



Republic of the Philippines

NATIONAL PRIVACY COMMISSION



BAGONG PILIPINAS

CITIZEN'S CHARTER 2024 (3rd Edition)



AGENCY PROFILE

The National Privacy Commission (NPC) is an independent body created under Republic Act No. 10173 also known as the “Data Privacy Act of 2012” (DPA). It is the country’s privacy watchdog mandated to administer and implement the provisions of the DPA, 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 a total approved *plantilla* personnel of One Hundred Thirty-Five (135) as of CY 2024.

The NPC is a national government agency attached to the Department of Information and Communications Technology as provided under Section 15(b) of Republic Act No. 10844 also known as the “Department of Information and Communications Technology Act of 2015” with its principal place of operations located at 5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila.

I. Vision

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

We shall continuously deliver services to:

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:

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

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

Commit to regulatory and statutory requirements of public service for the benefit of the Filipino people.



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EXTERNAL SERVICES

OFFICE OF THE PRIVACY COMMISSIONER (OPC)

1. ORGANIZATION MANAGEMENT PROCESS

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 of 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.

Office or Division:	Office of the Privacy Commissioner			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	NPC Personnel/NPC Office/Division/Privacy Commissioner/Stakeholders/Data Protection Officer (DPO)/Government Institutions/Data Subjects/International Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter Invitation		Requesting Office, OPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send signed Invitation Letter to NPC office or email to opc@privacy.gov.ph	1.1. Assess the letter received through registered Mail.	None	1 day	Administrative Assistant V, OPC
	1.1.1. Receive registered mail from the GRU			
	1.1.2. Hand in the registered mail from GRU to Executive Assistant III			
	1.1.3. Receive the letter from Administrative Assistant V with complete attachments.			Executive Assistant III, OPC
	1.1.4. Recommend resource speaker based on Expertise in different DPA areas.			

	1.1.5. Forward the invitation to the Head Executive Assistant with recommended action.			
	1.2. Assess letter received through Electronic Mail 1.2.1. Receive and acknowledge the email or letter through OPC official electronic mail opc@privacy.gov.ph 1.2.2. Assess the details if completely based on the input requirement. 1.2.3. Forward the email and printed copy to the Head Executive Assistant			Legal Assistant II, OPC
	2. Receive the letter with complete attachments and printed copy. 3. Assess nature of the letter if it is aligned with the NPC mandate.		1 day	Head Executive Assistant, OPC
	4. Receive the letter from the Head Executive Assistant Provide instructions and forward the letter with instructions to the Head Executive Assistant		2-3 days	Privacy Commissioner

	5. Deliver the instruction provided by the Privacy Commissioner		1 day	HEA/EAIIII/ AAV/ LAII
2. Receive the request	6. Inform the client through email or registered mail.		1 day	AAV/ LAI
TOTAL		NONE	7 days	



OFFICE OF THE EXECUTIVE DIRECTOR (OED)

PUBLIC INFORMATION AND ASSISTANCE DIVISION (PIAD)

1. PROVIDE PUBLIC ASSISTANCE PROCESS

Dedicated to frontline services, PIAD manages inquiries and requests from external clients through the following platforms: email, call, walk-in, social media, 8888 Citizens Complaints Center, and Freedom of Information (FOI). PIAD maintains monitoring tools for these tasks, providing periodic statistical reports to top management, including stakeholder feedback on NPC products and services.

Office or Division:	Public Information and Assistance Division			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2C – Government-to-Citizen G2B – Government-to-Businesses G2G – Government-to-Government			
Who may avail:	The general public, government entities, private entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Email inquiries/ AskPriva		• NPC Website		
• Social Media Platform		• NPC Facebook Page Messenger		
• Phone inquiries		• Through Phone		
• Walk-ins / on-site		• NPC Public Assistance Desk		
• 8888 Citizens Complaints Center		• 8888 portal		
• FOI Requests		• Requests through eFOI portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit query/request via email, walk-in, phone call, 8888 complaint, or FOI request thru: <ul style="list-style-type: none"> • info@privacy.gov.ph • invitation@privacy.gov.ph • Privacy.gov.ph/AskPriva • NPC hotline 	1. Assess Inquiries <ol style="list-style-type: none"> 1.1 Receive and acknowledge the request/query of the requesting party through email, onsite, or calls. 1.2 Assess validity and completeness of the query/request based on the scope of the DPA. 	None	If thru info@privacy.gov.ph or privacy.gov.ph/AskPriva Upon receipt of email If invitation: Upon receipt of invitation If call: Upon receipt of call.	PIAD personnel in charge of public assistance.

<ul style="list-style-type: none"> • On-site • 8888 Hotline • Citizen's Complaint Center • Portal • eFOI Portal 	<p>1.2.1 If invalid or incomplete, do Step 1.3.</p> <p>1.2.2 If valid or completed do Step 2.</p> <p>1.3 Inform the requesting party the need for additional information or that the query is beyond NPC scope and refer to them to the appropriate government agency.</p>			
	<p>2. Determine the action to be taken in consideration of the mode of public assistance and criteria set on assessing level of complexity of the inquiry (Level 1, 2, 3).</p>	<p>None</p>	<p>Inquiry via info@privacy.gov.ph or privacy.gov.ph / AskPriva: Simple - 3 working days (WD) Complex - 5 WD Highly Technical - 20 WD (min based on NPC Circular 18-01)</p> <p>Inquiry via info@privacy.gov.ph or privacy.gov.ph / AskPriva: - Simple - 3 working days (WD) - Complex - 5 WD - Highly Technical - 20 WD (min based on NPC Circular 18-01)</p>	<p>PIAD personnel in charge of public assistance.</p>

			<p>Invitation:</p> <ul style="list-style-type: none"> - Highly Technical- 20 WD <p>Call</p> <ul style="list-style-type: none"> - Simple - Upon receipt of complete details. - Complex - refer request to appropriate division. - Highly Technical - refer request to the appropriate channel (email). <p>Walk-in</p> <ul style="list-style-type: none"> - Simple - Upon receipt of complete details. Complex and Highly Technical - refer to appropriate channel (email). 	
	<p>3.0 Respond to the query/request depending on the channel and classification:</p> <p>3.1. For resource speaker invitation, send the checklist of requirements;</p> <p>3.2 For simple query,</p>	None	Same as above	PIAD personnel in charge of public assistance.

	<p>send response to query/request through email or physical copy;</p> <p>3.2 For complex or highly technical query, refer to the appropriate office/division/unit for appropriate action.</p> <p>3.3 For 8888 complaint endorse to the appropriate office/division/unit/personnel for appropriate action/response.</p> <p>3.4 For FOI requests, the FOI Receiving Officer will endorse to the appropriate office/division/unit for appropriate response.</p>			
	<p>For physical documents:</p> <p>4.0 Transmit the reply letter and its attached documents, if applicable, through email or physical documents to PIAD Chief for approval.</p>		1 day	PIAD personnel in charge of public assistance
	<p>5.0 Receive/Review the documents.</p> <p>6.0 Approve the documents</p> <p>7.0 Transmit the documents through email or physical documents to PIAD personnel in charge of routing/receiving documents</p>	None	1 to 2 days	Chief, PIAD

2. Receive Request	7.0 Scan the documents. 8.0 Email scanned documents to the requesting party. Release hardcopy documents to appropriate office/division for release to requesting party.	None	1 day	PIAD personnel in charge of routing/receiving documents
TOTAL		NONE	7 days and 10 minutes for Simple requests 9 days and 10 minutes for Complex requests 24 days and 10 minutes for Highly Technical requests	



DATA PRIVACY COMPETENCY PROGRAM (DPCP) COMMITTEE

1. GRANT OF LICENSE TO USE OF CURRICULUM TO QUALIFIED TRAINING PROVIDERS

Office or Division:	Data Privacy Competency Program (DPCP) Committee
Classification:	Highly technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Qualified Training Providers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Training Provider Application Form</p> <p>Documentary Requirements</p> <ol style="list-style-type: none"> 1. Training Provider Application Form (Original). 2. One (1) government-issued ID of the Individual or authorized representative of the Corporation/ Partnership (Photocopy) 3. Proof of authority if an authorized representative accomplishes the Form: <ol style="list-style-type: none"> 3.1 For Individual/ Sole Proprietorship <ul style="list-style-type: none"> ▪ Special Power of Attorney (SPA) executed by the individual authorizing the representative to complete and submit the Form (Original) ▪ One (1) government-issued ID of the authorized representative (Photocopy) 3.2 For Corporation/ Partnership <ul style="list-style-type: none"> ▪ Notarized Secretary's Certificate containing a board resolution conferring authority to the representative to complete and submit the Form (Original) ▪ One (1) government-issued ID of the authorized representative (Photocopy) 4. Proof of Business Registration: <ol style="list-style-type: none"> 4.1 For Individual/ Sole Proprietorship 	<p>NPC website (www.privacy.gov.ph) for the electronic copy</p>

<ul style="list-style-type: none"> ▪ Certified True Copy of the DTI Certificate of Registration (Original) <p>4.2 For Corporation/ Partnership</p> <ul style="list-style-type: none"> ▪ Certified True Copy of SEC Certificate of Incorporation (Original) ▪ Certified True Copy of Articles of Incorporation/ Partnership (Original) <ol style="list-style-type: none"> 5. Certified True Copy of the Certificate of Good Standing with the DTI or SEC (Original). 6. For Individual or authorized representative of the Corporation/ Partnership, a notarized affidavit of no pending civil, criminal, or administrative action, investigation, suit, no conviction of any offense before any courts or other quasi-judicial agencies (Original). 7. Seal of NPC Registration with QR Code (Photocopy). 8. List of Instructors and their respective qualifications; and for each Instructor, a notarized affidavit of no pending civil, criminal, or administrative action, investigation, suit, no conviction of any offense before any courts or other quasi-judicial agencies (Original). 	
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Memorandum of Agreement (License to Use)		DPCP Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Fill out the Training Provider Application Form (TPAF). 2. Submit a physical copy of the TPAF, together with the Documentary Requirements, to the NPC (General Records Unit) 			-	Qualified Training Providers

located at 5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila, 1307.				
	1. Review the completeness, accuracy, and authenticity of the TPAF and the documentary requirements enumerated in the TPAF.		5 working days	DPCP Committee
	2. Process the TPAF and the Memorandum of Agreement		3 working days	DPCP Committee
	3. Endorse the TPAF and Memorandum of Agreement to the Signing Authority		1 working day	DPCP Committee
3. Signing and notarization of the Memorandum of Agreement	4. Signing and notarization of the Memorandum of Agreement		7 working days	Signing Authority; Qualified Training Provider
	5. Collation of the two original versions of the Memorandum of Agreement		1 working day	DPCP Committee
	6. Release of necessary materials as provided in the Memorandum of Agreement		3 working days	DPCP Committee
TOTAL		Notarial Fee	20 working days	

2. PAYMENT OF ROYALTIES

Office or Division:	Data Privacy Competency Program (DPCP) Committee			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified Training Providers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payment of Royalties			Licensed Training Providers	
Royalties Form			DPCP Committee	
FPMD Service Request Form (SRF) Order of Payment (OP)			Financial Planning and Management Division (FPMD)	
Official Receipt (OR)			Administrative Services Division- Cashier (ASD)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Release OP to the Licensed Training Providers.		-	DPCP Committee
2. Pay the royalties.		Shall depend on the computation based on Article 6 of the Memorandum of Agreement *Computation 10% x total fees collected by the Training Provider from each enrollee.	-	Licensed Training Providers
	3. Receive the payment, process, and issue the OR.		3 hours	ASD Cashier
TOTAL		Shall depend on the computation based on Article 6 of the Memorandum of	3 hours	

	Agreement *Computation 10% x total fees collected by the Training Provider from each enrollee.		
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3. CONDUCT EXAMINATIONS

Office or Division:	Data Privacy Competency Program Committee			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individuals who completed a Training Course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic Registration Form		DPCP Committee		
Examination Permit				
Automated Examination System (AES) Manual				
Video Call Meeting details				
Certificates for those who successfully passed the examination				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare and send the e-registration form to Public Information Assistance Division (PIAD) and the licensed Training Providers.	-	4 hours	DPCP Committee
	2. Post the e-registration form on the NPC website and official NPC social media platforms.	-	2 hours	PIAD
Registration		-	2 working days	Examinees

<p>3. Fill out the e-registration form.</p> <ul style="list-style-type: none"> • Ensure that the information provided is correct. 			and 3 hours	
	<p>4. Review the completeness, accuracy, and authenticity of the proof of completion of Training Course.</p>	-	3 working days	DPCP Committee
	<p>5. Prepare and disseminate the Examination Permits and the Examinees' Guide for the AES.</p>	-	3 working days	Chairperson
<p>6. Receive the Examination Permits and the Examinees' Guide.</p> <p>7. Check if all the personal information in the permits are correct.</p> <p>7.1 If correct, acknowledge the email.</p> <p>7.2 Otherwise, send an email to the DPCP Committee requesting the revision or correction of the permits.</p> <p>8. Register in the AES using the email addresses provided in the e-registration form.</p>		-	1 working day	Examinees

	<p>9. Receive confirmation from the examinees. 9.1 If the email is for revision, modify accordingly. 9.2 If for acknowledgment, respond to confirm receipt of their email.</p>	-	1 working day	DPCP Committee
	<p>10. Schedule the Proctor Links based on the determined Examination schedule. 11. Send an email containing the date, time, meeting ID, passcode, and proctor link of the Examination to the Examinees.</p>	-	1 working day	DPCP Committee
	<p>12. Prepare all necessary documents, forms, and monitoring tools for the Examination</p>	-	2 working days	DPCP Committee
	<p>13. Start admitting the examinees 10 minutes before the start of the Examination. 14. Announce the Examination reminders and rules on inquiries during the Examination proper. 15. Start the Examination when (1) two sets of roll calls were conducted.</p>	-	2 hours	DPCP Committee

16. Answer the examination questions.		-	1 hour and 30 minutes	Examinees
	17. Check AES if the system received the Examinees' Examination. 18. Confirm receipt of the Examination in AES	-	30 minutes	DPCP Committee
	<u>Results of Exam</u> 19. Process the e-certificates.	-	5 working days	DPCP Committee
	20. Release the e-certificates to the registered email address of those who passed the exam.	-	3 hours	DPCP Committee
TOTAL		None	20 working days	

PRIVACY POLICY OFFICE (PPO)

POLICY REVIEW DIVISION (PRD)

1. ISSUE ADVISORY OPINION PROCESS

This process covers the issuance of an Advisory Opinion by the PRD. An Advisory Opinion refers to determination of the NPC on matters relating to data privacy or data protection.

Data subjects, PICs, PIPs, and other stakeholders may request for the issuance of an Advisory Opinion in accordance with NPC Circular No. 18-01. An Advisory Opinion may also be issued on compliant endorsed by Complaints and Investigation Division (CID). The Advisory Opinion shall be based only on the facts and circumstances provided by the requesting party, taking into account applicable existing laws and regulations. It shall serve to provide guidance to the requesting party and the general public.

Upon its approval, the Advisory Opinion shall be sent through mail or email to the requesting party and published in the NPC Website.

Office or Division:	Policy Review Division (PRD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Stakeholders, Requesting Parties (PICs, and PIPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Service Request and Assessment Form (SRAF) 2. Letter Request for Advisory Opinion 3. Secretary's Certificate or Authorization Letter as designated representative 4. Affidavit that subject of the request for advisory opinion is not subject of any pending case before the National Privacy Commission (NPC), the courts or any other quasi-judicial agency 		<ul style="list-style-type: none"> • Public Information and Assistance Division • Office of the Privacy Commissioner Privacy Policy Office		
5. Commission Directive		6. Office of the Privacy Commissioner 7. Complaints and Investigation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out SRAF (available at the NPC website privacy.gov.ph)	1. Receive the request and SRAF	None	10 mins	Requestor
2. Submit the accomplished SRAF to	Assess the SRAF	None	30 mins	PRD

<p>NPC through online at policy@privacy.gov.ph or in-person to the Enforcement Division at 5th Floor, Delegation Bldg, West Banquet Hall, PICC Complex, Pasay City, Metro Manila.</p>				
<p>2. Pay the appropriate Fees/Charge</p>	<p>In-Person Payment</p> <p>3. Endorse SRAF for Order of Payment Process</p> <p>4. Endorse to Cashier for payment</p> <p>5. Issue Official Receipt</p>	<p>TBD</p>	<p>7 mins</p> <p>10 mins</p>	<p>FPMD</p> <p>Cashier</p>
<p>3.a. Pay through the Link.Biz.Portal (https://www.lbp-eservices.com/egps/portal/index.jsp) indicating National Privacy Commission as the</p>	<p>Online Payment</p> <p>3. Validate proof of payment</p>		<p>5 mins</p>	<p>Cashier</p>

merchant name 3.b Send Proof of payment to assigned NPC email	4. Send confirmation thru email		5 mins	Cashier
	5. Acknowledge receipt of proof of payment and confirm request for Advisory Opinion will be processed. a) If request is done online: Email requesting party the acknowledgment of receipt of proof of payment and confirm to requesting party that the request for Advisory Opinion will be processed. b) If in person: - Verbally acknowledge proof of payment and fill out SRAF. 1.1 Hand in SRAF and issue stub for the claim of Advisory Opinion to requesting party.		8 mins	Legal Assistant II, PRD
	6. Scan Letter Request and	None	30 minutes - 1 hour	Legal Assistant II, PRD

	supporting documents.			
	7. Email PPO Director and request for the assignment of the request for Advisory Opinion.	None	30 minutes - 1 hour	PRD Legal Assistant II
	8. The Director, PPO will assign the matter to the drafting personnel.	None	2-3 hours	Director, Privacy Policy Office
	9. Drafting Personnel will research and draft the Advisory Opinion and submit to Chief, PRD for Comments.	None	8 working days	Attorney III-IV, Policy Review Division
	10. Chief, PRD will submit to PPO Director, for comments and approval.	None	4 working days	Chief, Policy Review Division
	11. Director, PPO will review and approve the revised draft and send to Chief PRD for finalization.	None	4 working days	Director, Privacy Policy Office
	12. Chief, PRD will proofread and finalize the Advisory Opinion, and email the final advisory opinion to PRD Legal Assistant II.	None	1 working day	Chief, Policy Review Division
	13. PRD Legal Assistant II,	None	1 working day	PRD Legal Assistant II

	will receive final Advisory opinion and send to Director, PPO for signature.			
	14. Director, PPO to receive final Advisory Opinion for signature and send signed Advisory Opinion to PRD Legal Assistant.	None		
4. Receive Requested Documents	15. PRD Legal Assistant II, to receive signed Advisory Opinion from Director to release to Client.	None	10 mins	
TOTAL		P 7,575.00	20 Working days	

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

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

1. 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 for receiving requests, delivering requests, and producing reports, which can be in the form of a post-activity report, minutes of the meeting, a 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 seek awareness in terms of the issuances of the Commission.

