chief, CID</i>
	2.7.1 If there is an application for a temporary ban on processing of personal data as indicated in the complaint, determine if the parties need to submit position papers or, in lieu thereof, conduct summary hearing  2.7.2 If there is no application for a temporary ban on processing of personal data as		80 days	<i>Investigating Officer / Chief, CID</i>

	indicated in the complaint, require the respondent to submit comment and schedule the case for Preliminary Conference			
	<p>2.8 During the preliminary conference, ask the parties if they are willing to undergo the process of mediation.</p> <p>2.8.1 If yes, have the parties fill-out an Application for Mediation form and issue Order to Mediate and refer the parties to the Legal Division for mediation</p> <p>2.8.2 If not, resume with the investigation phase</p>		<p>90 days</p> <p>105 days</p>	<p><i>Investigating Officer / Chief, CID</i></p> <p><i>Chief, Legal Division</i></p> <p><i>Investigating Officer / Chief, CID</i></p>
	2.9 After the period to submit pleadings, such as Memoranda, the same will be recommended for drafting of fact-finding report		70 days	<i>Investigating Officer / Chief, CID</i>

	1.10 Elevate the case to the Adjudication Team for Decision			<i>Adjudication Team, Office of the Privacy Commissioner</i>
	1.11 Enforcement of Orders, Decision or Resolution			<i>Chief, Enforcement Division</i>
<b>TOTAL</b>		<b>TBA</b>	<b>376 Days</b>	

# **FINANCE AND ADMINISTRATIVE OFFICE (FAO)**

## **HUMAN RESOURCES DEVELOPMENT DIVISION (HRDD)**

### **External Services**

## 1. RECRUITMENT, SELECTION AND PLACEMENT

NPC through HRDD fills-up vacancies in compliance with CSC's ORAOHRA of 2017 revised July 1, 2018.

<b>Office or Division:</b>	Human Resources Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed application letter		Applicant		
2. Notarized Personal Data Sheet with attached Work Experience Sheet		Download forms from <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
3. Copy of authenticated Civil Service Eligibility or PRC License		CSC Regional Office and/ or PRC as applicable		
4. Certified true copy or authenticated copy of Transcript of Records and Diploma		School/College/University attended		
5. Photocopy of certificate of trainings and seminars attended		Applicant		
6. Certificate of Performance Rating for the last rating period (if applicable)		Last/ Previous Government Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Identify the positions to be filled-up	None	2 hours	Concerned Office/HRDD
	2. Prepare and review Terms of Reference and/or Job Description of the positions to be filled-up	None	24 hours	Chief Administrative Officer (CAO)
	3. Prepare publication <sup>1</sup> or notice of vacancies.	None	2 hours	HR Assistant
	4. Approve notice of publication of vacancies	None	4 hours	Privacy Commissioner
	5. Submit Notice of Vacancy/ies to CSC and post to NPC Website, official social media account and 3	None	1 hour	HR Assistant

<sup>1</sup> Publication is 10 days in compliance to RA 7041 and 2017 ORAOHRA revised July 2018

	conspicuous places in the office premises			
	6. Notify all the qualified next-in-rank candidates for the vacant position	None	1 hour	CAO
1. Submit letter of intent/applications with complete supporting documents to HRDD	1. Review and acknowledge receipt of applications	None	30 minutes per applicant	HR Assistant
	1.2 Encode the data to Applicants' Database	None	30 minutes per applicant	HR Assistant
	1.3 Evaluate applicants' qualification against the qualification standards of the position	None	1 hour per applicant	CAO
	1.4 Inform applicants thru email whether they meet minimum requirements and the date of their initial interview	None	30 mins per applicant	HR Assistant
	1.5 Conduct background / character check	None	1 hour per applicant	HR Assistant
	1.6 Inform applicants thru email of the result of initial interview and schedule of examination (psychological, skills test, etc)	None	30 mins per applicant	HR Assistant
	1.8 Inform the applicants thru email of the result of examinations and schedule of HRMPSB's 1.9 Competency-Based Interview	None	30 mins per applicant	HR Assistant
	1.10 Conduct of HRMPSB Panel Interview and Deliberation	None	1 hour per applicant	HRMPSB
	1.11 Prepare minutes of the HRMPSB deliberation	None	8 hours	HR Assistant

	1.12 Consolidate result of the HRMPSB Panel Interview and Deliberation	None	24 hours	HR Assistant
	1.13 Sign and approve the HRMPSB Report (Comparative Assessment Matrix and approval sheet)	None	56 hours	HRMPSB and Appointing Authority
	1.14 Inform successful applicants thru writing/email to submit requirements for preparation of appointment papers	None	30 mins per applicant	HR Assistant
2. Successful candidate should submit pre-employment requirements to HRDD	2.1 Review submitted documents	None	1 hour per applicant	HR Assistant
	2.2 Prepare appointment papers and other employment documents	None	4 hours	HR Assistant
	2.3 Sign and approve appointment paper, oath of office and other employment documents	None	24 hours	CAO, HRMPSB and Privacy Commissioner
	2.4 Issue the approved appointment to newly-appointed staff	None	1 hour	HR Assistant
3. Receive approved appointment, Oath of Office, Position Description Form and other employment documents				
4. Newly-hired employee	4.1 Orient newly-hired employee on NPC's vision, mission,	None	3 hours	Learning and Development Team/ SAO

assumes office	mandate, organizational structure and policies			
	4.2 Introduce the newly-hired employee to all NPC Personnel/Divisions	None	4 hours	HR Assistant
	4.3 Prepare Report on Appointment and transmit to CSC-OP Field Office the approved appointment with supporting documents.	None	3 hours	HR Assistant
Total			167 hours (20 days and 7 hrs)	

Note: Processing Time does not include waiting time per processes.

## 2. PROCESS PERSONNEL REQUISITION (HIRING OF COS)

<b>Office or Division:</b>	Human Resources Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Any qualified applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personnel Requisition Form (PRF)		HRDD		
2. Terms of Reference		HRDD		
3. Endorsement Letter, Justification		Division Concerned, Requesting Party		
4. Work Program Plan and Process Map		HRDD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prepare and submit Personnel Requisition Form (PRF) and Terms of Reference (TOR) with supporting documents.	None	8 hours	Division Concerned
	Review submitted documents and endorsed to the Approving Officer	None	4 hours	AO V- HRDD



	Approval of the PRF & TOR	None	8 hours	OPC
	Prepare posting of vacancies and submit request for posting	None	1 hour	HR Assistant
	Post vacancies to NPC Website	None	1 hour	PIAD
1. Submit applications	Review and assess applications received	None	8 hours	Concerned Division needing additional personnel
	Endorse selected applicant to the position	None	2 hours	Concerned Division needing additional personnel
	Review application documents and endorsement	None	1 hour	HR Assistant
	Prepare endorsement and submit to Approving Authority	None	1 hour	AO V
	Approve endorsed applicant	None	8 hours	Office of the Privacy Commissioner
	Inform applicants of the result of applications and provide list of pre-employment requirements	None	1 hour	HR Assistant
2. Submit pre-employment requirements	Review documents received	None	3 hours	AO V
	Prepare contracts and other employment documents	None	4 hours	AO V
	Onboarding of newly hired COS	None	4 hours	AO V
Total			56 hours (7 days)	

### 3. REQUEST FOR PERSONNEL DOCUMENTS

One of the functions of HR is to issue documents requested by former employees of NPC such as Service Record, Certificate of Employment,

Certificate of No Pending Case, Leave Credits Balances, Employment Clearance, and other Personnel Documents.