Office or Division:	Data Security and Compliance Office, Data Security & Technology Standards Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client G2G - Government to Government			
Who may avail:	End Users, PICs, PIPs, Policy Advisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Data Security and Technology Standards Division		
Request for Personnel Order		For invitations, Public Information and Assistance Division		
Internal Customer Feedback Form		Data Security and Technology Standards Division (office premise, email signature of personnel, and HR standard feedback form)		
External Customer Feedback Form		NPC website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email/submit request form. (Talk/workshop, meeting, Technical Inputs, or Data Protection Advisory)	Evaluate Request 1.1 Receive Request Form (Email or Service Request Form). 1.2 Forward to DSTSD Chief, for proper delegation of tasks.	None	2 hours	Administrative Assistant VI Or Information Systems Analyst I (in the absence of Administrative Assistant VI)
	1.2 Receive Request Form. 1.3 Assign DSTSD personnel who will perform the request and update the Personnel Assignment Tool. Hand in the	None	1 hour	Chief, DSTSD

	Service Request Form or Memorandum (for physical copy) or email (for electronic copy) to the assigned DSTSD personnel.			
2. Talk/Workshop/Event/Meeting	<p>Deliver Request</p> <p>2.1 Receive request and details from the Chief.</p> <p>2.2 Draft email confirming the requesting office/division.</p> <p>2.3 Prepare material/s for the special topic of the Talk/Workshop/Event/Meeting. Submit email of materials to Chief, DSTSD.</p>	None	2 working days	Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD
	<p>2.4 Receive and acknowledge materials prepared by personnel.</p> <p>2.5 Review power point presentation or any other related materials based on the provisions of R.A. No. 10173. Draft and send email approving the power point presentation, or any other related materials sent by the assigned DSTSD personnel.</p>	None	2 working days	Chief, DSTSD
	<p>2.6 Receive approved power point presentation or any other related materials from Chief, DSTSD.</p> <p>2.7 Secure the following</p>	None	2 working days	Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD

	<p>documents before the talk/workshop/meeting.</p> <p>2.8 Conduct talk/workshop/meeting based on the program flow provided by the organizer on the scheduled date. Hand in NPC Certificate of Appearance to the event organizer for signature.</p>			
Accomplish the Certificate of Appearance.	<p>2.9 Receive Certificate of Appearance from NPC representative.</p> <p>2.10 Signed Certificate of Appearance. Return Certificate of Appearance to NPC representative.</p>	None	N/A	Event Organizer outside NPC
	Receive signed Certificate of Appearance from the event organizer.	None	N/A	Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD
Technical inputs or assistance	Research on the topic/request for reference materials	None	5 working days	Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD
Draft report	<p>Draft Report</p> <p>2.11 Evaluate what kind of report is required based on the Service Request Form.</p> <p>2.11.1 If talk/workshop, craft the Post Activity Report.</p> <p>2.11.2 If meeting, craft the Minutes of the Meeting.</p> <p>2.11.3 If ISO</p>	None	<p>3 working days for simple requests</p> <p>7 working days for complex requests</p>	Information Technology Officer I & II, Information Systems Analyst II & III, DSTSD

	Meeting, craft ISO Post Activity Report. 2.11.4 If Technical Inputs, craft Technical Report. Submit via email, the draft report to Chief, DSTSD for review.			
	2.12 Receive email with the draft report from DSTSD personnel. 2.13 Review and approve the draft report. Print and sign approved document.	None	1 working day for simple requests 3 working days for complex requests	Chief, DSTSD
	2.14 Receive signed report from Chief, DSTSD. 2.15 Route the document to the concerned office/division. Hand in receiving copy of the document to the concerned office/division.	None	1 hour	Administrative Assistant VI, DSTSD
	2.16 Receive document from DSTSD. Stamp receiving copy of DSTSD and return to division.	None	5 mins	Concerned Division
	Receive and file the receiving copy of the document.	None	5 mins	Administrative Assistant VI, DSTSD
TOTAL		NONE	10 Days 4 hours and 1 mins for simple requests 15 Days 4 hours and 10 mins for complex requests	



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

**COMPLIANCE AND MONITORING
DIVISION (CMD)**

1. OBTAIN CERTIFICATE OF REGISTRATION

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

Office or Division:	Compliance and Monitoring Division		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government, G2B – Government to Business		
Who may avail:	Public and Private Organizations, Individual Professionals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
System Generated and Notarized Registration Form - Public (Government Agencies)		https://npcregistration.privacy.gov.ph/login - Client Step No. 1 (In-System Form)	
System Generated and Notarized Registration Form - Private (Private Organizations)		https://npcregistration.privacy.gov.ph/login - Client Step No. 1 (In-System Form)	
For Government Agencies: 1. Special Order / Office Order or any similar document designating or appointing the DPO.		One (1) Digital Copy for uploading on NPCRS (Client)	
For Private Organizations: Domestic Corporations 1. Duly notarized Secretary’s Certificate authorizing the appointment or designation of DPO, or any other document demonstrating the validity of the appointment or designation of the DPO signed by the Head of the Organization with an accompanying valid document conferring authority to the Head of Organization to designate or appoint persons to positions in the organization. 2. SEC Certificate of Registration 3. Certified true copy of latest General Information Sheet (GIS).		One (1) Digital Copy for uploading on NPCRS (Client) One (1) Digital Copy for uploading on NPCRS (Securities and Exchange Commission) One (1) Digital Copy for uploading on NPCRS (Securities and Exchange Commission)	

<p>4. Valid Business Permit.</p> <p>One Person Corporation</p> <ol style="list-style-type: none"> 1. Duly notarized Secretary's Certificate authorizing the appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or designation of DPO signed by the sole director of the One Person Corporation. 2. SEC Certificate of Registration. 3. Valid Business Permit. <p>Partnership</p> <ol style="list-style-type: none"> 1. Duly notarized Partnership Resolution or Special Power of Attorney authorizing the appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or designation. 2. SEC Certificate of Registration. 3. Valid Business Permit. <p>Sole Proprietorships</p> <ol style="list-style-type: none"> 1. Duly notarized document appointing the DPO and signed by the sole proprietor, in case the same should elect to appoint or designate another person as DPO. 2. DTI Certificate of Registration. 3. Valid Business Permit. <p>Foreign Private Entities</p>	<p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Security and Exchange Commission)</p> <p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Security and Exchange Commission)</p> <p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (DTI)</p> <p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p>
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<ol style="list-style-type: none"> 1. Authenticated copy or Apostille of Secretary’s Certificate authorizing the appointment or designation of DPO, or any other document that demonstrates the appointment or designation, with an English translation thereof if in a language other than English. 2. Authenticated copy or Apostille of the following documents, with an English translation thereof if in a language other than English, where applicable: <ol style="list-style-type: none"> 2.1 Latest General Information Sheet or any similar document. 2.2 Registration Certificate (Corporation, Partnership, Sole Proprietorship) or any similar document. 2.3 Valid Business Permit or any similar document. 	<p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p>
<p>For Individual Professionals</p> <ol style="list-style-type: none"> 1. PRC License No. and/or Government Issued ID No. 2. Signature – In System (Affix or Upload Signature) 	<p>https://npcregistration.privacy.gov.ph/login (In-System Form)</p> <p>https://npcregistration.privacy.gov.ph/login (In-System Form)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Account Creation, Application, Notarization, and Submission</p> <p>Access NPCRS website at https://npcregistration.privacy.gov.ph</p> <p>Login to NPCRS using credential.</p> <p>Select type of DPO/DPS Registration</p> <p>Fill-up Registration Form:</p> <ol style="list-style-type: none"> a. Encode Organizational Details. b. Encode Data Processing System(s) Details. c. Encode Compliance Officer(s) for Privacy Details, if applicable. d. Upload the prescribed supporting documents as provided under Section 11, NPC Circular No. 22-04. e. Click Submit Registration. 	None	None	Not Applicable	Client

<p>For Public and Private Organizations</p> <ul style="list-style-type: none"> f. Export DPO Form (PDF format) system generated during DPS registration. g. Print and Sign downloaded form (both DPO and Head of the Organization or Agency). h. Have the completely filled-out form notarized. i. Scan, upload, and submit notarized DPO Form. 				
<p>2. Review and Approval</p> <ul style="list-style-type: none"> - The submissions of the PIC or PIP shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP shall be informed of the same and shall be given five (5) days to submit the necessary 	<p>Review of information encoded vis-à-vis the documents submitted</p>	<p>None</p>	<p>7 days</p>	<p>Validator Approver</p>

<p>requirements before removal of registration in the NPCRS.</p> <ul style="list-style-type: none"> - A notification shall be sent to the PIC or PIP thru system notification and email if submissions is deemed complete and proper for payment of appropriate dues or fees. 																
<p>3. Payment of fees, and Issuance of Certificate of Registration and NPC Seal of Registration</p> <p>Pay the Initial Registration fees.</p> <ul style="list-style-type: none"> - Payment is through the NPCRS by clicking PAY NOW button. - Once the Organization / Individual professional has successfully made the payment, a system notification and confirmation email will be sent to the 	<p>None</p>	<table border="1"> <tr> <td>Individual Initial Reg Fees</td> <td>PHP</td> <td>500.00</td> </tr> <tr> <td>Multinational/Foreign Initial Reg Fees</td> <td>PHP</td> <td>2,500.00</td> </tr> <tr> <td>Regional/Metro Manila Cities Initial Reg Fees</td> <td>PHP</td> <td>1,000.00</td> </tr> <tr> <td>Municipal Initial Reg Fees</td> <td>PHP</td> <td>500.00</td> </tr> </table>	Individual Initial Reg Fees	PHP	500.00	Multinational/Foreign Initial Reg Fees	PHP	2,500.00	Regional/Metro Manila Cities Initial Reg Fees	PHP	1,000.00	Municipal Initial Reg Fees	PHP	500.00	<p>Not applicable</p>	<p>Client</p>
Individual Initial Reg Fees	PHP	500.00														
Multinational/Foreign Initial Reg Fees	PHP	2,500.00														
Regional/Metro Manila Cities Initial Reg Fees	PHP	1,000.00														
Municipal Initial Reg Fees	PHP	500.00														

<p>PIC or PIP and the “Generate Certificate” button will be enabled.</p> <p>Generate or Download the Certificate of Registration and NPC Seal of Registration.</p> <p>a. Disable pop-up blockers.</p> <p>b. Click “Generate Certificate”</p>				
	<p>Total Processing Time once the registration and supporting documents submission is complete</p>		<p>7 days</p>	

IMPORTANT REMINDERS:

- A non-system generated registration form will NOT be accepted.
- The official DPO email address and Philippine cellphone number you provide will be treated as your official contact channels.
- Organizations are required to use a generic DPO email address, not personally identified with the person of the DPO but with the position (i.e. dataprotection@domain.com).
- The DPO email address should be unique per Organization.
- Only the DPO and the Head of Agency should sign the system generated registration form.
- The registration form may be executed in counterparts.
- Unsigned and/or unnotarized registration form and/or Secretary Certificate will NOT be accepted.

2. AMEND REGISTRATION RECORD

For Public/Private Organizations and Individual Professionals seeking to amend their registration record

Office or Division:	Compliance and Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business			
Who may avail:	Public and Private Organizations, Individual Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
System Generated and Notarized Registration Form - Public Organizations		https://npcregistration.privacy.gov.ph/login - Client Step No. 1 (In-System Form)		
System Generated and Notarized Registration Form - Private Organizations		https://npcregistration.privacy.gov.ph/login - Client Step No. 1 (In-System Form)		
For Government Agencies 1. Special Order / Office Order or any similar document designating or appointing the DPO.		One (1) Digital Copy for uploading on NPCRS (Client)		
For Major Amendment 1. Certificate of Registration and/or Business Permit evidencing the Change of Name or Change of Principal Address.		One (1) Digital Copy for uploading on NPCRS (Securities and Exchange Commission / Department of Trade and Industry / Local Government Unit)		
For change of DPO 1. Duly notarized Secretary's Certificate authorizing the appointing or designation of the New DPO.		One (1) Digital Copy for uploading on NPCRS (Client)		
For Minor Amendment		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Amend Request application,				

<p>if the address of the PIC is to be changed, encode the new address.)</p> <p>e. Upload the prescribed supporting documents as prompted.</p> <p>f. Click Update.</p> <p>g. Export updated DPO Form (PDF format) system generated during DPS amendment.</p> <p>h. Print and Sign downloaded form (both DPO and Head of the Organization or Agency).</p> <p>i. Have the completely filled-out form notarized.</p>				
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<p>if the address of the PIC is to be changed, encode the new address.)</p> <p>e. Click Update.</p> <p>f. Click Proceed.</p>				
<p>2. Review and Approval</p> <ul style="list-style-type: none"> - The submissions of the PIC or PIP shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP shall be informed of the same and shall be given five (5) days to submit the necessary requirements . - A notification shall be sent to the PIC or PIP thru email if submissions is deemed 	<p>Review of information encoded vis-à-vis the documents submitted</p>	<p>None</p>	<p>7 days</p>	<p>Validator Approver</p>

complete and proper for payment of appropriate dues or fees.																				
<p>3. Payment of fees and Issuance of New Certificate of Registration</p> <p>Pay the Amend fees.</p> <ul style="list-style-type: none"> - Payment is through NPCRS by clicking PAY NOW button. - Once the Organization/ Individual professional has successfully made the payment, a system notification and a confirmation email 	None	<table border="1" data-bbox="710 667 1034 817"> <tr><td>Individual Professional</td></tr> <tr><td>Major Amendment</td></tr> <tr><td>PHP</td></tr> <tr><td>500.00</td></tr> </table> <table border="1" data-bbox="710 855 869 1041"> <tr><td>Multinational/Foreign Business</td></tr> <tr><td>Major Amendment</td></tr> <tr><td>PHP</td></tr> <tr><td>2,500.00</td></tr> </table> <table border="1" data-bbox="710 1294 869 1518"> <tr><td>Regional/ Metro Manila Cities</td></tr> <tr><td>Major Amendment</td></tr> <tr><td>PHP</td></tr> <tr><td>1,000.00</td></tr> </table> <table border="1" data-bbox="710 1556 869 1706"> <tr><td>Municipality</td></tr> <tr><td>Major Amendment</td></tr> <tr><td>PHP</td></tr> <tr><td>500.00</td></tr> </table>	Individual Professional	Major Amendment	PHP	500.00	Multinational/Foreign Business	Major Amendment	PHP	2,500.00	Regional/ Metro Manila Cities	Major Amendment	PHP	1,000.00	Municipality	Major Amendment	PHP	500.00	Not Applicable	Client
Individual Professional																				
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500.00																				

<p>will be sent to the PIC or PIP.</p> <p>Generate or Download the New Certificate of Registration</p> <p>a Disable pop-up blockers</p> <p>b Click "Generate Certificate"</p>				
	<p>Total Processing Time once the registration and supporting documents submission is complete.</p>		<p>7 days</p>	

IMPORTANT REMINDERS:

- After payment has been successfully made, client can already generate their New Certificate of Registration and Seal of Registration through NPCRS.
- Major amendments were the following.
 - Name of PIC and PIP
 - Principal Office Address of PIC/PIP/Individual Professional
- Change in DPO requires a supporting document.
 - Special Office Order or any similar document designating or appointing the DPO of the PIC/PIP (Government).
 - Duly notarized Secretary's Certificate/Board Resolution authorizing the appointment or designation of DPO (Private Institution).
- Major amendments to registration information shall be made within thirty (30) days from the date such changes take into effect.
- Minor updates shall be made within ten (10) days from the date such changes take into effect.

- A covered PIC or PIP shall register its newly implemented Data Processing System or inaugural DPO in the NPC's official registration platform within twenty (20) days from the commencement of such system or the effectivity date of such appointment.
 - For Data Processing System (DPS), when you need to make changes to the details of a DPS, kindly add another "DPS", amend the entry tagging it as version 2 of the DPS. The previous should be set as inactive (NO delete function for verification).

3. EXEMPTION FROM REGISTRATION OF DATA PROCESSING SYSTEM

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

Office or Division:	Compliance and Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business			
Who may avail:	Public and Private Organizations, Individual Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Sworn Declaration and Undertaking		Annex 1 - NPC Circular No. 2022-04 https://privacy.gov.ph/wp-content/uploads/2023/05/Circular-2022-04-Annex-1-1.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the Sworn Declaration and Undertaking for Exemption from Registration of Data Processing Systems	None	None	Not Applicable	Client
2. Fill-out the Sworn Declaration, Sign, Have Notarized and scan the Sworn Declaration Form.	None	None	Not Applicable	Client
3. Email and submit the Scanned documents to	1. Receive and check completeness of	None	1 Day	Validator

<p>registrationexemption@privacy.gov.ph</p> <p>Email Subject must be: Registration_Exemption_[Name of PIC/PIP]</p>	<p>documents submitted.</p> <p>2. If registrant submitted complete documents, draft response confirming receipt of documents.</p> <p>3. If registrant submitted incomplete and/or incorrect details, document specialist will respond on how to comply with the deficiency</p>			
	<p>Total Processing Time</p>		<p>1 day</p>	

IMPORTANT REMINDERS:

- Handwritten forms will NOT be allowed.
- The email address and Philippine cellphone number you provide will be treated as your official contact channels.
- Only the DPO or Authorized Representative should sign the undertaking.

4. RENEW CERTIFICATE OF REGISTRATION AND SEAL OF REGISTRATION

For Public/Private Organizations and Individual Professionals seeking to renew their Certificate of Registration and Seal of Registration.

Office or Division:	Compliance and Monitoring Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government, G2B - Government to Business
Who may avail:	Public and Private Organizations, Individual Professionals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

System Generated and Notarized Registration Form - Public (Government Agencies)	https://npcregistration.privacy.gov.ph/login - Client Step No. 1 (In-System Form)
System Generated and Notarized Registration Form - Private (Private Organizations)	https://npcregistration.privacy.gov.ph/login - Client Step No. 1 (In-System Form)
For Government Agencies 1. Special Order / Office Order or any similar document designating or appointing the DPO.	One (1) Digital Copy for uploading on NPCRS (Client)
For Private Organizations: Domestic Corporations 1. Duly notarized Secretary's Certificate authorizing the appointment or designation of DPO, or any other document demonstrating the validity of the appointment or designation of the DPO signed by the Head of the Organization with an accompanying valid document conferring authority to the Head of Organization to designate or appoint persons to positions in the organization. 2. SEC Certificate of Registration 3. Certified true copy of latest General Information Sheet (GIS). 4. Valid Business Permit. One Person Corporation 1. Duly notarized Secretary's Certificate authorizing the	One (1) Digital Copy for uploading on NPCRS (Client) One (1) Digital Copy for uploading on NPCRS (Securities and Exchange Commission) One (1) Digital Copy for uploading on NPCRS (Securities and Exchange Commission) One (1) Digital Copy for uploading on NPCRS (Local Government Unit) One (1) Digital Copy for uploading on NPCRS (Client)

<p>appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or designation of DPO signed by the sole director of the One Person Corporation.</p> <ol style="list-style-type: none"> 2. SEC Certificate of Registration. 3. Valid Business Permit. 	<p>One (1) Digital Copy for uploading on NPCRS (Securities and Exchange Commission)</p> <p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p>
<p>Partnership</p> <ol style="list-style-type: none"> 1. Duly notarized Partnership Resolution or Special Power of Attorney authorizing the appointment or designation of DPO, or any other document that demonstrates the validity of the appointment or designation. 2. SEC Certificate of Registration. 3. Valid Business Permit. 	<p>One (1) Digital Copy for uploading on NPCRS (Security and Exchange Commission)</p> <p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (DTI)</p>
<p>Sole Proprietorships</p> <ol style="list-style-type: none"> 1. Duly notarized document appointing the DPO and signed by the sole proprietor, in case the same should elect to appoint or designate another person as DPO. 2. DTI Certificate of Registration. 3. Valid Business Permit. 	<p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p>

<p>Foreign Private Entities</p> <ol style="list-style-type: none"> 1. Authenticated copy or Apostille of Secretary's Certificate authorizing the appointment or designation of DPO, or any other document that demonstrates the appointment or designation, with an English translation thereof if in a language other than English. 2. Authenticated copy or Apostille of the following documents, with an English translation thereof if in a language other than English, where applicable: <ol style="list-style-type: none"> 2.1 Latest General Information Sheet or any similar document. 2.2 Registration Certificate (Corporation, Partnership, Sole Proprietorship) or any similar document. 2.3 Valid Business Permit or any similar document. 		<p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p> <p>One (1) Digital Copy for uploading on NPCRS (Client)</p>		
<p>For Individual Professionals</p> <ol style="list-style-type: none"> 1. PRC License No. and/or Government Issued ID No. 2. Signature (Affix or Upload Signature) 		<p>https://npcregistration.privacy.gov.ph/login (In-System Form)</p> <p>https://npcregistration.privacy.gov.ph/login (In-System Form)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*30 days before the expiration of the Certificate of Registration and				

<p>Seal of Registration, the system will send a notification to the NPCRS account of the PIC/PIP/Individual Professional and to the official DPO email address, indicating that the renewal process is now open.</p> <p>1. Renewal application, notarization, and submission.</p> <p>Access NPCRS website at https://npcregistration.privacy.gov.ph</p> <p>Login to NPCRS using credential.</p> <p>Renewal Application form:</p> <ol style="list-style-type: none"> a. Click the renewal button. b. Check and update, when necessary, the organization details if there will be any changes. c. Check and update, when necessary, the Data Processing System(s) 	<p>None</p>	<p>None</p>	<p>Not Applicable</p>	<p>Client</p>
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<p>Details if there will be any changes.</p> <p>d. Check and update, when necessary, the Compliance Officer(s) for Privacy</p> <p>Details if there will be any changes, if applicable.</p> <p>e. Upload the prescribed supporting documents if necessary as provided under Section 11, NPC Circular No. 22-04.</p> <p>f. Click Submit Registration.</p> <p>For Public and Private Organizations</p> <p>g. Export DPO Form (PDF format) system generated during DPS registration.</p> <p>h. Print and Sign downloaded form (both DPO and Head of the</p>				
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<p>Organization or Agency).</p> <p>i. Have the completely filled-out form notarized.</p> <p>j. Scan, upload, and submit notarized DPO Form</p>				
<p>2. Review and Approval:</p> <p>The submissions of the PIC or PIP shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP shall be informed of the same and shall be given five (5) days to submit the necessary requirements before removal of registration in the NPCRS.</p> <p>A notification shall be sent to the PIC or PIP thru system notification and email if submissions is deemed complete and proper for payment of appropriate dues or fees.</p>	<ul style="list-style-type: none"> ▪ Review of information encoded vis-à-vis the documents submitted. 	<p>None</p>	<p>7 days</p>	<p>Validator</p> <p>Approver</p>

<p>3. Payment of fees and Issuance of New Certificate of Registration and NPC Seal of Registration</p> <p>Pay the Renewal fees.</p> <ul style="list-style-type: none"> - Payment is through NPCRS by clicking a button. - Once the Organization/ Individual professional has successfully made the payment, a system notification and a confirmation email will be sent to the PIC or PIP. <p>Generate or Download the New Certificate of Registration (for Major Amendment)</p> <p>a Disable pop-up blockers.</p>	<p>None</p>	<table border="1"> <tr> <td>Individual Professional</td> <td></td> </tr> <tr> <td>Registration Renewal Fees</td> <td></td> </tr> <tr> <td>PHP</td> <td></td> </tr> <tr> <td>350.00</td> <td></td> </tr> <tr> <td>Multinational/Foreign Branch</td> <td></td> </tr> <tr> <td>Registration Renewal Fees</td> <td></td> </tr> <tr> <td>PHP</td> <td></td> </tr> <tr> <td>1,000.00</td> <td></td> </tr> <tr> <td>Regional/Financial/Metro Manila Areas/Cities</td> <td></td> </tr> <tr> <td>Registration Renewal Fees</td> <td></td> </tr> <tr> <td>PHP</td> <td></td> </tr> <tr> <td>500.00</td> <td></td> </tr> <tr> <td>Municipality</td> <td></td> </tr> <tr> <td>Registration Renewal Fees</td> <td></td> </tr> <tr> <td>PHP</td> <td></td> </tr> <tr> <td>350.00</td> <td></td> </tr> </table>	Individual Professional		Registration Renewal Fees		PHP		350.00		Multinational/Foreign Branch		Registration Renewal Fees		PHP		1,000.00		Regional/Financial/Metro Manila Areas/Cities		Registration Renewal Fees		PHP		500.00		Municipality		Registration Renewal Fees		PHP		350.00		<p>Not applicable</p>	<p>Client</p>
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PHP																																				
500.00																																				
Municipality																																				
Registration Renewal Fees																																				
PHP																																				
350.00																																				

b Click "Generate Certificate"				
	Total Processing Time once the registration and supporting documents submission is complete.		7 days	

IMPORTANT REMINDERS:

- 30 days before the expiration of the Certificate of Registration and Seal of Registration, the system will send a notification to the NPCRS account of the PIC/PIP/Individual Professional and to the official DPO email address, indicating that the renewal process is now open.
- A renewal button will appear/enable once the renewal process is opened for a PIC/PIP/Individual Professional.
- If a PIC/PIP/Individual Professional fails to renew the registration within the 30-day period, the registration status will be changed to expired.

5. RETRIEVE INACCESSIBLE DATA PROTECTION OFFICER ACCOUNTS/ CHANGE OF DPO EMAIL ADDRESS

For Public/Private Organizations and Individual Professionals seeking to retrieve their accounts in the NPCRS

Office or Division:	Compliance and Monitoring Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B Government to Business			
Who may avail:	Public and Private Organizations, Individual Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Justification Letter stating the reason why the account is inaccessible (signed by the Data Protection Officer or Head of Organization/ Agency)		https://npcregistration.privacy.gov.ph/login		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inaccessible Account Application/Change of DPO email	None	None	Not Applicable	Client

<p>address application, Notarization, and submission.</p> <p>Go to the NPCRS official website at https://npcregistrati on.privacy.gov.ph</p> <p><u>On the log-in page, click Retrieve Account Here.</u></p> <p>Fill-up account reset form:</p> <ol style="list-style-type: none"> a. Select Registration Type. (Public and Private Organizations or Individual Professionals) b. Encode the Name of the Organization and encode the New Official DPO email address. c. Attached the Notarized Letter Justification. d. Click Continue. (The system will verify Account.) 				
<p>2. Review and Approval</p> <p>The submissions of the PIC or PIP shall undergo review and</p>	None	None	7 days	Approver

approval by the Commission.										
<p>3. Pay for the designated fees for Recovery of Inaccessible DPO accounts/Change in DPO email address (Individual Professional, PICS, and PIPs)</p> <p>Pay the designated fees for Recovery of Inaccessible DPO accounts/Change in DPO email address.</p> <p>a Once the change of DPO email/account reset request has been approved, an email notification will be sent to the new DPO email address. Included in that email notification is the link for payment. Click "Proceed to Payment"</p> <p>b You will be redirected to the payment</p>	None	<table border="1" data-bbox="767 439 1023 618"> <tr> <td data-bbox="767 439 927 539">Recovery of Inaccessible DPO accounts fees</td> <td data-bbox="927 439 1023 539">None applicable</td> </tr> <tr> <td data-bbox="767 539 927 573">PHP</td> <td data-bbox="927 539 1023 573"></td> </tr> <tr> <td data-bbox="767 573 927 618">5000.00</td> <td data-bbox="927 573 1023 618"></td> </tr> </table>	Recovery of Inaccessible DPO accounts fees	None applicable	PHP		5000.00			Client
Recovery of Inaccessible DPO accounts fees	None applicable									
PHP										
5000.00										

<p>details on NPCRS. Then, click "PAY NOW."</p> <p>Once they have successfully made the payment, its effectiveness takes effect in real time, and they can already use their new DPO email address.</p>				
	<p>Total Processing Time once the application and supporting documents submission is complete.</p>		7 days	

6. RESPOND TO COMPLIANCE INQUIRIES

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

Office or Division:	Compliance and Monitoring Division			
Classification:	Simple and Complex			
Type of Transaction:	G2G - Government to Government, G2B - Government to Business			
Who may avail:	Public and Private Organizations, Individual Professionals			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Email request	Not Applicable			
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Compliance inquiry via email at: compliancesupport@privacy.gov.ph	<p>Respond to client's email inquiry:</p> <ul style="list-style-type: none"> - If inquiry is "simple" or already included in the Compliance FAQs: Email responses 	None	Within 3 days for simple inquiry.	CMD

	<p>should be directly sent by the CMD staff. The response should be guided by the Compliance FAQs</p> <p>- If inquiry is "complex" or not yet included in the Compliance FAQs: CMD staff should refer the inquiry to an Attorney III, who should directly respond to the email. The response should be incorporated by the Lead staff in the Compliance FAQs</p>		<p>Within 7 working days for complex inquiry.</p>	
<p>TOTAL</p>	<p>None</p>	<p>3 days for Simple</p> <p>7 days for Complex</p>		

LEGAL AND ENFORCEMENT OFFICE (LEO)

LEGAL DIVISION (LD)

1. CONDUCT MEDIATION

The Commission shall facilitate or enable settlement through the use of alternative dispute resolution processes in accordance with NPC Rules of Procedure and other related NPC issuances on Mediation.

This process covers the conduct of mediation from the time the parties apply for mediation to the time the parties either choose to settle, in which case they shall draw up an agreement to be forwarded to the Commission En Banc {for confirmation}, or to not settle, in which instance the case shall be referred to the Complaints and Investigation Division (CID) {for resumption of the complaint proceedings}. In accordance with the abovementioned NPC Rules of Procedure, the whole process is under strict confidentiality.

This section is divided into five parts: Docket Case, Conduct Mediation Conference, Draft Mediated Settlement Agreement, Issue Notice of Non-Settlement and Draft Memorandum for Adjudication.

Office or Division:	Legal Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	Parties (Complainant and Respondent), Office of the Privacy Commissioner/Commission En Blanc, Complaints and Investigations Division (CID)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
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			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The Parties apply for Mediation and the Investigating Officer will sign the Order to Mediate.</p>	<p><u>Docket Complaint</u></p> <p>1. Receive Order to Mediate with attached case records from the Investigating Officer of the Complaints and Investigations Division (CID).</p>	<p>Php 500</p> <p>Note: Assessment of fees by the Complaints and Investigation Division (CID)</p>	<p>10 minutes</p>	<p>Legal Assistant</p>
	<p>2. Evaluate the Order to Mediate if the information is completely and properly filled-out and all the case records are attached.</p>	<p>The Order to Mediate will only be transmitted by the CID to the Legal Division and the Parties when the Mediation Fee has been paid.</p>	<p>30 minutes</p>	<p>Legal Assistant</p>

	<p>3. If all are complete, acknowledge receipt of documents, create case record, and determine date of Preliminary Mediation Conference.</p> <p>4. Refer the case to the Mediation Officer for verification.</p> <p>5. 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>
<p>2. The parties will attend the scheduled Mediation Conference.</p>	<p><u>Conduct Mediation Conference</u></p> <p>6. Determine attendance of the parties.</p> <p>7. Confirm the identity and authority of the parties attending the mediation conference.</p> <p>8. Allow the parties</p>	<p>Covered by the same mediation fee of P500</p>	<p>5 minutes</p> <p>10 minutes</p>	<p>Legal Assistant</p> <p>Mediation Officer/ Mediation Support Officer</p>

	<p>to find a common ground for settlement by facilitating discussion using guide questions such as, but not limited to the following:</p> <ul style="list-style-type: none"> - Offer of the Complainant - Counter-offer of the Respondent - Offer amendable to both parties <p>Note: Prior discussion, if: (a) preliminary mediation conference, provide an Orientation on the Mediation Process, or (b) subsequent mediation conference, recap previous discussion and agenda.</p> <p>8.1 If the parties wish to settle, draft Mediated Settlement Agreement (MSA) for review and approval of the Attorney V, Chief, LD.</p> <p>8.2 If the parties do not reach a</p>		60-90 calendar days	Mediation Officer/ Mediation Support Officer
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	<p>settlement, draft a Notice of Non-Settlement for endorsement to the CID.</p> <p>8.3 If the parties wish to schedule another conference, determine schedule of the next mediation conference.</p>			
<p>3. If the Parties decide to settle, draft a Mediated Settlement Agreement (MSA).</p>	<p><u>Draft Mediated Settlement Agreement</u></p> <p>9. Take note of the terms and conditions of the parties.</p> <p>10. Draft the MSA containing the terms and conditions of settlement, then hand-in or send via e-mail the draft to the Attorney V, Chief, LD, for review.</p>	<p>Covered by the same mediation fee of P500</p>	<p>15 minutes</p>	<p>Mediation Officer/Mediation Support Officer</p>

	<p>11. Receive and review the draft MSA for comments and approval.</p> <p>12. Receive the approved draft MSA and incorporate any comments, then present the same to the parties.</p> <p>13. Explain each provision to the parties and ask them if they are amenable to terms of the agreement.</p> <p>14. Have the parties sign all copies of the MSA.</p> <p>15. Sign all copies of the MSA and furnish a copy to each party.</p>		<p>10 minutes</p> <p>10 minutes</p> <p>30 minutes</p>	<p>Attorney V/Chief</p> <p>Mediation Officer/Mediation Support Officer</p> <p>Mediation Officer/Mediation Support Officer</p>
<p>2. If the parties agree to not settle the matter, the case will proceed as provided for in the NPC Rules of Procedure.</p> <p>3. Receive endorsed</p>	<p><u>Issue Notice of Non-Settlement</u></p> <p>16. Draft Notice of Non- Settlement.</p> <p>17. Furnish the parties the copy of the Notice of Non-Settlement.</p> <p>18. Refer the case for resumption of proceedings by forwarding and transmitting all documents to the CID.</p>	<p>Covered by the same mediation fee of P500</p>	<p>1 day</p> <p>(included in the 60-90 calendar days of the Mediation Process)</p>	<p>Mediation Officer/Mediation Support Officer</p>

<p>case for resumption of proceedings.</p>				<p>CID Records Custodian</p>
<p>4. If the parties decide to settle, they will sign the Mediated Settlement Agreement (MSA), send proof of compliance (if applicable), and attend a Confirmation Conference.</p>	<p>19. If for confirmation conference, evaluate matters relevant to the settlement such as, not limited to:</p> <ul style="list-style-type: none"> - Signing of the MSA - Compliance with provisions of the MSA - Submission of the proof of compliance - Submission of documents to prove that signatories in the MSA are duly authorized <p>9.1 If complete and satisfactory, draft the Memorandum Submitting the Case for Adjudication.</p> <p>9.2 If incomplete and/or unsatisfactory, then order the parties to submit the deficiencies on an agreed deadline, then determine schedule for another</p>	<p>Covered by the same mediation fee of P500</p>	<p>1 day (included in the 60-90 calendar days of the Mediation Process)</p>	<p>Mediation Officer/Mediation Support Officer</p>