<b>Office or Division:</b>	Human Resources Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (former NPC Employees)			
<b>Who may avail:</b>	Former employees of NPC (separated, resigned, and retired)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. HR Service Request Form		HRDD (can be accessed via QR Code or link)		
2. Authorization Letter if the claimant is not the requesting party		Requesting Party		
3. Valid Identification Card of the requesting party and/or his/her representative		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out HR Service Request Form (electronic or hard copy) and submit to HRDD	1.1 Receive /Retrieve request online or hard copies and record / log in the request form in the incoming logbook of HR the request indicating date and time of request.	None	1 hour	HR Records Custodian
	1.2 Review the request including details of the requesting party and its attachment if any.	None	1 hour	HR Assistant
	1.3 Retrieve documents/201 folders from Storage	None	4 hours	HR Assistant
	1.4 Prepare requested documents.	None	4 hours	AO V
	1.5 Review and endorse the requested documents	None	4 hours	CAO
	1.6 Review and sign the documents	None	8 hours	CAO or Privacy Commissioner

	1.7 Record to outgoing logbook of HR the requested documents and transmit to the requesting party the documents	None	1 hour	HR Assistant
2. Receive the requested document		None	1 hour	
<b>Total</b>			<b>24 hours (3 days)</b>	

# **FINANCE AND ADMINISTRATIVE OFFICE (FAO)**

## **HUMAN RESOURCES DEVELOPMENT DIVISION (HRDD)**

### **Internal Services**

## 1. PROVISION OF LEARNING AND DEVELOPMENT INTERVENTIONS

The HRDD is responsible in enhancing the competencies of NPC Workforce through provision of at least one learning and development intervention in a year pursuant to existing policies and guidelines of the Civil Service Commission and other oversight agencies. This process covers permanent positions indicated in the DBM-approved Plantilla of Personnel and involves conduct of learning needs assessment, develop capacity building programs and learning interventions that will address competency gaps of NPC employees in the performance of his/her assigned tasks and responsibilities.

<b>Office or Division:</b>	Human Resources Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
<b>Who may avail:</b>	All NPC Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Learning Needs Assessment		HRDD		
2. Individual Development Plan		HRDD		
3. Division Development Plan		HRDD		
4. Letter of Intent/Registration Form		NPC Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished LNA, IDP and DDP	Review the submitted LNA, IDP & DDP to HRDD	None	1 day (per employee)	Training Assistant
	Consolidate all LNA, IDP and DDP and prepare an Annual Learning and Development Plan (ALDP)	None	7 days	Training Officer
	Convene HRDC to review and approve the ALDP	No ne	3 days	HRDC

	Review and submit the ALDP and HRDC Resolution	None	2 days	AO V
	Recommend approval of ALDP and HRDC Resolution	None	2 days	CAO
	Approval process	None	2 days	FAO Director, HRDC Chair and Privacy Commissioner
	Prepare Call for Nomination or Memorandum (as applicable) re: participants to particular training	None	1 day	HRDC Secretariat
2. Letter of Intent/Registration Forms (as applicable)	Coordinate with service provider/training institution on the registration, fees and schedules	None	1 day	HRDC Secretariat
3. Submit Learning Action Plan, Post Activity Report (as applicable) and Certificate of Participation/Attendance	Facilitate preparation of payment	None	1 day	HRDC Secretariat
Total			20 days	

## 2. Process Request for Overtime

<b>Office or Division:</b>	Human Resources Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	All NPC Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Overtime Authorization Form (OAF)		HRDD		
2. Work Program Plan (WPP)		HRDD		
3. Approved Personnel Order		HRDD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved OAF & WPP	Record the received OAF and WPP in the incoming logbook and route to Chief, HRDD	none	1 hour	HR Records Custodian
	Review the submitted Forms and affix signature	none	1 hour	CAO
	Prepare PCPO	none	1 hour	HR Assistant
	Route PCPO to signatories	none	1 hour	HR Records Custodian
	Approval process	none	2 days	FAO Director, OED and OPC
2. Received the approved OAF, WPP and PCPO				Requesting personnel

### 3. Processing of Separation Documents

<b>Office or Division:</b>	Human Resources Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	All NPC Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice of Resignation, Separation or Transfer to another agency		NPC Personnel Concerned		
2. Acceptance of Resignation or Notice of Termination (as applicable)		HRDD		
3. Endorsement letter to OPC		HRDD		
4. Turn-Over Report		HRDD		
5. NPC Clearance		HRDD		
6. Exit Interview Form		HRDD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter/notice of intent to resign or transfer	Record the notice/letter received and in the incoming logbook and route to concerned staff	none	30 minutes	HR Records Custodian
	Prepare acceptance of notice of resignation/transfer or termination, endorsement and other supporting documents	none	2 hours	HR Assistant
	Review the separation documents and affix initials	none	1 hour	CAO
	Record to outgoing logbook	none	30 minutes	HR Records Custodian



	and route to signatories			
	Approval process	none	2 days	FAO Director, OED & OPC
	Transmit the approved documents to separating staff	none	4 hours	HR Assistant
2. Received the approved and signed acceptance with complete supporting documents				Separating Personnel

**FINANCE AND ADMINISTRATIVE OFFICE (FAO)**  
**ADMINISTRATIVE SERVICES DIVISION (ASD)**  
Internal Services

## 1. Release of Photocopy/Issuance of Certified True Copy of NPC Document/Record

<b>Office or Division:</b>	Administrative Services Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Client		
<b>Who may avail:</b>	Internal and External Stakeholder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.	Completely filled-out Request for Photocopy/CTC Slip with no erasures, and duly signed by the head of the requesting office/division (internal client)	Administrative Services Division - General Records Unit (GRU)	
2.	Completely filled-out Request for Photocopy/CTC Slip with no erasures, and duly signed by the requesting party (external client)	Administrative Services Division - General Records Unit (GRU)	
3.	For representative, authorization letter and copies of identification cards of both the requesting party and the representative	Requesting client	