	<p>confirmation conference.</p> <p><u>Draft Memorandum for Adjudication</u></p> <p>20. Attach all necessary documents to the Memorandum Submitting the Case for Adjudication to the Commission En Banc.</p> <p>21. Submit the Resolution and draft Memorandum Submitting the Case for Adjudication to the Commission with all relevant attachments for review of Attorney V, Chief, LD.</p> <p>22. Review the documents transmitted for approval of the Director IV, Legal and Enforcement Office (LEO).</p> <p>23. Receive, review, and approve the Resolution and Memorandum Submitting the Case for Adjudication and all attachments.</p> <p>24. Receive approved Memorandum from Director IV, LEO and Attorney V/Chief, LD. Hand-in or send via e-mail the approved documents</p>		<p>5 days</p> <p>5 days</p> <p>1 day</p> <p>1 day</p>	<p>Attorney V/Chief</p> <p>Director IV</p>
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LEGAL AND ENFORCEMENT OFFICE (LEO)

ENFORCEMENT DIVISION (EnD)

1. ASSESSMENT AND ISSUANCE OF NPC DOCUMENTS

Issuance of Certified True Copies of NPC Documents

Office or Division:	Enforcement Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Client			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-out Service Request and Assessment Form (SRAF) for external clients		Enforcement Division (EnD) and other concerned unit/division at https://privacy.gov.ph/wp-content/uploads/2024/03/DIT_SRAF_04-March-2024.pdf		
2. For Parties or Counsel on Record, a. Competent proof of identity For representative, a. Proof of authorization; and b. photocopy of ID with picture and signature of requesting party and duly authorized representative		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Service Request and Assessment Form (SRAF) (available at the NPC website: privacy.gov.ph)	1. Receive the request and SRAF	None		Requestor
2. Submit the accomplished SRAF to NPC through online at enforcement@privacy.gov.ph or in-person to the Enforcement Division at 5th Floor, Delegation Bldg, West Banquet Hall, PICC Complex, Pasay City, Metro Manila.	2. Assess the SRAF	None	3 working days (under normal circumstances)	EnD

3. Pay the appropriate Fees/Charge	In-Person Payment	TBD	7 minutes	FPMD
	3. Endorse SRAF for Order of Payment Process			
4.a Pay through the Link.Biz.Portal (https://www.lbp-eservices.com/egps/portal/index.jsp) indicating National Privacy Commission as the merchant name	4. Endorse to Cashier for payment	10 minutes	Cashier	
	5. Issue Official Receipt			
4.b Send Proof of payment to assigned NPC email address (enforcement@privacy.gov.ph ; asd.cashier@privacy.gov.ph ; fpmd@privacy.gov.ph)	Online Payment	5 minutes	Cashier	
	6. Validate proof of payment			
	7. Send confirmation thru email	5 minutes	Cashier	
	8. Transmittal of the accomplished SRAF and Order of Payment to the GRU	None	5 minutes (Under normal circumstances)	Legal Assistant/ Administrative Officer
	9. Retrieval and preparation of the copies of the requested document/record	None	1-500 pages - 3 working days 501 pages & above - 7 working days	GRU, Records Specialist

	10. Release the requested CTC of the document/record to the EnD	None	Less than 1 minute (Under normal circumstances)	GRU, Records Specialist
5. Receive the requested document/record	<p>10.1 If the requesting party appears personally, proceed to step 10.2.</p> <p>If the requesting party or the counsel on record appears personally to claim the documents, present competent proof of identity</p> <p>If an authorized representative will receive requested document/record, ask for the following requirements:</p> <ol style="list-style-type: none"> a. Proof of authorization; and b. Photocopy of ID with picture and signature of the requesting party and duly authorized representative <p>In the absence of the</p>	None	15 minutes (under normal circumstances)	Legal Assistant/ Administrative Officer

	abovementioned requirements from the representatives, they will be asked to return and bring the complete documents.			
	10.2 Release the requested Certified True Copies of the document/record.	None	5 minutes (Under normal circumstances)	Legal Assistant/ Administrative Officer
TOTAL		Refer to the NPC Circular on Fees and Charges	1-500 pages - 6 days and 53 mins 501 pages & above - 10 days and mins	

LEGAL AND ENFORCEMENT OFFICE (LEO)

COMPLAINTS AND INVESTIGATION DIVISION (CID)

1. HANDLING OF PRIVACY CONCERNS PROCESS

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.

Office or Division:	Complaints and Investigation Division (CID)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government			
Who may avail:	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		
Letter Inquiry		NPC-CID		
Walk in Inquiry		NPC-CID		
Email Inquiry		NPC-CID		
Phone Inquiry		NPC-CID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walks-in to CID. 2. Inquiries through letter forwarded by GRU 3. Inquiries through email at complaints@privacy.gov.ph 4. Inquiries through phone	1. Receive the inquiry from the client. 2. Prepare Concern Action Log (CaLog).	None	1 hour	Administrative Assistant / Officer I
	3. Answer Inquiry. 4. Send reply. 5. Accomplish CaLog.	None	1 hour	Administrative Officer I
TOTAL		None	2 hours	

2. FILING OF COMPLAINTS PROCESS

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.

Effective 08 June 2023, and pursuant to NPC Circular No. 2023-01 dated 17 May 2023 on Schedule of Fees and Charges of the National Privacy Commission, the Commission shall be requiring the payment of fees for filing of complaints.

Office or Division:	Complaints and Investigation Division (CID)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business; and G2G - Government to Government			
Who may avail:	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		
1. 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		
2. Service Request and Assessment Form (SRAF) (printed in A4 size paper and back-to-back).		NPC website		
3. If by authorized representative, (i) authorization letter and photocopies of government-issued IDs of payor and representative.		Requestor		
4. If indigent individual, Barangay or DSWD certification of indigency.		Barangay Hall or DSWD office where the requestor resides		
PAYMENT OF FEES AND CHARGES				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Service Request and Assessment Form (SRAF) (available at the NPC website: privacy.gov.ph)	1. Receive the request and SRAF	None	5 minutes	Requestor

<p>) submit together with the accomplished Complaints Assisted Form (CAF) (available at the website: privacy.gov.ph) or Complaint Affidavit or Mediation Order or Motion for Reconsideration</p>				
<p>2. Submit the accomplished SRAF to NPC, a copy of the notarized CAF or Complaint - Affidavit and relevant supporting documents/ evidence through online at complaints@privacy.gov.ph or in-person to the Complaints and Investigation Division at 5th Floor, Delegation Bldg, West Banquet Hall, PICC Complex, Pasay City, Metro Manila.</p>	<p>2. Assess the SRAF</p>	<p>None</p>	<p>10 minutes</p>	<p>CID</p>
<p>3. Pay the appropriate Fees/Charge</p>	<p>In-Person Payment 3. Endorse SRAF for Order of</p>			

3.a Pay through the Link.Biz.Portal (https://www.lbp-eservices.com/egps/portal/index.jsp) indicating National Privacy Commission as the merchant name	Payment Process		7 Minutes	FPMD
	4. Endorse to Cashier for payment			
	5. Issue Official Receipt		10 minutes	Cashier
	Online Payment			
	6. Validate proof of payment		5 minutes	Cashier
	7. Send confirmation thru email		5 minutes	Cashier
4. Send Proof of payment to assigned NPC email address (complaints@privacy.gov.ph ; asd.cashier@privacy.gov.ph ; fpmd@privacy.gov.ph)	8. Assigned then stamp the Docket Number onto the document filed.		N/A	Administrative Assistant III/ Legal Assistant II
5. Receive a copy of the document bearing the Docket number and the Official Receipt either in person or through email.	9. Return/ send a copy of the document bearing the Docket number and the Official Receipt.			Administrative Assistant III/ Legal Assistant II
TOTAL	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges		1 hour	

3. ISSUANCE OF CERTIFICATION OF PENDING/ NO PENDING CASE

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.

Office or Division:	Complaints and Investigation Division (CID)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2B - Government to Business; and G2G - Government to Government			
Who may avail:	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		
IF CORPORATE ENTITY				
1. Service request and Assistance Form (SRAF)	NPC Website			
2. Certificate of Registration to NPC, if corporate entity.	Requestor			
3. Certified government-issued ID of DPO.	Requestor			
4. Authorization Letter from DPO if through authorized representative.	Requestor			
5. Certified government-issued ID of authorized representative.	Requestor			
6. Service Request and Assessment Form.	NPC Website			
IF INDIVIDUAL				
1. Request Form.	NPC Website			
2. Certified government-issued ID.	Requestor			
3. Authorization Letter if through authorized representative.	Requestor			
4. Certified government-issued ID of authorized representative.	Requestor			
5. Service Request and Assessment Form.	NPC Website			
PAYMENT OF FEES AND CHARGES				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Letter Request for CNPC and Service Request and	1. Receive the request and SRAF	None	N/A	Requestor

Assessment Form (SRAF) (available at the NPC website: privacy.gov.ph)				
2. Submit the accomplished Letter Request for CNPC, SRAF, and supporting documents to the NPC, either through online at cnpc@privacy.gov.ph , or in-person to the Complaints and Investigation Division at 5th Floor, Delegation Bldg, West Banquet Hall, PICC Complex, Pasay City, Metro Manila.	2. Assess the Letter Request for CNPC, SRAF and supporting documents	None	N/A	CID
3. Pay the appropriate Fees/Charge 3.a Pay through the Link.Biz.Portal (https://www.lbp-eservices.com/egps/portal/index.jsp) indicating National Privacy Commission as the merchant name	In-Person Payment			
	3. Endorse SRAF for Order of Payment Process		7 Minutes	FPMD
	4. Endorse to Cashier for payment. 5. Issue Official Receipt		10 minutes	Cashier
	Online Payment			
	6. Validate proof of payment		4 Minutes	Cashier

	7. Send confirmation thru email		5 minutes	Cashier
4. Send Proof of payment to assigned NPC email address (complaints@privacy.gov.ph ; asd.cashier@privacy.gov.ph ; fpmd@privacy.gov.ph)	8. Send email confirming receipt of payment.			
	9. Check records for pending cases		1 working day	Administrative Officer I
	10. Approval Process		1 working day	CID Chief, EnD Chief, and LEO Director
5. Received CNPC	11. Send CNPC	None	N/A	Requestor
TOTAL		Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges.	3 working days	

**FINANCE AND ADMINISTRATIVE OFFICE
(FAO)**

**ADMINISTRATIVE SERVICES DIVISION
(ASD)**

1. MANAGE RECORDS AND DOCUMENTS PROCESS

This process includes identifying, classifying, disseminating, securing, retrieving, and tracking of records and documents. Responsible for making efficient and systematic control of creation, receipt, maintenance, and disposition of records including capturing of evidence and information about the activities and transactions of records.

Office or Division:	Administrative Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	NPC Employees, NAP, External Clients, NPC Office/Division/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Internal Issuances		NPC Office/Division/Unit		
Case Files				
Notarized Contract				
Accomplished Service Request Form				
Sealed Envelopes for Mailing				
Documents: <ul style="list-style-type: none"> • Letters/Invitations • DPO Registration Forms • Complaint Assisted Forms • Case-related Documents • Sealed envelope/pouch • Other documents 		External Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the General Records Unit for transmittal of the documents	<u>Evaluate Request</u> 1. Receive and evaluate the conformity of the SRF, Records or Documents based on the set quality standards		5 minutes	Administrative Assistant II/IV
	<u>Create Records and Documents</u> Records - Internal Issuance			Administrative Assistant II/IV

	<p>document, the photocopy of the document</p> <p>b. In cases of sealed envelope, the original or the envelope itself Inspect documents and records if in accordance with the set quality standards:</p> <p>c. In cases of internal issuance: original copy to concerned personnel/ HRDD originating unit/ division /office</p> <p>d. electronic copy - via e-mail to the concerned personnel</p>			
<p>1. Receive the document from the GRU and write the following in the GRU logbook and original copy of the document:</p> <ul style="list-style-type: none"> • Name • Date and Time <p>Received</p> <p>2. Affix signature above the printed name</p>			N/A	Receiving Unit/Division/Office/ Personnel
TOTAL			30 minutes	



FINANCE AND ADMINISTRATIVE OFFICE (FAO)

HUMAN RESOURCES DEVELOPMENT DIVISION (HRDD)

1. RECRUIT/HIRE PLANTILLA PERSONNEL

The Human Resource Development Division is responsible for workforce planning, sourcing talent, selecting, and placing talents to the right job/position at the right time. This process covers permanent positions indicated in the DBM-approved Plantilla of Personnel whose hired employees will be on-dock to different offices and divisions with existing vacancies. Processes involves sourcing of applicants, selection and evaluation of talents, appointment preparations and ensuring the newly hired employees are properly on-boarded, oriented, and capacitated perform his/her assigned tasks and responsibilities in accordance with the existing policies and guidelines of Civil Service Commission and other oversight agencies.

Office or Division:	Human Resources Development Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	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 www.csc.gov.ph		
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
	<u>Source Applicants</u> 1. Update the electronic PSIPOP from DBM website every start of the year to identify the number of vacant positions. 2. Update NPC Personnel Database and Staffing Summary 3. Prepare Annual Recruitment Plan for the applicable year.		15 minutes	Administrative Officer V

	4. Hand-in the Annual Recruitment Plan to Chief, HRDD for signature.			
	5. Receive and review the Annual Recruitment Plan 6. Hand in to AO II		5 minutes	Chief, HRDD
	7. Receive the Annual Recruitment Plan with signature of the Chief, HRDD 8. Hand-in the signed Annual Recruitment Plan to the following: - FAO Director for review and endorsement - HRMPSB Chairperson for review and signature - Head of the agency for approval and signature		10 minutes	AO II (Records Custodian)
	9. Receive and review the prepared Annual Recruitment Plan 10. FAO Director's Records Custodian to hand in the Annual Recruitment Plan to OED.		10 minutes	FAO Director/ HRMPSB Chairperson
	11. Do OED review process		30 minutes	Office of the Executive Director (OED)
	12. Do OPC approval process		1 day	OPC (Head of the Agency)
	13. Receive the approved Annual Recruitment Plan 14. Hand in to AO III (Recruitment Officer) for preparation of publication of vacancies.		10 minutes	AO II (Records Custodian)
	15. Receive the approved Annual Recruitment Plan 16. Hand-in copy of filled-out Notice of Publication and copy of Notice of		10 minutes	AO III (Recruitment Officer)

	Vacancies with attached PSIPOP File and Updated Salary Matrix to AO V for review and initial (signature)			
	<p>17. Receive the Notice of Publication and Notice of Vacancies</p> <p>18. Review the accuracy of information based on the PSIPOP and Updated Salary Matrix</p> <p>19. Hand-in filled-out Notice of Publication and Notice of Vacancies with attached PSIPOP File and Updated Salary Matrix to Chief HRDD for review</p>		10 minutes	Administrative Officer V
	<p>20. Receive filled-out Notice of Publication, Notice of Vacancies, with attached PSIPOP File and Updated Salary Matrix</p> <p>21. Review the filled-out Notice of Publication based on the attached PSIPOP File, Updated Salary Matrix and Electronic Qualification Standards.</p> <p>22. Review the Notice of Vacancies and affix signature.</p> <p>23. Hand-in the 3 copies of filled-out Notice of Publication with attached PSIPOP File and Updated Salary Matrix to HRDD AOII (Records Custodian)</p>		10 minutes	Chief, HRDD
	<p>24. Receive signed Notice of Publication Notice of Vacancies</p> <p>25. Hand-in the signed Notice of Publication and Notice of Vacancies to FAO Director for review and endorsement to OED</p>		10 minutes	AO II Records Custodian FAO

	<p>26. Do the review process for the Notice of Publication</p> <p>27. Do the approval process for the Notice of Vacancies</p> <p>28. Hand-in to HRDD Records Custodian</p>		1 day	FAO Director and OED
	<p>29. Receive the approved Notice of Publication and Notice of Vacancies</p> <p>30. Hand in to AO III (Recruitment Officer)</p>		10 minutes	AO II Records Custodian
	<p>31. Receive the approved Notice of Publication and Notice of Vacancies</p> <p>32. Hand-in filled-out OB/Locator Slip to approving immediate supervisor.</p> <p>33. For electronic copies (Excel file), send the Notice of publication to CSC FO official email (opfpublication@gmail.com) as advance copy</p>		15 minutes	AO III (Recruitment Officer)
	<p>34. Hand-in filled-out Notice of Publication with signature of the Executive Director to the Civil Service Commission Field Office for posting to CSC Bulletin and CSC Website.</p>		1 day	AO III Recruitment Officer (or any assigned HRDD Staff to deliver)
	<p>35. Receive 2 copies of CSC-FO approved Notice of Publication</p> <p>36. Hand-in Certificate of Appearance (lower part of OB/Locator Slip to CSC-FO Personnel for signature.</p> <p>37. Hand-in two copies of original CSC-FO approved Notice of Publication to HR Records Custodian</p>		10 minutes	CSC FO