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request for Photocopy/Certified True Copy (CTC) Slip	1.1 Receive Request for Photocopy/CTC Slip	Not applicable	Less than 1 minute (under normal circumstance)	<i>Records Specialist</i>
	1.2 Check if the details on the request slip are completely filled-out: <ul style="list-style-type: none"> <li>• Date</li> <li>• Requesting Party</li> <li>• Office</li> <li>• Requested Document</li> <li>• Purpose</li> <li>• Signature on the "Requested by" portion</li> </ul>	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist</i>

	<p>1.3 Check the availability of the requested records/documents:</p> <p>If available, receive the request slip and affix initial on the lower left side of name of the Chief, ASD</p> <p>If not available, return the request form to the stakeholder with a note stating the reason of return</p>	Not applicable	5 minutes (under normal circumstance)	<i>Records Officer</i>
	1.4 Prepare photocopies of the requested document	Not applicable	3 minutes (under normal circumstance)	<i>Records Specialist</i>
	<p>1.5 Classify the requested record/documents if:</p> <p>Sensitive Record - includes to DPO Registration Form, Annual Security Incident Report, Breach Report, Complaints and other Legal Documents</p> <p>Simple Record includes letters, invitations, requests, reading materials and other related items</p>	Not applicable	3 minutes (under normal circumstance)	<i>Records Officer</i>
	1.6 Request approval to release photocopy/CTC of document from:	Not applicable		<i>Records Officer</i>

	LEO Director for complaints and other legal documents  DASCO Director for DPO Registration Form, Annual Security Incident Report and Breach Report		4 hours (under normal circumstance)	
	1.7 Upon receipt of the approval to release photocopy/issue CTC, stamp the following on the portion of the document/s where the data can be readable: <ul style="list-style-type: none"> <li>• Certified true copy (CTC)</li> <li>• Name of the Records Officer</li> <li>• Date signed</li> </ul>	Not applicable	3 minutes (under normal circumstance)	<i>Records Specialist</i>
	1.8 Affix signature on the document/s	Not applicable	2 minutes (under normal circumstance)	<i>Records Officer</i>
	1.9 Record and release the document	Not applicable	Less than 1 minute (under normal circumstance)	<i>Records Specialist</i>
2. Receive the requested document				
Total				

## 2. Receipt of Incoming Documents

<b>Office or Division:</b>	Administrative Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	Internal and External Stakeholder
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Number of copies  For Simple documents/communication: 2 copies (1 for NPC and 1 as receiving copy)	

<p>For Complaint-Affidavit: 4 copies (3 for NPC and 1 as receiving copy)</p> <p>For Breach/Security Incident Report: 3 copies (2 for NPC and 1 as receiving copy)</p> <p>For Annual Security Incident Report: 3 copies (2 for NPC and 1 as receiving copy)</p>	<p>NPC forms are downloadable via the National Privacy Commission website</p>
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Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit documents	1.1 Receive documents	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>
	1.2 Check the requirements	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>
	1.3 Stamp "RECEIVED" on the upper right corner of the envelope or document; fill in the name, date, and time of receipt in the "RECEIVED" stamp; and affix signature above the name of the Records Analyst on the "RECEIVED" stamp	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>
	1.4 Record and release the receiving copy of the document to the client	Not applicable	1 minute (under normal circumstance)	<i>Records Specialist/Records Officer</i>
2. Receive the "receiving copy" of the document				
Total				

**FINANCE AND ADMINISTRATIVE OFFICE (FAO)**  
FINANCIAL PLANNING AND MANAGEMENT DIVISION  
(FPMD)

## 1. Issue Certification of Availability and Non-Availability of Funds

This service refers to the request for Certification of Availability or Non-Availability of Funds (CAF/CNAF) in accordance with GAM Volume I COA Circular 2015-007 dated 22 October 2015, GPPB Circular 05-2018 dated 18 May 2018, P.D No. 1445 dated 11 June 1978, and the revised IRR of RA No. 9184.

### A. For Procurable Goods/Services

<b>Office or Division:</b>	FAO - FPMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Internal Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. FPMD Service Request Form (Online and Offline Form)		Requesting Office, FAO-FPMD		
2. Market Study (if applicable)		Requesting Office, FAO-FPMD		
3. Purchase Request		Requesting Office, FAO-FPMD		
4. Terms of Reference or Technical Specifications		Requesting Office, FAO-FPMD		
5. Copy of Approved and Signed APP		Requesting Office, FAO-FPMD		
6. Copy of Approved and Signed PPMP		Requesting Office, FAO-FPMD		
7. Other pertinent documents may be required		Requesting Office, FAO-FPMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Financial Planning and Management Division	1.1. Receive SRF and its attachments from the requesting client/office	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/Aesthetics requirements	None	30 minutes	FPMD Records Custodian
	1.3. Record the request	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Specialist I	None	10 minutes	FPMD Records Custodian



	1.5. Receive request	None	10 minutes	Budget Specialist I
	1.6. Verify completeness of documents. If complete, proceed to step 1.7.  If not, return the documents to FPMD Records Custodian	None	4 hours	Budget Specialist I
	1.7. Check Funds and Availability of allotment	None	3 hours	Budget Specialist I
	1.8. Draft and print of Certificate of Availability/Non-Availability of Funds (CAF/CNAF)	None	1 hour	Budget Specialist I
	1.9. Endorse the request to Budget Officer III	None	20 minutes	Budget Specialist I
	1.10. Receive printed CAF/CNAF and its attachments	None	10 minutes	Budget Officer III
	1.11. Review and include the initial signature on the CAF/CNAF	None	6 hours	Budget Officer III
	1.12. Endorse the request to Accountant III	None	20 minutes	Budget Officer III
	1.13. Receive printed CAF/CNAF and its attachments	None	10 minutes	Accountant II
	1.14. Review and sign the CAF/CNAF	None	6 hours	Accountant II
	1.15. Endorse signed CAF/CNAF to the records custodian	None	20 minutes	Accountant II
	1.16. Receive approved CAF/CNAF	None	10 minutes	FPMD Records Custodian
	1.17. Scan the documents	None	30 minutes	FPMD Records Custodian
	1.18. Provide one (1) copy to the end-user/ requesting office	None	30 minutes	FPMD Records Custodian

<b>TOTAL</b>	<b>NONE</b>	<b>3 working days</b>	
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B. For Request Personnel and Travel Order (RPTO)