	<p>38. Post CSC-FO approved Notice of Publication at the HR's Bulletin Board</p> <p>39. Prepare invitation to apply to NPC personnel who are next-in-rank to the vacant position.</p> <p>40. Hand-in invitation to next-in-rank position to AO V for review and initial.</p>		<p>10 minutes</p> <p>1 hour</p>	<p>AO III (Recruitment Officer)</p>
	<p>41. Receive the draft invitation letter to Next in Rank</p> <p>42. Review the letter to Next in Rank according to the position and qualification of personnel identified to be next in rank.</p> <p>43. Hand-in to Chief HRDD for review and signature</p>		<p>15 minutes</p>	<p>Administrative Officer V</p>
	<p>44. Receive the letter of invitation to next in rank.</p>		<p>10 minutes</p>	<p>Chief HRDD</p>
	<p>45. Receive the letter to Next in Rank</p> <p>46. Send the scanned copy of invitation to apply for the qualified next in rank through email using the jobs email.</p>		<p>15 minutes</p>	<p>AO III (Recruitment Officer)</p>
<p>Submit complete application requirements thru online (email) or thru courier/ walk-in at registered office address</p>	<p>47. Retrieve application documents submitted through electronic mail including cover/ transmittal letter bearing the date of email sent.</p> <p>48. Receive application documents from walk-in applicants (if any).</p> <p>49. Review the application received.</p> <p>50. Send acknowledgement letter to applicants.</p> <p>51. Forward via email the initial list of pre-qualification evaluation with applicant's profile and complete application</p>		<p>10 days</p>	<p>AO III (Recruitment Officer)</p>

	documents to AO V, for evaluation			
	<p><u>Select Applicants</u></p> <p>52. Receive the list of pre-qualification evaluation applicant with complete application documents.</p> <p>53. Review applicants' pre-qualifications evaluation against the CSC-prescribed qualification standards of the position.</p> <p>54. Forward via email the reviewed initial list of pre-qualification evaluation application, applicants' profile with complete application documents to AO III (Recruitment Officer)</p>		7 days	Administrative Officer V
	<p>55. Receive the reviewed initial list of pre-qualification evaluation applicants' profile, and complete application documents with actions to be done indicated in the remark column.</p> <p>56. Coordinate available schedule of AO V for the conduct Aptitude, and Personality Test, and functional competency examinations.</p> <p>57. Prepare Notice of Recruitment process</p> <p>58. Send notice of recruitment process to qualified applicants via email and mobile messaging system.</p>		3 days	Administrative Officer III
	<p>59. Administer General Aptitude, and Personality Test, and functional competency examinations to qualified applicants.</p>		5 days	AO III and AO II (Psychometrician)

	60. Evaluate and check the General Aptitude and Personality Test and submit report to the HRMPSB secretariat.			
	61. Receive the Summary report of the results of General Aptitude and Personality tests 62. Consolidate the results of the tests 63. Forward to the end-user thru email the functional competency examinations answer sheets for checking		3 days	AO III (Recruitment Officer)
Acknowledge receipt of email from AO III 10.0 Check functional competency examinations within seven (7) days from receipt of the exam answer sheets	64. Receive results of functional competency examinations with percentage rating and the report of IQT and General Aptitude Test. 65. Consolidate results of examination using Comparative Data Matrix 66. Coordinate available schedule of Chief, HRDD and/or AO V for the conduct of Competency-Based Interview I (CBI-I) to long-listed applicants who passed the functional/technical competency examinations, IQT and General Aptitude Test. 67. Notify applicants of the schedule of CBI-I.		7 days	AO III (Recruitment Officer)
	68. Conduct initial interview using the CBI-I Form focusing on core competencies, virtual or face to face. 69. Rate applicant using the rating matrix attached to the CBI-I Form.		1 day	Chief, HRDD / Administrative Officer V

	70. Sign the CBI-I Form and hand-in to the AO III.			
	<p>71. Receive rated and signed CBI-I Forms.</p> <p>72. Consolidate results and attached to application documents of applicants.</p> <p>73. Notify applicants who failed the CBI-I and send regret letter.</p> <p>74. For those who passed the examination, send invitation to applicants for the CBI-II interview by the HRMPSB.</p> <p>75. Fill-out the Background Investigation (BI) Form.</p> <p>76. Send through electronic mail to the respondents' email address or conduct background check thru phone call.</p> <p>77. Request respondents to fill-out applicants' information</p> <p>78. Forwarded the filled-out Background Investigation Forms to AO V.</p>		7 days	AO III (Recruitment Officer)
	<p>79. Receive filled-out Background Investigation Forms</p> <p>80. Summarize results of Background Investigation</p>		1 day	Administrative Officer V

	<p>81. Coordinate available schedule of HRMPSB whether virtual or face to face interview.</p> <p>82. Issue notice of interview schedule (CB I II) and deliberation to applicant/s who passed the assessment based on the passing rate.</p>		1 day	AO III (Recruitment Officer)
	<p>83. Conduct the interview process</p> <p>84. Hand-in/send thru email the accomplished Interview evaluation form-CBI II with rating to HRMPSB Secretariat.</p>		1 day	HRMPSB Committee
	85. Present the comparative data matrix of qualified applicants to the HRMPSB for deliberation.			HRMPSB Secretariat
	<p>86. Discuss the applicants' ranking and agree on the results using the information in the comparative data matrix.</p> <p>87. Prepare HRMPSB Resolution</p>		3 days	HRMPSB Members
	<p>88. Review the draft HRMPSB Resolution with Selection Certification Form and comparative data matrix based on the attached interview evaluation form-CBI II with rating by the HRMPSB Members.</p> <p>89. Hand-in the draft HRMPSB Resolution with Selection Certification Form and Minutes of the Panel Interview and Deliberation to HRMPSB Secretariat for action.</p>		1 day	Administrative Officer V and Chief, HRDD
	90. Receive draft HRMPSB Resolution with Selection		15 minutes	HRMPSB Secretariat

	<p>Certification Form and comparative data matrix.</p> <p>91. Hand-in the finalized HRMPSB Resolution with Selection Certification Form and comparative data matrix for signature of HRMPSB Members.</p>			
	<p>92. Receive the final copy of HRMPSB Resolution with Selection Certification Form, comparative data matrix.</p> <p>93. Affix signature to HRMPSB Resolution with Selection Certification Form, comparative assessment matrix.</p> <p>94. Hand-in the signed HRMPSB Resolution with Selection Certificate Form, comparative data matrix to HRMPSB Secretariat.</p>		3 days	HRMPSB Members
	<p>95. Hand-in the signed HRMPSB Resolution with Selection Certificate Form and comparative data matrix to Office of the Privacy Commissioner for final action.</p>		7 days	HRMPSB Secretariat
	<p>96. Do OPC Approval Process</p>			OPC
	<p><u>Process Appointment</u></p> <p>97. Receive signed HRMPSB Resolution with Selection Certificate Form and comparative data matrix from OPC.</p> <p>98. Hand in to AO III (Recruitment Officer)</p>		10 minutes	AO II (Records custodian)
	<p>99. Receive the signed HRMPSB Resolution with Selection Certificate Form from OPC to HRMPSB</p>		7 days	AO III (Recruitment Officer)

	<p>Secretariat with actions to be done.</p> <p>100. Prepare Notice of Appointment</p> <p>101. Hand-in appointment paper and oath of office to AO V for review and initial.</p>			
	<p>102. Receive the copies of appointment paper and oath of office for review.</p> <p>103. Hand in to Chief, HRDD for review and signature.</p>		15 minutes	AO V
	<p>104. Receive appointment papers and oath of office.</p> <p>105. Hand-in signed appointment and signed oath of office to AO II (Records Custodian).</p>		1 hour	Chief, HRDD
	<p>106. Receive appointment papers and signed oath of office</p> <p>107. Hand-in signed appointment papers and signed oath of office to FAO Director.</p>		10 minutes	AO II (Records Custodian)
	108. Do review and approval process			Director, FAO
	109. Do chairperson approval process			HRMPSB Chairperson
	110. Do OPC approval process.		7 days	OPC
	<p>111. Receive the appointment paper and oath of office for filing and retrieval for 201 file preparation</p> <p>112. Inform the selected applicant via email, calls or text messages</p> <p>113. Hand-in Certificate of Assumption Position Description Form and Non- Disclosure of</p>		3 days	AO III (Recruitment Officer)

	Agreement to AO V for review and initial			
	114. Review Certificate of Assumption, Position Description Form and Non- Disclosure of Agreement 115. Hand-in Certificate of Assumption, NDA, to Chief, HRDD for signature		10 minutes	AO V
	116. Receive Certificate of Assumption, Position Description Form and Non- Disclosure of Agreement. 117. Hand-in Certificate of Assumption, PDF and Non- Disclosure of Agreement to AO III (Recruitment Officer).		1 hour	Chief, HRDD
	118. On the scheduled date of signing of the selected appointment, hand in the appointment paper, Oath of Office, NDA, and PDF to appointee for signature.		5 minutes	AO III (Recruitment Officer)
<ul style="list-style-type: none"> - Receive the documents for signature - Sign the appointment paper, Oath of Office, NDA and PDF to appointee for signature - Sign and fill-out other pre-employment requirements 	119. Retain signed copy of appointment paper and oath office for filing to 201 file 120. Hand-in NDA and PDF to AO II (Records Custodian)		30 days	AO III (Recruitment Officer)
	121. Receive NDA and PDF 122. Hand-in 2 copies of non-disclosure agreement		5 minutes	AO II Records Custodian

	and 4 copies of position description form to end-user for signature.			
	123. Do review and approval process 124. Hand-in NDA to Executive Director for signature 125. Hand-in signed PDF to HRDD		5 minutes	End-user
	126. Do recommending approval and approval process for NDA			OED/FAO Director
	127. Receive 4 copies of signed position description form from end-user. 128. Hand-in PDF and NDA to AO III (Recruitment Officer)		5 minutes	AO II Records Custodian
	129. Received signed PDF and NDA 130. Retain signed copy of PDF and NDA for filing and retrieval for 201 file preparation. 131. Prepare Appointment Transmittal and Action Form 132. Hand-in the Appointment Transmittal and Action Form to AO V and Chief, HRDD for signature.		3 days	AO III (Recruitment Officer)

	<p>133. Receive and review draft Appointment Transmittal and Action Form</p> <p>134. Hand-in Appointment Transmittal and Action Form using the prescribed template of CSC, to Chief, HRDD for signature.</p>		10 minutes	Administrative Officer V
	<p>135. Receive the Appointment Transmittal and Action Form.</p> <p>136. Hand-in the signed Appointment Transmittal and Action Form to AO III (Recruitment Officer).</p>		1 hour	Chief, HRDD
	<p>137. Receive the signed Appointment Transmittal and Action Form.</p> <p>138. Hand-in the following documents to CSC-Field Office for attestation</p> <p>139. Send the Appointment Transmittal and Action Form to CSC FO official email to cscfo_op@yahoo.com as advanced copy</p>		1 day	AO III (Recruitment Officer)
	<p>140. Hand-in signed Appointment Transmittal and Action Form and other documents for attestation of appointment.</p>			AO III Recruitment Officer (or any assigned HRDD Staff to deliver)
	<p>141. Receive 3 copies of Appointment Transmittal and Action Form and other documents</p> <p>142. Hand-in Certificate of Appearance (lower part of OB/Locator Slip to CSC-FO Personnel for signature.</p>			CSC FO

	143. File Appointment Transmittal and Action Form			
	144. Create 201 Files			AO III
	<u>On-Boarding of Newly Hired Personnel</u> 145. Prepare in word format the on-boarding activity proposal and program of activities and on-boarding checklist 146. Hand-in on-boarding activity proposal and program of activities to Chief, HRDD for review		1 hour	AO II (Training Officer) or AO V
	147. Receive on-boarding activity proposal and on-boarding checklist. 148. Hand-in to Records Custodian the signed on-boarding activity proposal and onboarding checklist.		15 minutes	Chief HRDD
	149. Receive on-boarding activity proposal and program of activities. 150. Hand-in on-boarding activity proposal and program of activities to FAO Director for recommending approval.		10 minutes	HR Records Custodian
	151. Do FAO Director's Approval Process			Director, FAO
	152. Receive activity proposal on-boarding and program of activities. 153. Hand-in activity proposal on-boarding and program of activities to Office of the Executive Director for approval.		10 minutes	HR Records Custodian
	154. Do OED's approval process			Executive Director IV, OED

	<p>155. Receive the approved on-boarding activity proposal and program of activities.</p> <p>156. Hand-in the approved on-boarding activity proposal and program of activities to Administrative Officer V.</p>		10 minutes	HR Records Custodian
	<p>157. Receive the approved on-boarding activity proposal and program of activities</p> <p>158. Prepare Purchase Request (ASD Form)</p> <p>159. Hand-in Purchase Request with attached approved on-boarding activity proposal to Chief, HRDD for approval.</p>		1 hour	AO V / AO II (Training Officer)
	160. Do ASD Procurement Process.			ASD
	<p>161. Prepare in word format notice of schedule of orientation of newly hired personnel.</p> <p>162. Send notice of schedule through email blast.</p> <p>163. Post notice of schedule to the HR Bulletin Board or disseminate via viber group or email.</p>		1 day	AO V / AO II (Training Officer)
	<p>164. Facilitate opening amenities during the orientation</p> <p>165. Administer the pre-test questionnaire to new employees.</p> <p>166. Check the pre-test based on the answer key.</p> <p>167. Distribute orientation/on-boarding kit/materials to newly hired personnel</p>		1 day	AO V/AO II (Training Officer)

	168. Facilitate ceremonial oath taking of newly hired employees.		20 minutes	Chief, HRDD/AO V
	169. Facilitate open forum/discussion.		15 minutes	AO V/ AO II (Training Officer)
	170. Turn-over/endorsement of new employees to immediate supervisor. 171. Prepare documentation report of the on-boarding program/activities		3 days	AO V/AO II (Training Officer)
TOTAL		N/A	120 days, 4 hours, 25 minutes	

2. PROCESS PERSONNEL REQUISITION AND HIRING OF CONTRACT OF SERVICE (COS) PERSONNEL

Office or Division:	Human Resources Development Division			
Classification:	Complex			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Any qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>Evaluate Personnel Requisition Form</u> 1. Receive filled-up part A and B from the requesting unit and Signed B and C-FPMD part of the Personnel		10 minutes	AO II Records Custodian

	<p>Requisition Form with complete attached as identify with the input requirements via hard copy or via email.</p> <p>2. Hand-in to the AO III (Recruitment Officer) for evaluation</p>			
	<p>3. Receive the PRF and the complete attachments.</p> <p>4. Evaluate the Filled-up and Signed Personnel Requisition Form</p> <p>5. Hand-in and endorse to the AO V for signature in the Part C of the PRF.</p>		1 day	AO III (Recruitment Officer)
	<p>6. Receive and review draft PRF with complete documents.</p> <p>7. Hand-in PRF with complete documents, to Chief, HRDD for signature</p>		2 hours	Administrative Officer V
	<p>8. Receive the PRF with complete documents</p> <p>9. Sign the PRF with complete attachment and hand-in to the AO II Records Custodian</p>		2 hours	Chief, HRDD

	10. Receive the signed PRF with complete attachment and record in the outgoing monitoring and hand-in to the Office of the FAO Director		10 minutes	AO II Records Custodian
	11. Do FAO Approval Process		3 days	Director, FAO
	12. Do OED Approval Process		3 days	OED
	13. Do OPC Approval Process		3 days	OPC
	14. Receive the final approved PRF with complete documents from OPC. 15. Hand-in to the AO III (Recruitment Officer)		10 minutes	AO II Records Custodian
	16. Scan the approved PRF and send via email to the end-user/requesting division for their information		10 minutes	AO III (Recruitment Officer)
	17. Receive the approved PRF via email. 18. Do recruitment and selection process. 19. Prepare endorsement address to HRDD of qualified and selected applicant to the COS position, with attached Personal Data Sheet (PDS) of the applicant		3 days	Requesting Division/End-User

	<p>20. Receive the endorsement and record in the excel file of the incoming records</p> <p>21. Hand-in the endorsement with attached notarized PDS to the AO III (Recruitment Officer)</p>		10 minutes	AO II Records Custodian
	<p>22. Receive the endorsement with attached notarized PDS of selected applicants.</p> <p>23. Send electronic mail to the applicant to submit the required documents as listed in the pre-employment requirements with set deadline of submission of ten (10) calendar days.</p> <p>24. Upon receipt of pre-employment documents, evaluate submitted pre-employment requirements.</p>		<p>1 hour</p> <p>3 days</p>	AO III (Recruitment Officer)
	<p>25. Prepare endorsement letter addressed to OED, for approval of the FAO Director</p> <p>26. Hand-in to AO V for review and initial signature</p>		3 days	AO III (Recruitment Officer)
	<p>27. Receive and review draft endorsement letter.</p> <p>28. Hand-in endorsement letter, to Chief, HRDD for signature</p>		1 day	AO V

	<p>29. Review endorsement letter and affix initial under the name of the FAO Director</p> <p>30. Hand-in to the AO II (Records Custodian)</p>		1 day	Chief, HRDD
	<p>31. Receive the complete documents.</p> <p>32. Attached routing slip and record the details in the outgoing monitoring records in excel file and hand-in to the FAO Director's Records Custodian</p>		10 minutes	AO II (Records Custodian)
	33. Do FAO Director's approval process		3 days	Director, FAO
	34. Do OED's approval process		3 days	OED
	<p>35. Receive the complete documents mentioned in item No. 32.0 and record in the excel file</p> <p>36. Hand-in to the recruitment staff</p>		10 minutes	AO II (Records Custodian)
	<p>37. Receive the signed and approved documents</p> <p><u>Prepare Contract</u></p> <p>38. Inform the selected applicant via email, calls or text messages about the following:</p> <ul style="list-style-type: none"> • require reporting to the office for 		3 days	AO III (Recruitment Officer)

	<p>signing contract within 3 days upon receipt or during the identified schedule.</p> <ul style="list-style-type: none"> • completion of pre-employment requirements as follows <p>39. Prepare the following documents:</p> <ul style="list-style-type: none"> • Prepare contract of service • certificate of assumption to duty <p>40. hand-in to the newly hired personnel the required documents and forms for signing.</p> <p>41. process for Certificate of Assumption</p>			
	<p>42. Received signed contract from OED.</p> <p>43. Received signed certificate of assumption to duty from OPC.</p> <p>44. Hand-in signed contract to the selected applicant for notarization of contract.</p> <p>45. Hand-in signed certificate of assumption to duty to AO III (Recruitment Officer)</p>		1 hour	AO II Records Custodian

	46. Received and retain signed certificate of assumption to duty for filing and retrieval for 201 file preparation.		10 minutes	AO III (Recruitment Officer)
	<u>Issue Notarized Contract</u> 47. Receive Notarized Contract of Service, record in the incoming excel file and hand-in to the AO III (Recruitment Officer)		30 minutes	AO II Records Custodian
Received signed contract for notarization.	48. Received and retain the 5 copies of notarized contract of service for filing and retrieval for 201 file preparation 49. Prepare transmittal of contract and transmittal of certificate of assumption to duty 50. Hand-in copies of notarized contract of newly hired Personnel		1 hour	AO III (Recruitment Officer)
	<u>On-Board Newly Hired Personnel</u> 51. Do process step of HRDD Process Hire/Recruit Plantilla Personnel		1 day	L&D Staff
TOTAL		N/A	30 days, 5 hours, 10 minutes	

INTERNAL SERVICES

OFFICE OF THE PRIVACY COMMISSIONER (OPC)

1. 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.