<b>Office or Division:</b>	FAO - FPMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Internal Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. FPMD Service Request Form (Online and Offline Form)		Requesting Office, FAO-FPMD		
1. Invitation Letter or Notice of On-Site Visit (if applicable)		Requesting Office, FAO-FPMD		
2. Copy of Approved and Signed WFP		Requesting Office, FAO-FPMD		
3. RPTO signed by the HEA		Requesting Office, FAO-FPMD		
4. Other pertinent documents may be required		Requesting Office, FAO-FPMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Financial Planning and Management Division	1.1. Receive SRF and its attachments from the requesting client/office	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/Aesthetics requirements	None	30 minutes	FPMD Records Custodian
	1.3. Record the request	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Officer for verification	None	10 minutes	FPMD Records Custodian
	1.5. Receive request	None	10 minutes	Budget Specialist I
	1.6. Verify and review the completeness of documents (RPTO and its attachments)	None	4 hours	Budget Specialist I

	1.7. Check Funds and Availability of allotment	None	3 hours	Budget Specialist I
	1.8. Validate the accuracy of the documents	None	1 hour	Budget Specialist I
	1.9. Receive the documents	None	10 minutes	Budget Officer III
	1.10. Review, include the initial signature and additional remarks (if applicable) on the RPTO	None	6 hours	Budget Officer III
	1.11. Endorse the request to Accountant II	None	20 minutes	Budget Officer III
	1.12. Receive the signed RPTO and its attachments	None	10 minutes	Accountant II
	1.13. Review and sign the RPTO	None	6 hours	Accountant II
	1.14. Forward the documents to the records custodian	None	10 minutes	Accountant II
	1.15. Receive the documents	None	10 minutes	FPMD Records Custodian
	1.16. Scan the documents	None	30 minutes	FPMD Records Custodian
	1.17. If the RPTO requires NPC Vehicle Service, forward the signed RPTO and its attachments to the ASD  If not, proceed to 1.18	None	30 minutes	FPMD Records Custodian
	1.18. Forward the signed RPTO and attachments to the HRDD for preparation of PCPO	None	30 minutes	FPMD Records Custodian
<b>TOTAL</b>		<b>NONE</b>	<b>3 working days</b>	

## 2. Payment Process

This process covers the processing of payment for Personnel Services, Maintenance and Other Operating Expenses and Capital Outlays from the receipt of Request for ORS and DV Preparation Slip up to the approval of DV and LDDAP-ADA in accordance with COA Circular 2012-001, Government Accounting Manual, DBM Circulars, CSC Circulars, RA 8184, GPPB Circulars and other existing laws, rules, and regulations.

### A. To Internal Clients

#### a. For Reimbursements

- i. Representation/Meals Expenses
- ii. Goods/Services Expenses

<b>Office or Division:</b>	FAO - FPMD	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Internal Clients	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. FPMD Service Request Form (Offline Form) or FPMD Service Request Form (Online Form)		Requesting Office, FAO-FPMD
2. Obligation Request and Status (ORS, 3 copies printed on A4 green paper)		Requesting Office, FAO-FPMD
3. Disbursement Vouchers (DVs, 4 copies printed on A4 white paper)		
4. Original Receipt/Billing Invoice/Sales Invoice pasted on A4 white paper		
5. Photocopy of item no. 4		
6. Summary/Certification of Expenses (SOE, 2 copies printed on A4 white paper)		
7. Original/CTC of Notice of Meeting/Advisory/Special Order (2 copies) - Certified by the end-user (plantilla)		
8. Original/CTC of Minutes of Meeting/Post-Event Report/Post-Activity Report (2 copies) - Certified by the end-user (plantilla)		
Additional for representation/meals expenses		
9. Original/CTC of Attendance Sheet (2 copies) - Certified by the end-user (plantilla)		
Additional for goods/supplies/materials expenses		
10. Original/CTC Distribution List (2 copies)		

- Certified by the end-user (plantilla) 11. Summary of Canvass (4 copies) 12. Requisition of Issue Slip (1 copy) 13. Certificate of Non-Availability of Stocks 14. Canvass Forms - At least from 3 suppliers - For items cost 1,000 and above 15. Inspection and Acceptance Report (2 copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Financial Planning and Management Division	1.1. Receive SRF and its attachments from the requesting client/office	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/Aesthetics requirements	None	30 minutes	FPMD Records Custodian
	1.3. Record the request	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Specialist I	None	10 minutes	FPMD Records Custodian
	1.5. Receive the request	None	10 minutes	Budget Specialist I
	1.6. Verify and review the completeness of documents	None	4 hours	Budget Specialist I
	1.7. Process the ORS	None	1 hour	Budget Specialist I
	1.8. Endorse the ORS to Budget Officer III for signature and endorsement to Accounting Unit	None	10 minutes	Budget Specialist I
	1.9. Receive the documents	None	10 minutes	Budget Officer III
	1.10. Review and sign the ORS	None	1 hour	Budget Officer III

	1.11. Endorse the ORS and its attachments to Administrative Officer IV-Accounting	None	10 minutes	Budget Officer III
	1.12. Receive the documents	None	10 minutes	Administrative Officer IV-Accounting
	1.13. Review the supporting documents	None	3 hours	Administrative Officer IV-Accounting
	1.14. Process the Disbursement Voucher	None	1 hour	Administrative Officer IV-Accounting
	1.15. Prepare the LDDAP-ADA	None	1 hour	Administrative Officer IV-Accounting
	1.16. Endorse the request to Accountant II	None	10 minutes	Administrative Officer IV-Accounting
	1.17. Receive the request	None	10 minutes	Accountant II
	1.18. Review the ORS, DV, and its attachments	None	5 hours	Accountant II
	1.19. Endorse the request to Chief Administrative Officer, FPMD	None	10 minutes	Accountant II
	1.20. Receive the request	None	10 minutes	Chief Administrative Officer, FPMD
	1.21. Review the ORS, DV, and its attachments  If the documents are correct and no discrepancies are found, proceed to step 1.20	None	3 hours	Chief Administrative Officer, FPMD

	If not, return the documents to Accountant II			
	1.22. Approve and sign the DV	None	1 hour	Chief Administrative Officer, FPMD
	1.23. Forward to FPMD Records Custodian	None	10 minutes	Chief Administrative Officer, FPMD
	1.24. Receive the documents	None	10 minutes	FPMD Records Custodian
	1.25. Record the documents and endorse to the ASD-Cashier	None	50 minutes	FPMD Records Custodian
<b>TOTAL</b>		<b>NONE</b>	<b>3 working days</b>	

b. For Personnel Benefits

- i. First Salary (Plantilla Personnel and Contract of Service)
- ii.
  - For payments P50,000 or less

<b>Office or Division:</b>	FAO - FPMD		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail:</b>	Internal Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. FPMD Service Request Form (Offline and Online Form)		Requesting Office, FAO-FPMD	
2. Obligation Request and Status (ORS, 3 copies printed on A4 green paper)		Requesting Office, FAO-FPMD	
3. Disbursement Vouchers (DVs, 4 copies printed on A4 white paper)			
4. Payroll Ledger			
Additional requirements for Plantilla Personnel			
a. CTC of Duly Approved Appointment			
b. Assignment Order, if applicable			
c. CTC of Oath of Office			
d. Certificate of Assumption			
e. SALN			

<p>f. Approved DTR</p> <p>g. BIR 1902 and 2305</p> <p>h. Payroll Information on New Employee (PINE) for agencies with computerized payroll systems</p> <p>i. Authority from the claimant and identification documents, if claimed by a person other than the payee</p> <p>j. Other pertinent documents may be required</p> <p>Additional requirements for Contract of Service</p> <p>a. Authority to deduct (mandatory contributions)</p> <p>b. Summary of Individual Accomplish Report</p> <p>c. Summary of Attendance</p> <p>d. Daily Time Record</p> <p>e. Notarized Contract</p> <p>f. Certificate of Assumption</p> <p>g. BIR 1901 (Registration)</p> <p>h. BIR 1905 stamped received by the BIR</p> <p>i. Copy of BIR 0605</p> <p>j. Photocopy of LBP ATM Card</p> <p>k. Other pertinent documents may be required</p> <p>Additional requirements for COS with Lone Payor</p> <p>a. Notarized BIR Annex B-2 with documentary stamp/s</p> <p>Additional requirements for COS with Multiple Payor</p> <p>a. Notarized BIR Annex B-1 with documentary stamp/s</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Financial Planning and Management Division	1.1. Receive SRF and its attachments from the requesting client/office	None	10 minutes	FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the	None	1 hour and 30 minutes	FPMD Records Custodian



	Quality/Aesthetics requirements			
	1.3. Record the request	None	30 minutes	FPMD Records Custodian
	1.4. Endorse the request to Budget Specialist I	None	10 minutes	FPMD Records Custodian
	1.5. Receive the request	None	10 minutes	Budget Specialist I
	1.6. Verify and review the completeness of documents  If the documents are complete and no discrepancies found, proceed to process 1.8 If not, return the documents to the FPMD Records Custodian	None	2 days	Budget Specialist I
	1.7. Process the ORS	None	4 hours	Budget Specialist I
	1.8. Endorse the ORS to Budget Officer III for signature and endorsement to Accounting Unit	None	10 minutes	Budget Specialist I
	1.9. Receive the documents	None	10 minutes	Budget Officer III
	1.10. Review and sign the ORS	None	1 hour	Budget Officer III
	1.11. Endorse the ORS and its attachments to Administrative Officer IV-Accounting	None	10 minutes	Budget Officer III
	1.12. Receive the documents	None	10 minutes	Administrative Officer IV-Accounting
	1.13. Review the supporting documents	None	2 days	Administrative Officer IV-Accounting

	<p>If complete and no discrepancies found, proceed to step 1.14</p> <p>If not, coordinate with therequesting client/ office</p>			
	1.14. Process the DV	None	2 hours	Administrative Officer IV- Accounting
	1.15. Prepare the LDDAP-ADA	None	2 hours	Administrative Officer IV- Accounting
	1.16. Endorse the request to Accountant II	None	10 minutes	Administrative Officer IV- Accounting
	1.17. Receive the request	None	10 minutes	Accountant II
	1.18. Review the ORS, DV, and its attachments	None	6 hours	Accountant II
	1.19. Endorse the request to Chief Administrative Officer, FPMD	None	10 minutes	Accountant II
	1.20. Receive the request	None	10 minutes	Chief Administrative Officer, FPMD
	1.21. Review the ORS, DV, and its attachments	None	3 hours	Chief Administrative Officer, FPMD
	1.22. Approve and sign the DV	None	1 hour	Chief Administrative Officer, FPMD
	1.23. Forward to FPMD Records Custodian	None	10 minutes	Chief Administrative Officer, FPMD
	1.24. Receive the documents	None	10 minutes	FPMD Records Custodian
	1.25. Record the documents and endorse to the ASD-Cashier	None	50 minutes	FPMD Records Custodian
<b>TOTAL</b>		<b>NONE</b>	<b>7 working days</b>	

- For payments more than P50,000.00 up to P500,000.00

<b>Office or Division:</b>	FAO - FPMD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Internal Clients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
5. FPMD Service Request Form (Offline and Online Form)	Requesting Office, FAO-FPMD
6. Obligation Request and Status (ORS, 3 copies printed on A4 green paper)	Requesting Office, FAO-FPMD
7. Disbursement Vouchers (DVs, 4 copies printed on A4 white paper)	
8. Payroll Ledger	Requesting Office, FAO-FPMD
Additional requirements for Plantilla Personnel	
k. CTC of Duly Approved Appointment	Requesting Office, FAO-FPMD
l. Assignment Order, if applicable	
m. CTC of Oath of Office	
n. Certificate of Assumption	
o. SALN	
p. Approved DTR	
q. BIR 1902 and 2305	
r. Payroll Information on New Employee (PINE) for agencies with computerized payroll systems	
s. Authority from the claimant and identification documents, if claimed by a person other than the payee	
t. Other pertinent documents may be required	
Additional requirements for Contract of Service	
l. Authority to deduct (mandatory contributions)	
m. Summary of Individual Accomplish Report	
n. Summary of Attendance	
o. Daily Time Record	
p. Notarized Contract	
q. Certificate of Assumption	
r. BIR 1901 (Registration)	
s. BIR 1905 stamped received by the BIR	
t. Copy of BIR 0605	
u. Photocopy of LBP ATM Card	

v. Other pertinent documents may be required Additional requirements for COS with Lone Payor b. Notarized BIR Annex B-2 with documentary stamp/s Additional requirements for COS with Multiple Payor b. Notarized BIR Annex B-1 with documentary stamp/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit complete requirements to the Financial Planning and Management Division	1.26. Receive SRF and its attachments from the requesting client/office	None	10 minutes	FPMD Records Custodian
	1.27. Check the attached requirements in conformance with the Quality/Aesthetics requirements	None	1 hour and 30 minutes	FPMD Records Custodian
	1.28. Record the request	None	30 minutes	FPMD Records Custodian
	1.29. Endorse the request to Budget Specialist I for ORS processing	None	10 minutes	FPMD Records Custodian
	1.30. Receive the request	None	10 minutes	Budget Specialist I
	1.31. Verify and review the completeness of documents  If the documents are complete and no discrepancies found, proceed to process 1.8 If not, return the documents to the FPMD Records Custodian	None	2 days	Budget Specialist I
	1.32. Process the ORS	None	4 hours	Budget Specialist I