Office or Division:	Office of the Privacy Commissioner			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	NPC Office/Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Administrative Documents		NPC Divisions		
2. Memorandum and Letters		NPC Divisions		
3. Project Proposal		NPC Divisions		
4. Other Documents		NPC Divisions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Internal documents to Office of the Privacy Commissioner.	1. Review and evaluate submitted document based on the completeness of signatories and attachments. a.	None	1 day	Executive Assistant III, OPC
	2. Head Executive Assistant to recommend the document to Privacy Commissioner.	None	1 day	Head Executive Assistant, OPC
	3. Approved documents.	None	2 days	Privacy Commissioner
	4. Release documents.	None	1 day	Administrative Assistant V
TOTAL		None	5 days	



OFFICE OF THE EXECUTIVE DIRECTOR (OED)

PUBLIC INFORMATION AND ASSISTANCE DIVISION (PIAD)

1. PUBLISH CONTENT (WEBSITE)

PIAD manages and maintains the NPC website, providing comprehensive information on the Data Privacy Act of 2012, its Implementing Rules and Regulations, issuances and NPC's initiatives. The division ensures quality content publication in alignment with the Commission's communication objectives.

Office or Division:	Public Information and Assistance Division			
Classification:	Simple to Complex			
Type of Transaction:	G2G - Government-to-Government (Internal)			
Who may avail:	Requesting Party (Other offices/divisions/units)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for Content Publication 		<ul style="list-style-type: none"> NPC Website 		
<ul style="list-style-type: none"> Directive 		<ul style="list-style-type: none"> Requesting Party: NPC Divisions/Offices/Units 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Digitally fill-out and submit a request form through Website Request Automation System (WRAS) link provided in the PIAD Advisory pertaining to the systems to be used on request.	<u>Assess Request</u> 1.0 Receive the request for website publication. 2.0 Assess the content for website publication. 2.1 If the content does not align with the communication objectives, request additional information from the requesting party through email; 2.2 If the content aligns with the communication objectives, do Step 3.	N/A	1 to 3 days	PIAD personnel in charge of Website Management Team or IT personnel

	<p>3.0 Notify the requesting party, copied Division Chief, for the acceptance of website request publication through WRAS.</p> <p>4.0 Receive completed status from requesting party through WRAS.</p>			
<p>2.0 Requesting party to send back confirmation email for the published / unpublished content.</p>	<p><u>Publish/Unpublish Content</u></p> <p>5.0 Receive the reviewed content request for website publication</p> <p>6.0 Open any browser, log in, and access the NPC admin CMS portal page.</p> <p>7.0 Notify the requesting party through WRAS of the Published/Unpublished Content</p> <p>8.0 Receive completed status from requesting party through WRAS.</p>		1 to 3 days	PIAD personnel in charge of Website Management Team or IT personnel
TOTAL		No fees to be paid	2-6 days	

2. DEVELOP WEBPAGE

As the lead division entrusted with managing and upkeeping the NPC website, PIAD oversees the creative development and technical maintenance of secondary websites to bolster various projects or initiatives, ensuring the prominent display of updates from the Commission.

Office or Division:	Public Information and Assistance Division			
Classification:	Simple to Complex			
Type of Transaction:	G2C - Government-to-Citizen G2B (Internal)			
Who may avail:	Requesting Party (Other offices/divisions/units)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Functional and Technical Specifications Directive 		<ul style="list-style-type: none"> Public Requesting Party: NPC Divisions/Offices/Units 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Digitally fill-out and submit a request form through Website Request Automation System (WRAS) link provided in the PIAD Advisory pertaining to the systems to be used on request.	<u>Assess User Interface Specifications requirements</u> 1.0 Receive the following: <ul style="list-style-type: none"> WRAS Approved User Interface Design (UID), and content (if available) signed by OPC. 	N/A	1 to 3 days	IT Officer/Computer Programmer
	2.0 Check and coordinate related fields with Multimedia Arts Team through email or verbal. 3.0 Receive website wireframe of approved UID from Multimedia Arts Team (MA Team) via email.		1 to 2 days	IT Officer/Computer Programmer

	<p>4.0 Check applicable codes to implement the UID.</p> <p>5.0 List down required application, codes, or tools applicable for the development.</p>			
	<p><u>Develop webpage</u></p> <p>6.0 Install and configure local development server based on the requirement list.</p> <p>7.0 Test if local development server is installed successfully.</p> <p>8.0 Copy applicable codes from local development server.</p> <p>9.0 Start development of codes for template and content.</p> <p>10.0 Finalize development of codes for testing.</p>		20 days	IT Officer/Computer Programmer
	<p><u>Perform integration and testing</u></p> <p>11.0 Send request the provision of testing server to the Interim Management Information Systems Unit (IMISU) through IMISU online request form.</p>		1 to 3 days	IT Officer/Computer Programmer
	<p>12.0 Receive request.</p> <p>13.0 Send reply email to the IT Officer for</p>			IMISU Officer

	the details of testing server.			
2.0 Requesting party send back confirmation email for the schedule from the requesting party.	14.0 Receive email from the IMISU officer on the access to the details of testing server.		1 to 3 days	IT Officer/ Computer Programmer
3.0 Requesting party attend the presentation of website.	15.0 Migrate the codes and database to the testing server. 16.0 Test if the testing server is installed, configured. 17.0 Send email to requesting party for the schedule of UAT. 18.0 Receive confirmation email of approved UAT schedule from the requesting party. 19.0 Present the website to the requesting party. 20.0 Apply changes, updates, and bug fixes to codes in the testing server. 21.0 Sign off UAT. 22.0 Send request to IMISU for production server through IMISU online request form.			
	23.0 Receive request for production server. 24.0 Process for technical support. 25.0 Send email to IT Officer for the access details of the production server.		1 to 2 days	IMISU Officer

	<p>26.0 Receive email on the access details of the production server.</p> <p>27.0 Migrate codes and database to production server.</p> <p>28.0 Test if production server is installed, configured, and working successfully.</p> <p>29.0 Send request to IMISU for VAPT.</p>		1 to 2 days	IT Officer/Computer Programmer
	<p>30.0 Receive request for VAPT.</p> <p>31.0 Provide technical support.</p> <p>32.0 Send email to IT Officer indicating the result/recommendation of Vulnerability assessment and penetration testing (VAPT)</p>		1 to 2 days	IMISU Officer
	<p>33.0 Receive email from IMISU regarding the result/recommendation of Vulnerability assessment and penetration testing (VAPT) and do the following:</p> <p>33.1 If there are vulnerabilities found in the VAPT report, apply fixes</p> <p>33.2 If there's no vulnerabilities</p>		1 to 2 days	IT Officer/Computer Programmer

	s found, do Step 33. 34.0 Proceed to Implement website			
	<u>Implement Website</u> 35.0 Send email to requesting party for the approval of schedule of presentation of the website.		1 to 3 days	IT Officer/Computer Programmer
	36.0 Send email confirmation or memo for the schedule of presentation of the website.			Requesting Party
	37.0 Receive confirmation email or memo from the requesting party. 38.0 Do website presentation.			IT Officer/Computer Programmer
	40.0 Sign-off and sign Acceptance of Output in the WRAS.			All parties
	TOTAL	No fees to be paid.		42 days

LEGAL AND ENFORCEMENT OFFICE (LEO)

LEGAL DIVISION (LD)

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 filled-out Request Slip to the time the Legal Division releases the signed Certificate of No Pending or Pending Case to end-user.

All NPC Officials and Personnel shall be considered as end-users.

This section is divided into two parts: Draft CNPC and Issue CNPC.

Office or Division:		Legal Division		
Classification:		Simple		
Type of Transaction:		Internal NPC Officials and Employees		
Who may avail:		All NPC Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled-out Request Slip		Legal Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The End-User submits the completely filled-out Request Slip.	<u>Draft CNPC</u>	None	15 minutes	Legal Assistant, LD
	1. Receive the CNPC Request Slip from the End-User or representative of the End-User as requesting party.			
	2. Evaluate the CNPC Request Slip if all the information required are provided.		10 minutes	Legal Assistant, LD
	2.1 If upon evaluation, the information provided is not complete, return the Request Slip to the end- user for revision.			
2.2 If upon evaluation the information				

<p>2. Receive the signed Certificate and Feedback Form from the Legal Assistant, LD.</p>	<p>provided is complete, acknowledge receipt of the request and encode the details on the tracker.</p> <p>3. Submit the CNPC Request Slip to the drafting lawyer.</p> <p>4. Draft the CNPC as requested by the end-user and submit draft to the Attorney V, Chief, LD for review and approval.</p> <p>5. Review and sign the draft CNPC and submit for approval and signature of the Director IV of the Legal and Enforcement Office (LEO).</p> <p>6. Review and approve the CNPC and revert the signed document to the Legal Division.</p> <p>7. Forward CNPC to Legal Assistant, LD for transmittal to end-user.</p> <p><u>Issue CNPC</u></p> <p>8. Receive the signed Certificate and</p>		<p>10 minutes</p> <p>12 working hours</p> <p>1 working day</p> <p>1 working day</p> <p>10 minutes</p>	<p>Legal Assistant, LD</p> <p>Attorney III or Attorney IV, LD</p> <p>Attorney V, Chief, LD</p> <p>Director IV, LEO</p> <p>Attorney V, LD</p>
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	transmit the approved and signed CNPC to the end- user together with the Feedback Form.		10 minutes	Legal Assistant, LD
TOTAL		None	2 working days, 12 hours, and 55 minutes	

2. REVIEW CONTRACT

This process covers the contract review process from the time of receipt of the Memorandum of Request for Contract Review to the time of release or issuance of the Memorandum of Contract Review and proposed revised contract incorporating the recommendations of the Legal Division.

This section is divided into two parts: Draft Memorandum of Contract Review, and Release Memorandum of Contract Review.

Office or Division:	Legal Division			
Classification:	Highly Technical			
Type of Transaction:	Internal NPC Offices/Divisions/Units			
Who may avail:	All NPC Offices/Divisions/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Memorandum of Request for Contract Review 2. Relevant attachments, documents or annexes 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The Requesting Party submits the Memorandum of Request for Contract Review, together with all relevant attachments, documents, or annexes.</p>	<p><u>Draft Memorandum of Contract Review</u></p> <p>1.1 Acknowledge receipt of request.</p> <p>1.2 Verify the completeness of the information and documents provided by the end-user.</p> <p>2.1 If upon evaluation, the information provided is not complete, return the Memorandum of Request to the requesting party.</p> <p>2.2 If upon evaluation the documents and information provided are complete, acknowledge receipt of the request and encode details on the tracker.</p> <p>3. Submit the Memorandum of Request and its attachments to the Attorney V, Chief, LD.</p> <p>4. Review the Request for Contract</p>	<p>None</p>	<p>30 minutes</p> <p>1 hour</p> <p>20 minutes</p> <p>2 hours</p>	<p>Legal Assistant, LD</p> <p>Legal Assistant, LD</p> <p>Legal Assistant, LD</p>
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	<p>Review and assign to the drafting lawyer.</p> <p>5. Draft the Contract Review and Proposed Revised Contract.</p> <p>6. Review the draft Contract Review and Proposed Revised Contract, then submit for review and approval of the Director IV of the Legal and Enforcement Office (LEO).</p> <p>7. Review and approve the draft Contract Review and Proposed Revised Contract, then revert the documents to the Attorney V, Chief, LD.</p>		<p>7 working days</p> <p>1 working day</p> <p>1 working day</p>	<p>Attorney V, Chief, LD</p> <p>Attorney III or Attorney IV, LD</p> <p>Attorney V, Chief, LD</p> <p>Director IV, LEO</p>
<p>2. Receive e-mail from the Legal Division with attachments.</p> <p>3. Accomplish customer feedback on the link indicated in the e-mail.</p>	<p><u>Release Memorandum of Contract Review</u></p> <p>8. Forward and transmit the Memorandum of Contract Review</p>		<p>30 minutes</p>	<p>Attorney V, Chief, LD</p>

	and Proposed Revised Contract to the Requesting Party.			
TOTAL		None	9 working days, 4 hours and 20 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 end-user to the time of release of memorandum of legal opinion.

This section is divided into two parts: Draft Memorandum of Legal Opinion and Release Memorandum of Legal Opinion.

Office or Division:	Legal Division					
Classification:	Highly Technical					
Type of Transaction:	Internal NPC Offices/Divisions/Units					
Who may avail:	All NPC Offices/Divisions/Units					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Memorandum of Request for Legal Opinion Relevant attachments, documents or annexes, if any		Requesting party				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. The Requesting Party submits the Memorandum of Request for Legal Opinion, together with all relevant attachments, documents or annexes, if any.	<u>Draft Memorandum of Legal Opinion</u>	None				
	1.3 Acknowledge receipt of request.				30 minutes	Legal Assistant, LD
	1.4 Verify the completeness of the information and documents provided by the end-user.				1 hour	Legal Assistant, LD
	2.1 If upon evaluation, the					

	<p>information provided is not complete, return the Memorandum of Request to the requesting party.</p> <p>2.2 If upon evaluation the documents and information provided are complete, acknowledge receipt of the request and encode details on the tracker.</p> <p>3. Submit the Memorandum of Request and its attachments to the Attorney V, Chief, LD.</p> <p>4. Review the Request for Legal Opinion and assign to the drafting lawyer.</p> <p>5. Draft the Memorandum of Legal Opinion.</p> <p>6. Review the draft Memorandum of Legal Opinion, then submit for review and</p>		<p>20 minutes</p> <p>2 hours</p> <p>9 working days</p>	<p>Legal Assistant, LD</p> <p>Attorney V, Chief, LD</p> <p>Attorney III or Attorney IV, LD</p>
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	<p>approval of the Director IV of the Legal and Enforcement Office (LEO).</p> <p>7. Review and approve the draft Memorandum of Legal Opinion, then revert the document to the Attorney V, Chief, LD.</p>		<p>1 working day</p> <p>1 working day</p>	<p>Attorney V, Chief, LD</p> <p>Director IV, LEO</p>
<p>2. Receive email from Legal Division with attachments.</p> <p>3. Accomplish customer feedback on the link indicated in the email.</p>	<p><u>Release Memorandum of Legal Opinion</u></p> <p>8. Forward and transmit the Memorandum of Legal Opinion to the Requesting Party.</p>		30 minutes	Attorney V, Chief, LD
TOTAL		None	11 working days, 4 hours and 20 minutes	

FINANCE AND ADMINISTRATIVE OFFICE (FAO)

**HUMAN RESOURCES DEVELOPMENT DIVISION
(HRDD)**

1. PROCESS COMPENSATION AND BENEFITS

This process aims to ensure that the compensation of all NPC personnel is processed based on the existing rules and regulations of the CSC, COA, DBM and other oversight agencies. This process starts with the generation of Daily Time Record (DTR) of employees as basis in determining the number of days to be compensated including checking and verification of time logs, followed by the preparation of payroll ledger, Obligation and Request Status (ORS) and Disbursement Voucher (DV). The documents, upon approval of the Chief of the HRDD will be transmitted to FPMD for processing of payment. After the release of compensation, all personnel are issued with monthly pay slip the compensations earned and total deductions for the specific month.

The benefits include clothing allowance, step increment, promotion, bonuses, Magna Carta, overtime (plantilla) and additional (COS) pay, terminal leave, monetization of leave credits, and other related transactions.