	1.33. Endorse the ORS to Budget Officer III for signature and endorsement to Accounting Unit	None	10 minutes	Budget Specialist I
	1.34. Receive the documents	None	10 minutes	Budget Officer III
	1.35. Review and sign the ORS	None	1 hour	Budget Officer III
	1.36. Endorse the ORS and its attachments to Administrative Officer IV-Accounting	None	10 minutes	Budget Officer III
	1.37. Receive the documents	None	10 minutes	Administrative Officer IV-Accounting
	1.38. Review the supporting documents	None	2 days	Administrative Officer IV-Accounting
	1.39. Process the DV	None	2 hours	Administrative Officer IV-Accounting
	1.40. Prepare the LDDAP-ADA	None	2 hours	Administrative Officer IV-Accounting
	1.41. Endorse the request to Accountant II	None	10 minutes	Administrative Officer IV-Accounting
	1.42. Receive the request	None	10 minutes	Accountant II
	1.43. Review the ORS, DV, and its attachments	None	6 hours	Accountant II
	1.44. Endorse the request to Chief Administrative Officer, FPMD	None	10 minutes	Accountant II
	1.45. Receive the request	None	10 minutes	Chief Administrative Officer, FPMD
	1.46. Review the ORS, DV, and its attachments	None	3 hours	Chief Administrative Officer, FPMD

	<p>If the documents are correct and no discrepancies are found, proceed to step 1.20</p> <p>If not, return the documents to Accountant II</p>			
	1.47. Approve and sign the DV	None	1 hour	Chief Administrative Officer, FPMD
	1.48. Endorse the request to the Director IV, FAO	None	20 minutes	Chief Administrative Officer, FPMD
	1.49. Review the ORS, DV, and its attachments	None	20 minutes	Chief Administrative Officer, FPMD
	1.50. Forward to FPMD Records Custodian	None	10 minutes	Chief Administrative Officer, FPMD
	1.51. Receive the documents	None	10 minutes	FPMD Records Custodian
	1.52. Record the documents and endorse to the ASD-Cashier	None	10 minutes	FPMD Records Custodian
<b>TOTAL</b>		<b>NONE</b>	<b>7 working days</b>	

### 3. Liquidation Report Preparation

This process covers the preparation of Liquidation Report Slip to Certification of the Liquidation Report in relation to the cash advances granted to employees or officials for local and foreign travels, cash advances granted to Special Disbursing Officers for special purpose or one-time activity and cash advances granted to Petty Cash Fund Custodians for petty operating and miscellaneous expenses in compliance with COA Circular 2012-001 dated 14 June 2012, COA Circular 2013-001 dated 10 January 2013 and Executive Order 77 Series of 2019 and other applicable laws, rules and regulations.

<b>Office or Division:</b>	FAO - FPMD	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Internal Clients	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Local Travel</b>		
Service Request Form		Requesting Office, FPMD, ASD
Official Travel Order		Requesting Office, FPMD, ASD
Certification by the Head of the Agency		Requesting Office, FPMD, ASD
Certificate of Travel completed		Requesting Office, FPMD, ASD
Certificate of Appearance/Attendance		Requesting Office, FPMD, ASD
Itinerary of Travel		Requesting Office, FPMD, ASD
Official Receipts		Requesting Office, FPMD, ASD
Paper/Electronic transportation tickets and boarding pass		Requesting Office, FPMD, ASD
<b>Foreign Travel</b>		
Service Request Form		Requesting Office, FPMD, ASD
Official Travel Order		Requesting Office, FPMD, ASD
Itinerary of Travel		Requesting Office, FPMD, ASD
Paper/Electronic transportation tickets and boarding pass		Requesting Office, FPMD, ASD
Certificate of Appearance/Attendance		Requesting Office, FPMD, ASD
Official Receipts/Billing		Requesting Office, FPMD, ASD
Certification by the Head of the Agency		Requesting Office, FPMD, ASD
Narrative Report		Requesting Office, FPMD, ASD
Certificate of Travel Completed		Requesting Office, FPMD, ASD
<b>Special Purpose (One-time Activity)</b>		
Special Order for the Designation of Special Disbursing Officer (SDO)		Requesting Office, FPMD, ASD
Copy of Fidelity Bond		Requesting Office, FPMD, ASD
Certificate of No Unliquidated Cash Advance		Requesting Office, FPMD, ASD
Approved Activity Profile and Line-Item Budget		Requesting Office, FPMD, ASD
Summary of Expenses		Requesting Office, FPMD, ASD
Purchase Request		Requesting Office, FPMD, ASD
Bills, receipts, cash invoice, sales invoice with payee name		Requesting Office, FPMD, ASD
Inspection and Acceptance Report		Requesting Office, FPMD, ASD
Certificate of Inspection and Acceptance		Requesting Office, FPMD, ASD
Trip Ticket for gasoline expenses		Requesting Office, FPMD, ASD
Canvass Forms		Requesting Office, FPMD, ASD
Summary of Canvass		Requesting Office, FPMD, ASD

Such as other documents that may be required		Requesting Office, FPMD, ASD		
<b>Petty Cash Fund</b>				
Report on Paid Petty Cash Fund Vouchers		Requesting Office, FPMD, ASD		
Petty Cash Fund Record		Requesting Office, FPMD, ASD		
Purchase Request		Requesting Office, FPMD, ASD		
Certificate of Emergency Purchase		Requesting Office, FPMD, ASD		
Bills, receipts, sale invoices, cash invoices		Requesting Office, FPMD, ASD		
Inspection and Acceptance Report		Requesting Office, FPMD, ASD		
Certificate of Inspection and Acceptance		Requesting Office, FPMD, ASD		
Waste Materials Report (in case of replacement/repair)		Requesting Office, FPMD, ASD		
Trip Ticket (for gasoline expenses)		Requesting Office, FPMD, ASD		
Canvass Form		Requesting Office, FPMD, ASD		
Summary of Canvass		Requesting Office, FPMD, ASD		
Petty Cash Vouchers		Requesting Office, FPMD, ASD		
Such as other documents that may be required		Requesting Office, FPMD, ASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Service Request Form and complete requirements	1.1 Receive SRF its attachments from requesting office	None	10 minutes	Records Custodian
	1.2 Check the attached requirements in conformance with the Quality/Aesthetics requirements	None	30 minutes	Records Custodian
	1.3 Record the request	None	30 minutes	Records Custodian
	1.4 Scan documents	None	30 minutes	Records Custodian
	1.5 Endorse the request to Accounting Unit for verification	None	10 minutes	Budget Officer II/Budget Staff
	1.6 Receive Documents	None	10 minutes	Budget Officer II/Budget Staff
	1.7 Check the completeness of documents based on the nature of transaction	None	6 hours	Accounting Staff
	1.8 Endorse the request to Accounting Staff for preparation of Liquidation Report	None	20 minutes	Accounting Staff