Office or Division:	Human Resource Development Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All NPC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Monthly Flexible Work Arrangement Schedule (per Division)			COS and Plantilla Personnel	
Approved daily time record and supporting documents				
Approved Summary of Individual Accomplishment Report (during Work-From-Home Arrangement only)			For Plantilla Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>Generate DTRs</u> 1. Open the Excel file of MFWA submitted by each Office/ Division. 2. Generate Individual Daily Time Record (DTR) following the user manual, save the file in PDF format. 3. Send the DTR of all personnel per Division thru email to the Division		Plantilla: 8 hours COS: 8 hours	Administrative Officer II (Payroll Assistant) and Administrative Officer IV

	Records Custodians.			
	<p>4. Acknowledge receipt of the DTRs received thru email.</p> <p>5. Farm out the DTRs to personnel of the Division for checking, preparation of required supporting documents for incomplete entries and signature.</p>		<p>Plantilla: 1 hour</p> <p>COS:1 hour</p>	Office/Records Custodian
	<p>6. Once the DTR are signed and attached with supporting documents, hand in to Office/Records Custodian for submission to HRDD Records Custodian</p>		<p>Plantilla: 5 minutes</p> <p>COS:5 minutes</p>	All Personnel
	<p><u>Review DTRs</u></p> <p>7. Receive submitted DTRs, supporting documents and SIARs from all NPC personnel on the set deadline.</p> <p>8. Check completeness of supporting documents of the DTR</p>		<p>Plantilla: 15 minutes</p> <p>COS:15 minutes</p>	HR Records Custodian

	<p>9. Review of DTR shall be based on the following:</p> <ul style="list-style-type: none"> - Signature of employee - Signature of immediate supervisor - Consistency of the DTR logs with the approved MFWA Schedule. 		<p>Plantilla: 1 hour COS: 1 hour</p>	<p>Administrative Officer II and IV</p>
	<p><u>Prepare Ledger/ORS/DV</u></p> <p>10. Prepare payroll ledger.</p> <p>11. Prepare ORS and DV</p> <p>12. Sign as preparer and Hand-in to the Chief, HRDD for signature.</p> <p>13. Forward to SAO for review and endorsement to HRDD Chief</p>		<p>Plantilla: 16 hours COS: 16 hours</p>	<p>Administrative Officer II and IV</p>
	<p>14. Review the payroll ledger, ORS, DV and other supporting documents.</p> <p>15. Endorse to Chief, HRDD for approval and endorsement to FPMD</p>		<p>Plantilla: 1 hour COS:1 hour</p>	<p>Supervising Administrative Officer</p>
	<p>16. Sign to certify services duly rendered and hand-in to the HR Records Custodian for transmittal.</p>		<p>Plantilla: 1 hour COS:1 hour</p>	<p>Chief HRDD</p>
	<p><u>Transmit Ledger/ORS/DV</u></p>		<p>Plantilla: 15 minutes</p>	<p>HR Records Custodian</p>

	<p>17. Receive Payroll Ledger, ORS & DV from Chief, HRDD.</p> <p>18. Hand-in the signed Payroll ledger, ORS & DV for transmittal to the Financial, Planning and Management Division</p>		COS: 15 minutes	
	19. Do Financial Planning and Management Division process		Refer to FPMD process	FPMD
	<p>20. Receive signed and approved payroll ledger/ORS /DV.</p> <p>21. Receive hard copies of approved payroll ledger.</p> <p>22. Hand-in to the AOII for Attachment of complete documentary requirements</p>		<p>Plantilla: 15 minutes</p> <p>COS: 15 minutes</p>	HR Records Custodian
	23. Attach complete documentary requirements and hand in to Records Custodian for transmittal to FPMD		<p>Plantilla: 8 hours</p> <p>COS: 8 hours</p>	Administrative Officer II and IV
	24. Transmit to FPMD		<p>Plantilla: 15 minutes</p> <p>COS: 15 minutes</p>	HR Records Custodian
	25. Do FPMD Process		Refer to FPMD process	FPMD
	<u>Prepare Monthly Payslips and Attendance report</u>		Plantilla: 8 hours	Administrative Officer II and IV

	<p>26. Prepare Payslips or MAR</p> <p>27. Using the approved payroll ledger as reference, prepare the payslip for the applicable month.</p> <p>28. Using the approved DTR, evaluate the attendance of each personnel.</p> <p>29. Submit prepared payslips and MAR thru email to SAO for review</p>		COS: 8 hours	
	<p>30. Acknowledge receipt of payslips or MAR.</p> <p>31. Review prepared payslips or MAR</p> <p>32. Endorse to Chief HRDD for approval thru email.</p>		<p>Plantilla: 1 hour</p> <p>COS: 1 hour</p>	Supervising Administrative Officer
	<p>33. Acknowledge receipt of endorsed payslips.</p> <p>34. Indicate approval in the email and provide the go signal to distribute the payslips to all personnel thru email</p>		<p>Plantilla: 1 hour</p> <p>COS: 1 hour</p>	Chief, HRDD
	<p>35. Receive the signed payslip</p> <p>36. Route the payslip to personnel concerned.</p>		<p>Plantilla: 15 minutes</p> <p>COS: 15 minutes</p>	HR Records Custodian
TOTAL			Plantilla & COS - 47 hours 20 minutes	

2. PROCESS LEAVE/CTO/ATTENDANCE

Personnel in the Civil Service are entitled to Leave of Absence, with or without pay, as provided by the law and the rules and regulations of the CSC in the service's interest. Regular/Plantilla personnel leave of absence is with pay, while leave of absence of COS personnel is without pay due to the no employee-employer nature of their employment.

This process includes four (4) process steps from receipt and evaluation of the application for leave/CTO, recording and certification of leave credits and updating of attendance records.

Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All NPC Personnel			
Office or Division:	Human Resource Development Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled-out and signed / approve Application for Leave of Absence form (Plantilla) from		Plantilla Personnel		
Compensatory Overtime Credit (CTO) filled-out form				
Notice of Absence (COS)		COS Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>Receive and Evaluate Application for Leave of Absence/ Application for CTO or Notice of Absence (COS)</u> 1. Receive filled-out Application for Leave Form and hand-in to the AOIV for evaluation.		Plantilla: 10 minutes COS: 10 minutes	HR Records Custodian
	2. Receive and evaluate filled-out application for leave form from the HR Records Custodian 3. Check the completeness of the		Plantilla: 10 minutes	Administrative Officer IV

	<p>filled-out application for leave</p> <p>4. Affix signature on the column signature corresponding the transmittal date and time.</p>			
	<p><u>Encode Compensatory Overtime Credit</u></p> <p>5. Receive Approved Application for CTO</p> <p>6. Hand-in to the concerned HR personnel for evaluation</p>		<p>Plantilla: 15 minutes</p> <p>COS: 15 minutes</p>	<p>HR Records Custodian</p>
	<p>7. Receive documents and encode details of CTO</p> <p>8. Hand-in to records custodian for transmittal to the Office of the Director/Officer in-charge</p>		<p>Plantilla: 15 minutes</p> <p>COS: 15 minutes</p>	<p>Administrative Officer II (COS) and IV (Plantilla)</p>
	<p><u>Certify Leave Credits Balance</u></p> <p>9. Certify Leave Credits Balance</p> <p>10. Hand-in the Application for Leave to the Chief, HRDD for signature; or endorse thru email for approval</p>		<p>Plantilla: 15 minutes</p>	<p>Administrative Officer IV</p>
	<p>11. Affix signature on the panel certifying the leave credits of the employee.</p>		<p>Plantilla: 15 minutes</p>	<p>Chief, HRDD</p>

	12. Hand-in to HR Records Custodian for transmittal to Authorized Signatory.			
	13. Record the signed leave forms in the out-going logbook		Plantilla: 15 minutes COS: 15 minutes	HR Records Custodian
	14. Do approval process			Authorized Signatory
	<u>Encode Leave Details (Electronic DTR/ Update Monthly report</u> 15. Receive the signed application for leave form 16. Hand-in to AOIV for encoding in the electronic Daily Time Record (DTR) and updating of the Monthly Attendance Report. 17. Forward the second copy of the approved Application for Leave to the requesting personnel		Plantilla: 15 minutes COS: 15 minutes	HR Records Custodian
	18. Receive the signed/approved application for leave form. 19. Encode in the electronic DTR		15 minutes	Administrative Officer II

	20. Receive Notice of Absence 21. Check the completeness of details and signatures. 22. Input date/s of absence in Attendance Monitoring System		15 minutes	Administrative Officer II
	<u>Prepare Attendance Report</u> Refer to Process Step of Process Compensation and Benefits		Plantilla: 1 hour COS: 1 hour	AO IV and AO II
	TOTAL	-	Plantilla & COS - 3 hours 20 minutes	

3. PROCESS OVERTIME REQUEST AND ADDITIONAL SERVICE FEE

Through Joint Circular No. 1 s. 2015 of the DBM and CSC, policies, and guidelines on the rendition of overtime services and overtime pay for government employees were established. Authorization of rendition of overtime services shall only be given when extremely necessary, such as when a particular work or activity cannot be completed within the regular work hours and that noncompletion will cause financial loss; embarrass the government or negate the purpose for which the work or activity was conceived. As a rule, remuneration of overtime is through Compensatory Time-Off (CTO); and the cash payment for overtime services shall be authorized only in exceptional cases when the application of CTO would adversely affect the operations of the agency.

COS personnel are likewise required to submit a Notice of Absence (NOA) to be able to have a documented record of their absence.

This process covers the four (4) process steps, from the receipt and review of the approved application for overtime, recording of credits, issuance of appropriate certification to processing of cash payment.

Office or Division:	Human Resources Development Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)

Who may avail:		All NPC Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overtime Authorization Form (OAF), with approved		HRDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved OAF (includes the work program plan and expected output and certification/authorization to render overtime)	<u>Evaluate Overtime Request</u> 1. Receive Approved Overtime Authorization Form, with Work Program Plan and Summary of Output 2. Evaluate the OAF and attachments. 3. Hand-in to the concerned HR personnel for evaluation		Plantilla: 15 minutes COS: 15 minutes	HR Records Custodian
	4. Evaluate the approved overtime authorization form		Plantilla: 30 minutes COS: 30 minutes	AO II (for COS personnel) and AO IV (for Plantilla Personnel)
	<u>Issue Certificate of Hours Rendered</u> 5. Evaluate the approved summary of output 6. Prepare the Certificate of Hours Rendered for Overtime or Additional Pay 7. Hand-in to the Chief, HRDD for signature and Approval.		Plantilla: 4 hours COS: 4 hours	AO II/AO IV

	8. Affix signature to certify the overtime services rendered and hand-in to the HR Records Custodian for issuance.		Plantilla: 1 hour COS: 1 hour	Chief, HRDD
	9. Hand-in the signed Certificate of Hours Rendered to the concerned personnel.		Plantilla: 5 minutes COS: 5 minutes	HR Records Custodian
	10. Do process C, for Compensatory Time Off availment. 11. Do Process Step D if for payment of Overtime/Additional Service Fee.			
	<u>Process Overtime/Additional Payment</u> 12. Prepare ORS and DV 13. Hand-in to the Chief, HRDD for signature. 14. Forward to SAO for review and endorsement to HRDD Chief.		Plantilla: 8 hours COS: 8 hours	AO II (COS) and AO IV (Plantilla)
	15. Review the overtime pay ledger, ORS, DV and other supporting documents. 16. Endorse to Chief, HRDD for approval and endorsement to FPMD.		Plantilla: 1 hour COS: 1 hour	Supervising Administrative Officer
	17. Sign to certify services duly rendered and hand-in to the HR		Plantilla: 1 hour COS: 1 hour	Chief HRDD

	Records Custodian for transmittal to FPMD.			
	18. Receive the Overtime Payment Ledger, ORS & DV from Chief, HRDD. 19. Hand-in the signed Overtime payment ledger to the Financial, Planning and Management Division		Plantilla: 15 minutes COS: 15 minutes	HR Records Custodian
	20. FPMD Process 21. If funds available, do process payment 22. If funds note available, inform HRDD for appropriate action.		Refer to FPMD process	FPMD
	23. If funds not available, do Process Step B to certify available CTO credits. 24. Revise the Issued Certificate of Hours Rendered 25. Sign the certificate as preparer Hand-in the certificate and supporting documents to HRDD Chief for approval and signature		Plantilla: 1 hour COS: 1 hour	AO II (COS) and AO IV (Plantilla)
	26. Receives the certificate and supporting documents 27. Affix signature to certify the overtime services rendered and hand-in to the HR Records Custodian for issuance.		Plantilla: 1 hour COS: 1 hour	Chief, HRDD

TOTAL	-	18 hours 5 minutes		
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4. MANAGE PERSONNEL PERFORMANCE COMMITMENT

Managing employee performance is based on the CSC-approved Strategic Performance Management System that comprises four (4) cycles such as: a) Performance Planning and Commitment; b) Performance Monitoring and Coaching; c) Performance Review and Evaluation, and d) Performance Rewarding and Development Planning. The SPMS is focused on linking individual performance vis-à-vis the NPC's vision, mission, and strategic goals through alignment of commitments with strategic objectives of the organization. SPMS is also linked to other HR Systems specifically the result of performance evaluation as basis for rewarding, performance development and performance-based monetary incentives.

Office or Division:	Human Resource Development Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All NPC Personnel, CSC, AO 25 Secretariat, HRDC, PRAISE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Office Performance Commitment (OPC) and Review (OPCR)		PMT		
Approved Division Performance (DPC) and Review (DPCR)		NPC Division		
Approved Individual Performance Commitment (IPC) and review (IPCR)		NPC Employees		
Filled-out Performance Coaching and Mentoring Journal (PMCJ)				
Filled-out Performance Checkpoint				
Fill-out Individual Development Plan (IDP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>Division and Individual Performance Commitment and Target Setting</u> 1. Receive the copies of approved OPCmt from the FPMD (Planning) thru HR Records Custodian.		15 minutes	HR Records Custodian

	2. Photocopy original signed copy into two (2) copies, or forward to Chief, HRDD if sent via email			
	3. Receive one copy of OPCmt via email or via HR Records Custodian 4. Hand-in one copy or forward via email to PMT Secretariat (HRDD) with instruction to prepare memorandum on submission of DPCmt and IPCmt.		15 minutes	Chief, HRDD
	5. Prepare memorandum on the submission of DPCmt 6. Email to Chief, HRDD for review and initial.		15 minutes	AO V (PMT Secretariat)
	7. Receive the memorandum on submission of DPCmt and IPCmt with attached OPCmt with complete details. 8. Affix initial under the name of Privacy Commissioner 9. Hand-in the copies of memorandum with attached OPCmt per office bearing initial to		15 minutes	Chief, HRDD

	the HR Records Custodian for initial of FAO Director.			
	10. Hand-in the copies of memorandum with attached OPCmt per office bearing initial of Chief, HRDD to FAO Director for initial under Executive Director's name.		10 minutes	HR Records Custodian
	11. Receive the copies of memorandum with attached OPCmt per office bearing initial of Chief, HRDD. 12. Affix signature under the name of the Executive Director. 13. Hand-in the copies of memorandum with attached OPCmt per office to HR Records Custodian.		15 minutes	FAO Director
	14. Receive copies of memorandum with attached OPC per office bearing initial of Chief, HRDD and FAO Director. 15. Hand-in copies of memorandum with attached completely filled-out Routing Slips and OPC per office bearing		15 minutes	HR Records Custodian

	initial of Chief, HRDD and FAO Director for approval of the Executive Director.			
	16. Refer to OED's approval process.		1 day	OED
	17. Receive the approved memorandum with attached Routing Slip and OPCmt per office from the Executive Director. 18. Hand-in the approved memorandum and OPC per office to GRU for dissemination.		15 minutes	HR Records Custodian
	19. Receive one copy of the memorandum by GRU. 20. Receive a copy of approved DPC of all Divisions and IPC of all employees. 21. Hand-in the copy of approved DPCmt and IPCmt to PMT Secretariat (HRDD).		15 minutes	HR Records Custodian
	22. Receive the copy of approved DPCmt and IPCmt. 23. Review the approved DPCmt		3 days	PMT Secretariat (HRDD)

	<u>Review Performance Rating</u> 24. Issue memorandum on the submission of DPCR with rating and IPCR with rating including Performance Monitoring and Coaching Journal. 25. Hand-in to Chief, HRDD the memorandum on submission of DPCRs and IPCRs.		15 minutes	PMT Secretariat, HRDD
	26. Receive memorandum on submission of DPCR and IPCR including Performance Monitoring and Coaching Journal. 27. Affix initial under the name of Executive Director. 28. Hand-in the copies of memorandum bearing initial to the HR Records Custodian for initial of FAO Director.		15 minutes	Chief, HRDD
	29. Receive the copies of memorandum bearing the initials of Chief, HRDD. 30. Hand-in the copies of memorandum bearing initial of Chief, HRDD to		30 minutes	HR Records Custodian

	FAO Director for initial under Executive Director's name.			
	<p>31. Receive the copies of memorandum bearing the initials of Chief, HRDD.</p> <p>32. Affix signature under the name of the Executive Director.</p> <p>33. Hand-in the copies of memorandum to HR Records Custodian.</p>		15 minutes	Director, FAO
	<p>34. Receive copies of memorandum bearing the initials of Chief, HRDD and FAO Director.</p> <p>35. Hand-in copies of memorandum bearing the initials of Chief, HRDD and FAO Director for approval of the Executive Director.</p>		10 minutes	HR Records Custodian
	36. Refer to OED's approval process		1 day	OED
	<p>37. Receive the approved memorandum.</p> <p>38. Hand-in the approved memorandum with attached Routing Slip to GRU for dissemination.</p>		10 minutes	HR Records Custodian

	39. Refer to ASD's Administer Records/ Documents Process		Refer to ASD process	ASD
	40. Receive one copy of the memorandum with stamped "received" by GRU. 41. Receive copies of DPCR of all Divisions and IPCR of all employees with rating. 42. Hand-in the copies of DPCR and IPCR with rating and Performance Monitoring and Coaching Journal to PMT Secretariat (HRDD).		5 minutes 10 minutes	HR Records Custodian
	43. Receive copies of DPCR and IPCR with rating and Performance Coaching Journal. 44. Review the DPCR and IPCR with rating. 45. Forward to HR Records Custodian all reviewed DPCRs for initial of PMT and IPCRs (Individual Performance Commitment And Review) with Chief, HRDD's initial for approval		10 minutes 3 days 10 minutes	PMT Secretariat (HRDD)

	of concerned authority.			
	46. Received DPCRs and IPCRs. 47. Hand-in DPCRs to PMT Secretariat (Planning).		10 minutes	HR Records Custodian
	48. Do PMT Secretariat (Planning) Process.			PMT Secretariat (Planning)
	49. Received DPCRS with PMT Chairperson initials. 50. Hand-in to Approving Officer the DPCRs for approval.		15 minutes	HR Records Custodian
	51. Refer to OED's approval process. 52. Hand-in to HR Records Custodian the signed DPCRs.		1 day	OED
	53. Receive approved DPCRs. 54. Provide all the Division Chiefs of the certified true copy of the DPCR with rating every end of each semester as the approved rating period based on SPMS.		15 minutes	HR Records Custodian