	1.9 Receive Liquidation Report request	None	10 minutes	Accountant II or Accounting Staff
	1.10 Draft and encode the Liquidation Report	None	6 hours	Accountant II or Accounting Staff
	1.11 Print Liquidation Report on three (3) copies)	None	30 minutes	Accountant II or Accounting Staff
	1.12 Endorse the payment request to Accountant III	None	10 minutes	Accountant II or Accounting Staff
	1.13 Receive printed LR complete with supporting documents	None	10 minutes	Accountant III
	1.14 Validate the content of the endorsed documents	None	1 day	Accountant III
	1.15 Sign the Liquidation Report	None	1.5 hours	Accountant III
	1.16 Endorse the documents to Records Custodian	None	20 minutes	Accountant III
	1.17 Receive LR and its attachments	None	10 minutes	Records custodian
	1.18 Scan all approved documents and its attachments	None	30 minutes	Records custodian
	1.19 Endorse documents to requesting office	None	10 minutes	Records custodian
<b>TOTAL</b>		<b>NONE</b>	<b>3 Working days</b>	

#### 4. Budget Forms Approval

This service covers the costing of implementation of all the divisions identified Programs, Activities and Projects (PAPs). Costing is determined for each division for annual allotment for their plans and programs per General Administrative Support (GAS) or Operations. The agency's expenditures for the specific period whether procurable or non-procurable items should be outlined in the Budget Forms. This will be the basis of the Agency

<b>Office or Division:</b>	FAO - FPMD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government

<b>Who may avail:</b>	Internal Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Approved Budget Forms</b>				
Memorandum of request		Requesting Office, FPMD, ASD, BAC		
Budget Forms (WFP, CMI, PPMP)		Requesting Office, FPMD, ASD, BAC		
Market Study (If applicable)		Requesting Office, FPMD, ASD, BAC		
Activity Profile (If applicable)		Requesting Office, FPMD, ASD, BAC		
Line-Item Budget (If applicable)		Requesting Office, FPMD, ASD, BAC		
Terms of Reference (If applicable)		Requesting Office, FPMD, ASD, BAC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Receive memorandum and its attachments from requesting office	None	10 minutes	Records Custodian
	1.2 Check the attached requirements in conformance with the Quality/Aesthetics requirements	None	30 minutes	Records Custodian
	1.3 Record the request	None	30 minutes	Records Custodian
	1.4 Scan documents	None	30 minutes	Records Custodian
	1.5 Endorse the request to Budget Unit for approval	None	10 minutes	Records Custodian
	1.6 Receive Documents	None	10 minutes	Budget Officer II/Budget Staff
	1.7 Check the completeness of documents based on the nature of transaction	None	6 hours	Budget Staff
	1.8 Endorse the request to Budget Officer III for checking	None	20 minutes	Budget Staff
	1.9 Receive Budget Forms	None	10 minutes	Budget Officer III
	1.10 Evaluate and analyze the submitted Budget Forms	None	6 hours	Budget Officer III
	1.11 Endorse the request to Accountant II/III for signature	None	20 minutes	Budget Officer III
	1.12 Receive Documents	None	10 minutes	Accountant III
	1.13 Validate the content of the endorsed documents	None	2 hours	Accountant III

	1.14 Sign the Budget Forms	None	10 minutes	Accountant III
	1.15 Endorse the documents to Planning Officer III	None	10 minutes	Accountant III
	1.16 Receive Budget Forms and its attachments	None	10 minutes	Planning Officer III
	1.17 Validate the content of the endorsed documents consistent with the NPC Strategic Plan	None	2 hours	Planning Officer III
	1.18 Sign the Budget Forms	None	20 minutes	Planning Officer III
	1.19 Endorse the signed documents to FPMD Chief	None	10 minutes	Planning Officer III
	1.20 Receive Budget Forms and its attachments	None	10 minutes	FPMD Chief
	1.21 Validate the content of the endorsed documents consistent	None	3 hours	FPMD Chief
	1.22 Sign the Budget Forms	None	10 minutes	FPMD Chief
	1.23 Endorse documents to Records Custodian	None	30 minutes	FPMD Chief
	1.24 Endorse documents to requesting office	None	10 minutes	Records custodian
<b>TOTAL</b>		<b>NONE</b>	<b>7 days</b>	

# **INTERIM MANAGEMENT INFORMATION SYSTEM UNIT (IMISU)**

Internal Service

# 1. Provide ICT/Technical Assistance

This service shall attend and resolve to all ICT technical internal issues or concerns.

<b>Office or Division:</b>		Interim Management Information System Unit (iMISU)		
<b>Classification:</b>		Simple to Complex		
<b>Type of Transaction:</b>		G2G – Government-to-Government		
<b>Who may avail:</b>		NPC Offices and Divisions		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Technical Service Request Form (Online and printed copy)		Interim Management Information System Unit (iMISU) – SharePoint and Technical Support Ticketing System Site		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request via: - <a href="mailto:techsupport@privacy.gov.ph">techsupport@privacy.gov.ph</a> - <a href="#">Walk-in</a>	1.0 Receive filled-out Technical Service Request Form (SRF)	None	If thru <a href="mailto:techsupport@privacy.gov.ph">techsupport@privacy.gov.ph</a> email: <b>Upon receipt of the email</b>  If thru physical request (sent physically IMISU Office): <b>Upon receipt of TSRF</b>	<i>Information Technology Officer (I-II) and Information Systems Analyst (I-III), DSTSD</i>
	3.0 Receive filled-out Technical Service Request Form (SRF)  3.1 Email  3.1.1 Open the <a href="mailto:techsupport@privacy.gov.ph">techsupport@privacy.gov.ph</a> email  3.1.2 Select and open the latest	None	Same as above	<i>IT Officer</i>

	<p>email in the inbox</p> <p>3.1.3 Download and open the TSRF file</p> <p>3.2 Visit IMISU Office</p> <p>3.2.1 Received the filled out TSRF from end user</p>			
	<p>4.0 Check completeness of the form based on the request</p> <p>4.1 If complete, do Step 5.0</p> <p>4.2 If not complete, return to end user</p>	None	Same as above	<i>IT Officer</i>
	<p>5.0 Put Reference number based on the technical support manual queuing system (<i>IMISU-TSYY-XXX, IMIS-TS21-001</i>)</p>	None	Same as above	<i>IT Officer</i>
	<p>6.0 IT Officer will fill out his/her name and date/ time the request was received</p>	None	Same as above	<i>IT Officer</i>
	<p>7.0 Assess and analyze the issue described</p>	None	Same as above	<i>IT Officer</i>

	<p>7.1 Email</p> <p>7.1.1 Send email to end user to clarify and verify the request</p> <p>7.2 Visit IMISU Office</p> <p>7.2.1 Ask the end user in person to verify the request</p>			
	8.0 Tick the appropriate box for the category based on the issue	None	Same as above	<i>IT Officer</i>
	9.0 Perform diagnostic test for hardware or software and determine whether the request is simple or	None	<b>3-5 days</b>	<i>IT Officer</i>
	10.0 <del>Complex</del> Perform repair/ technical support based on the findings	None	<b>3-5 days</b>	<i>IT Officer</i>
	11.0 Fill out Recommendation /Action taken, the status of the device and the date & time of the issue was resolved	None	<b>3-5 days</b>	<i>IT Officer</i>
	12.0 Send to IMISU Supervisor for signature	None	If thru <a href="mailto:techsupport@privacy.gov.ph">techsupport@privacy.gov.ph</a> email: <b>Upon</b>	<i>IT Officer</i>

	<p>12.1 Email</p> <p>12.1.1 Attach filled out TSRF and send email to IMISU Supervisor for signature</p> <p>12.2 Visit IMISU Office</p> <p>12.2.1 Hand over the filled out TSRF to IMISU Supervisor for signature</p>		<p><b>receipt of the email</b></p> <p>If thru physical request (sent physically IMISU Office): <b>Upon receipt of TSRF</b></p>	
	<p>13.0 Review PART A and PART B of TSRF</p> <p>13.1 If there are no comments or correction, sign TSRF and return to IT Officer</p> <p>13.2 If there are comments and correction, return to IT Officer for appropriate action</p>	None	Same as above	<i>IMISU Supervisor</i>
<p>2.0 Receive signed TSRF and send filled out TSRF to end user for feedback</p> <ul style="list-style-type: none"> <li>- Email</li> <li>- Physical form (End user Office)</li> </ul>	<p>14.0 Hand over the filled out TSRF to end user for feedback</p>	None	Same as above	<i>IT Officer</i>



	15.0 Receive completed TSRF	None	Same as above	<i>IT Officer</i>
	16.0 Input details of the TSRF in the Technical Support excel sheet.	None	Same as above	<i>IT Officer</i>
	17.0 Create Summary Report based on the number of technical supports received resolved, and not resolved, by issues or categories and other related statistics every last working day of the month	None	Same as above	<i>IT Officer</i>
	18.0 Submit the report to IMISU Supervisor	None	Same as above	<i>IT Officer</i>
	19.0 Review and consolidate summary report to be submitted to IMISU Chairperson	None	Same as above	<i>IMISU Supervisor</i>
	20.0 End Process	None	Same as above	<i>IMISU Supervisor</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>3-7 days</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>External Clients are encouraged to accomplish customer satisfaction survey forms &amp; drop them at the designated drop boxes located at the Public Assistance and Complaints Desk of the Public Information and Assistance Division (PIAD) and/or email at <a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a> for the link for external customer satisfaction survey form.</p> <p>For internal clients, NPC personnel may also accomplish internal customer satisfaction survey form available at all NPC Frontline staff, may also scan QR Code posted and accessed the online survey link at <a href="http://hr@privacy.gov.ph">hr@privacy.gov.ph</a></p>
How feedbacks are processed	<p>Feedback is gathered and processed by PIAD for external clients and HRDD for the internal clients. A report on External Customer Satisfaction Survey is prepared to document action plan, recommend improvement/enhancement of services and monitor actions taken.</p>
How to file a complaint	<p>Accomplish the Complaints-Assisted Form &amp; drop it at the designated drop box at the</p>

	PIAD's Public Assistance and Complaints Desk.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Division or Officer of the Day who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information of CCB, PCC, ARTA	<p>Thru text at the following mobile numbers: 09959528927, 09050310638, 09186454490, or 09055061478, 09708180555</p> <p>Thru email at :  <a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a> or at  <a href="mailto:complaints@privacy.gov.ph">complaints@privacy.gov.ph</a></p> <p>May call Trunkline No: 8234-2228</p> <p>May call 8888 or NPC's Contact Center ng Bayan at 8234-2228 local 121</p>

## LIST OF OFFICES

Office	Address	Email Address	Contact Information
Office of the Privacy Commissioner	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:opc@privacy.gov.ph">opc@privacy.gov.ph</a>	8234-2228 local 100, 104, 128
Office of the Deputy Privacy Commissioners	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City		8234-2228 local 102
Office of the Executive Director	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:oed@privacy.gov.ph">oed@privacy.gov.ph</a>	8234-2228 local 124
Public Information and Assistance Division	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:info@privacy.gov.ph">info@privacy.gov.ph</a> <a href="mailto:invitation@privacy.gov.ph">invitation@privacy.gov.ph</a>	8234-2228 local 116,117 09959528927 09050310638 09186454490
Office of the Director, Privacy and Policy Office (PPO)	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:policy@privacy.gov.ph">policy@privacy.gov.ph</a>	8234-2228 local 105
Policy Review Division	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City		8234-2228 local 109
Policy Development Division	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City		8234-2228 local 110
Office of the Director, Legal and Enforcement Division	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City		
Enforcement Division	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:end@privacy.gov.ph">end@privacy.gov.ph</a>	8234-2228 local 113

Complaints and Investigation Division	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:complaints@privacy.gov.ph">complaints@privacy.gov.ph</a>	8234-2228 local 114 09055061478 09708180555
Legal Division	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:legal.npc@privacy.gov.ph">legal.npc@privacy.gov.ph</a>	8234-2228 local 112
Office of the Director, Data Security and Compliance Office	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:dasco@privacy.gov.ph">dasco@privacy.gov.ph</a>	
Data Security and Technology Standards Division	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:dstsd@privacy.gov.ph">dstsd@privacy.gov.ph</a>	8234-2228 local 111
Compliance Monitoring Division	5 <sup>th</sup> Level West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:cmd@privacy.gov.ph">cmd@privacy.gov.ph</a> <a href="mailto:compliancesupport@privacy.gov.ph">compliancesupport@privacy.gov.ph</a>	8234-2228 local 103,118 09101029114 09652863419
Office of the Director, Finance and Administrative Office	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City		8234-2228 local 107
Human Resource Development Division	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:hr@privacy.gov.ph">hr@privacy.gov.ph</a>	8234-2228 local 121
Administrative Services Division	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:asd@privacy.gov.ph">asd@privacy.gov.ph</a> <a href="mailto:records@privacy.gov.ph">records@privacy.gov.ph</a>	8234-2228 local 123,127,129
Financial, Planning and Management Division	5 <sup>th</sup> Level East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	<a href="mailto:fpmd@privacy.gov.ph">fpmd@privacy.gov.ph</a>	8234-2228 local 120