	55. Hand-in IPCRS to approving officer (Director) for signature.		1 day	HR Records Custodians
	56. Receive IPCRs and signed. 57. Hand-in to HR Records Custodian the signed and approved IPCRs.		1 day	Approving Officer (Director)
	58. Receive approved IPCRs. 59. Provide all NPC Personnel of the certified true copy of the IPCR with rating every end of each semester as the approved rating period based on SPMS		15 minutes	HR Records Custodian
	<u>Prepare Performance Report (System's Review Analysis Report & Summary List of Individual Ratings)</u> 60. Hand-in SLIR to Chief, HRDD for signature. 61. Hand-in signed Summary List of Individual Rating to HR Records Custodian for signature of PMT Chairperson and approval of OPC.		1 day	PMT Secretariat, HRDD
	62. Hand-in copies of Summary List of Individual Rating with attached completely filled-out Routing Slips bearing signature		10 minutes	HR Records Custodian

	of Chief, HRDD to PMT Chairperson for signature			
	<p>63. Receive Summary List of Individual Rating with attached completely filled-out Routing Slips bearing signature of Chief, HRDD.</p> <p>64. Affix signature.</p> <p>65. Hand-in Summary List of Individual Rating bearing signature of Chief, HRDD to HR Records Custodian.</p>		1 day	PMT Chairperson
	<p>66. Receive the signed List of Outstanding Performers.</p> <p>67. Hand-in the List of Outstanding Performers to PRAISE Chairperson for inclusion to PRAISE Awards.</p>		10 minutes	Chief, HRDD
	<p>68. Receive the signed List of Outstanding Performers.</p> <p>69. Refer to HRDD Manage Rewards and Recognition Program Process.</p>			PRAISE Committee

	70. Consolidate results of performance evaluation from the submitted DPCR, IPCR and PCMJ 71. Hand-in report to Chief, HRDD for signature.		3 hours	PMT Secretariat, HRDD
	72. Receive, review and sign Report. 73. Hand-in to HR Records Custodian the signed Report.		1 hour	Chief, HRDD
	74. Hand-in 2 copies of Report bearing signature of Chief, HRDD to FAO Director and PMT Chairperson for signature.		15 minutes	HR Records Custodian
	75. Do Review and Approval Process		1 day	Director, FAO
	76. Receive Report bearing signature of Chief, HRDD. 77. Affix signature to Report bearing signature of Chief, HRDD. 78. Hand-in Report to HR Records Custodian.		15 minutes	PMT Chairperson
	79. Receive signed 2 copies of Report 80. Hand-in the signed Report to OPC for approval.		15 minutes	HR Records Custodian
	81. Refer to OPC's approval process		1 day	OPC

	82. Receive approved Report. 83. Hand-in one copy of the approved Report to Chief, HRDD.		5 minutes	HR Records Custodian
	84. Receive one copy of the approved Report. 85. Hand-in one copy of the approved Report to Human Resource Development Committee Secretariat		5 minutes	Chief, HRDD
	<u>Coordinate Performance Development/ Intervention</u> 86. Refer HRDD Manage Learning and Development Program Process.			Human Resource Development Committee
TOTAL		-	15 days, 10 hours, 40 minutes	

5. MANAGE LEARNING AND DEVELOPMENT PROGRAM

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.

Office or Division:	Human Resources Development Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)			
Who may avail:	All NPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Learning Needs Assessment		HRDD		
2. Individual Development Plan		HRDD		
3. Division Development Plan		HRDD		
4. Letter of Intent/Registration Form		NPC Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>Conduct Learning Needs Assessment</u> 1. Draft Advisory submission of Learning Needs Assessment Form to HRDD. 2. Hand-in to the Chief, HRDD for review and endorsement to FAO Director		15 minutes	AO V
	3. Review and endorse the draft advisory to FAO Director, for review		15 minutes	Chief, HRDD

	and endorsement to OED, sent via email 4. If hard copy, hand-in to HR Records Custodian for recording and routing to FAO Director			
	5. Do HR Records Processing of outgoing documents		1 hour	HR Records Custodian
	6. Do FAO Director's approval process		1 hour	Director IV, FAO
	7. Do OED approval process		1 hour	OED
	8. Receive the signed advisory. 9. Hand-in approved advisory to GRU for dissemination.		10 minutes	HR Records Custodian
	10. Do OPC Approval Process		1 hour	OPC
	11. Do HR Records Processing of outgoing documents		1 hour	HR Records Custodian
	12. Refer to GRU's information dissemination process		15 minutes	ASD
	13. Receive approved advisory (CTC) and Learning Needs Assessment Form. 14. Hand-in to the Chief, HRDD the filled-out Learning Needs Assessment Forms.		10 minutes	HR Records Custodian
	15. Receive the properly filled-out, signed and approved Learning Needs Assessment Forms from HR Records Custodian		2 days	AO V

	<p>16. Tabulate the data collected from the Learning Needs Assessment</p> <p>17. Prepare Learning Needs Analysis Report</p> <p>18. Hand-in one copy of each Division's narrative Learning Needs Analysis Report for notation of Chief, HRDD and FAO Director.</p>			
	<p>19. Receive one copy of each Division's narrative Learning Needs Analysis Report.</p> <p>20. Hand-in each Division's narrative Learning Needs Analysis Report to FAO Director.</p>		10 minutes	HR Records Custodian
	21. Do FAO Director's approval process.		1 hour	Director IV, FAO
	22. Do OED approval process		1 hour	OED/ HRDC Chairperson
	<p>23. Receive the noted and recommended for approval copy of Division's narrative Learning Needs Analysis Report.</p> <p>24. Hand-in the noted and recommended for approval copy of each Division's narrative Learning Needs Analysis Report to OPC for approval.</p>		10 minutes	HR Records Custodian
	25. Do OPC's approval process.		1 hour	OPC

	<p>26. Receive the approved Learning Needs Analysis Report.</p> <p>27. Hand-in to Chief, HRDD the approved each Division's narrative Learning Needs Analysis Report.</p>		10 minutes	HR Records Custodian
	<p><u>Develop L&D Programs</u></p> <p>28. Receive the approved Division's narrative Learning Needs Analysis (LNA) Report.</p> <p>29. Notify all the NPC Division Chiefs to discuss the LNA Report as necessary.</p> <p>30. Hand-in notice of meeting and proposed agenda to Chief, HRDD for review and signature.</p>		30 minutes	AO V/AO II (Training Officer)
	<p>31. Receive and review notice of meeting and proposed agenda.</p> <p>32. Affix signature to the notice of meeting and proposed agenda.</p> <p>33. Hand-in the signed notice of meeting and proposed agenda to the AO V</p>		15 minutes	Chief, HRDD
	<p>34. Receive the signed notice of meeting and proposed agenda.</p> <p>35. Discuss the following details:</p> <ul style="list-style-type: none"> • Procedures in preparing and 		30 minutes	AO V

	filling-up the Division Development Plan and Individual Development Plan based on the approved LNA Report <ul style="list-style-type: none"> • Timeline of submission of DDP and IDP • Approval of DDP and IDP 36. Hand-in the minutes of the meeting to Chief, HRDD.			
	37. Receive the minutes of the meeting. 38. Affix signature to the minutes of the meeting. 39. Hand-in the minutes of the meeting to HR Records Custodian.		10 minutes	Chief, HRDD
	40. Receive the highlights of the meetings. 41. Refer to HR Records Custodian's process of receiving incoming and outgoing documents thru document tracking system 42. Hand-in the highlights of the		1 hour	HR Records Custodian
	43. Refer to FAO Director's approval process.		1 hour	Director IV, FAO
	44. Receive the signed highlights of the meetings 45. Refer to HR Records		30 minutes	HR Records Custodian

	<p>Custodian's processes in receiving incoming and outgoing documents.</p> <p>46. Hand-in the signed highlights of the meetings to OED.</p>			
	47. Do OED's approval process.		1 hour	OED
	<p>48. Receive the approved highlights of the meetings.</p> <p>49. Hand-in the approved highlights of the meetings to the PDC Secretariat (AO V) for filing.</p> <p>50. Refer to HR Records Management process.</p>		30 minutes	HR Records Custodian
	<p>51. Receive the approve highlights of the meeting.</p> <p>52. Write internal memorandum and advisory indicating deadline of submission to HRDD.</p> <p>53. Hand-in internal memorandum, advisory with attached DDP and IDP Template and photocopy of LNA Report to Chief, HRDD.</p>		1 hour	AO V/ AO II (Training Officer)
	54. Receive 2 copies of internal memorandum advisory with attached DDP and IDP Template and		10 minutes	Chief, HRDD

	<p>photocopy of LNA Report.</p> <p>55. Hand-in to HR Records Custodian internal memorandum and advisory with initial.</p>			
	<p>56. Receive internal memorandum, advisory with initial of Chief, HRDD, the DDP and IDP template and the attached LNA Report.</p> <p>57. Hand-in internal memorandum and advisory with initial of Chief, HRDD the DDP and IDP template with attached photocopy of the approved LNA Report to Chief, HRDD and FAO Director for initial.</p>		15 minutes	HR Records Custodian
	58. Refer to FAO Director's approval process.		1 hour	Director IV, FAO
	59. Refer to OED's approval process.		1 hour	OED
	60. Refer to OPC's approval process.		1 hour	OPC
	<p>61. Receive the approved internal memorandum advisory with attached DDP and IDP Template and photocopy of approved LNA report.</p> <p>62. Hand-in the approved internal memorandum</p>		10 minutes	HR Records Custodian

	advisory, DDP and IDP template and photocopy of the approved LNA Report to GRU.			
	63. Refer to GRU' information dissemination process.		20 minutes	ASD
	64. Receive one copy of the approved internal memorandum, one copy of advisory, DDP and IDP template with attached photocopy of approved LNA Report with stamped received by GRU, filled-out Routing Slip signed by GRU. 65. Do HRDD Process (Managing Records and Requested Documents). 66. Receive the Division Development Plan approved by their respective Directors and Individual Development Plan 67. Check the received documents as to completeness of the signatory. 68. Hand-in the signed and approved DDP and IDP from all Divisions approved by their respective Directors to the Chief, HRDD		3 hours	HR Records Custodian

	<p>69. Write the NPC's Annual L&D Program</p> <p>70. Hand-in the draft NPC's Annual L&D Program to HRDC Secretariat for review and concurrence of the HRDC Members.</p>		2 days	Chief, HRDD
	<p>71. Receive the draft NPC's Annual Learning and Development Program.</p> <p>72. Convene the Human Resource Development Committee (HRDC) for the review and concurrence of the NPC's Annual L&D Program.</p> <p>73. Route the NPC's Annual L&D Program with complete attachment to all members of the HRDC for signature</p>		3 days	HRDC Secretariat
	<p>74. Receive the NPC's Annual L&D Program with complete attachments.</p> <p>75. Affix signature under each name.</p> <p>76. Hand-in the signed NPC's Annual Learning and Development Program including all the attachment to HRDC Secretariat.</p>		20 minutes	HRDC Members

	<p>77. Receive the NPC's Annual L&D Program with complete attachments.</p> <p>78. Hand-in the signed NPC's Annual Learning and Development Program including all the attachment to FAO Director & HRDC Chairperson for recommending approval.</p>		15 minutes	HRDC Secretariat
	<p>79. Do review and approval process.</p> <p>80. Do document tracking system process.</p> <p>81. Hand-in document to HRDC Secretariat</p>		1 hour	FAO Director
	<p>82. Receive the signed NPC's Annual Learning and Development Program with complete attachment.</p> <p>83. Affix signature under recommending approval to the NPC's Annual Learning and Development Program with complete attachment.</p> <p>84. Hand-in the signed NPC's Annual Learning and Development Program</p>		15 minutes	HRDC Chairperson

	<p>85. Receive the signed NPC's Annual Learning and Development Program with complete attachment.</p> <p>86. Hand-in the signed NPC's Annual Learning and Development Program with complete attachment to the HR Records Custodian.</p>		5 minutes	HRDC Secretariat
	<p>87. Receive the signed NPC's Annual Learning and Development Program with complete attachment.</p> <p>88. Hand-in the signed NPC's Annual Learning and Development Program with complete attachment to the OPC for approval.</p>		10 minutes	HR Records Custodian
	<p>89. Do OPC's approval process.</p>		1 hour	OPC
	<p>90. Receive the approved NPC's Annual Learning and Development Program.</p> <p>91. Hand-in the original copy and one set photocopy of NPC's Annual Learning and Development Program to GRU.</p>		10 minutes	HR Records Custodian

	92. Do GRU's Records Management Process.		1 hour	ASD
	93. Receive the certified true copy of the NPC's Annual Learning and Development Program 94. Hand-in receiving copy of the NPC's Annual Learning and Development Program to Chief, HRDD		5 minutes	HR Records Custodian
	<u>Implement L&D Programs</u> 95. Prepare L&D Activity Proposal 96. Hand-in the L&D Activity Proposal to HR Records Custodian for review and signature of Chief, HRDD, FAO Director and approval of OED.		1 day	AO V
	97. Review and affix signature if complete and hand-in to the HR Records Custodian		10 minutes	Chief, HRDD
	98. Receive the L&D Activity Proposal. 99. Hand-in to FAO Director for signature.		10 minutes	HR Records Custodian
	100. Refer to FAO Director's approval process.		1 hour	Director IV, FAO
	101. Refer to OED's approval process.		1 hour	OED

	102. Receive the approved L&D Activity Proposal 103. Hand-in to the Chief, HRDD the approved L&D Activity Proposal		5 minutes	HR Records Custodian
	104. Receive the approved L&D Activity Proposal. 105. Hand-in the approved L&D Activity Proposal with instructions to HRDC Secretariat.		5 minutes	Chief, HRDD
	106. Receive the approved L&D Activity Proposal from the Chief, HRDD. 107. Implement L&D Intervention		1 day	AO V
	108. Receive the approved L&D Activity Proposal with instructions from the Chief, HRDD. 109. Implement L&D Intervention		1 day	HRDC Secretariat
	110. Present the comparative data of nominees to the HRDC Members. 111. Hand-in minutes of the HRDC meeting and deliberation with attached comparative data with rating to Chief, HRDD for review.		1 hour	HRDC Secretariat
	112. Receive the minutes of the HRDC meeting and deliberation with attached		1 hour	Chief, HRDD

	<p>comparative data with rating.</p> <p>113. Review the minutes of the HRDC meeting and deliberation</p> <p>114. Hand-in the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating to HRDC Secretariat.</p>			
	<p>115. Receive the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating.</p> <p>116. Route the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating to HRDC Members for recommending approval.</p>		15 minutes	HRDC Secretariat
	<p>117. Receive the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating.</p> <p>118. Affix signature to the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating and ranking for approval of OPC.</p>		30 minutes	HRDC Members

	119. Hand-in the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating and ranking to PDC Secretariat.			
	120. Receive the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating and ranking. 121. Hand-in the signed minutes of the HRDC meeting and deliberation with attached comparative data with rating and ranking to OPC.		10 minutes	HRDC Secretariat
	122. Refer to OPC's approval process		1 hour	OPC
	123. Receive the signed and approved signed minutes of the HRDC meeting and deliberation with attached comparative data with rating and ranking. 124. Notify the chosen nominees of the approval of scholarship grant (local or foreign). 125. Notify the sponsoring country/agency of the approval of grants to chosen employee.		4 hours and 30 minutes	HRDC Secretariat

	<p>126. Prepare scholarship contract indicating appropriate service obligations and responsibilities of both parties</p> <p>127. Hand-in list of requirements to submit and comply depending on the nature of scholarship.</p> <p>128. Discuss preparation and submission of Re-Entry Action Plan 30 working days upon completion of the program.</p>			
	<p>129. If In-House Training (Customized Training)</p> <p>130. Refer to Learning and Development Management Checklist for detailed processes and responsible persons.</p> <p>131. Disseminate and collect Filled-out Training Evaluation Forms</p> <p>132. Request for payment of the external resource person upon submission of post activity report.</p> <p>133. Hand-in request for payment to FPMD.</p>		2 hours	HRDC Secretariat and AO II (Training Officer)

	134. Refer to FPMD's payment processing.		1 hour	FPMD
	135. Confirm the requesting party of the approval. 136. Hand-in copy of the approved Office Order of the employee attending the training. 137. Prepare request for payment of training fee with supporting documents		1 hour	HRDC Secretariat and HRDD Staff
	138. Refer to FPMD's payment processing.		1 hour	FPMD
	139. Collect Learning Application Plan		1 day	HRDC Secretariat
	140. Review the approved IDP of employee/s 141. Prepare Office Order if Job-Rotation. 142. Refer to HRDD's Process No. on Managing Performance if Coaching, Mentoring. 143. Coordinate with the concerned supervisor that will shadow the employee, if shadowing. 144. Collect Performance Mentoring and Coaching Journal signed by the		5 hours	HRDC Secretariat and HRDD Staff

	<p>mentor/coach/immediate supervisor.</p> <p>145. Collect feedback/post activity report or learning application plan.</p>			
	<p><u>Evaluate L&D Program</u></p> <p>146. Monitor compliance of personnel to the respective REAP, LAP, Feedback Report, Post Activity Report submitted in view of the L&D intervention attended.</p> <p>147. Collate submitted REAP, LAP, Feedback Report, Post Activity Report, Post-training evaluation on all the L&D Interventions provided at the end of the year.</p> <p>148. Consolidate Evaluation result</p> <p>149. Prepare L&D Implementation Report</p> <p>150. Hand-in consolidated implementation report to Chief, HRDD</p>		1 day	HRDC Secretariat
	<p>151. Review 1 copy of consolidated implementation report based on the L&D Plan.</p>		30 minutes	Chief, HRDD

	152. Affix signature to the printed 1 copy of L&D Implementation report. 153. Hand-in to HR Records Custodian.			
	154. Receive 1 copy of L&D Implementation Report. 155. Hand-in to FAO Director for signature.		10 minutes	HR Records Custodian
	156. Refer to FAO Director's approval process.		1 hour	Director IV, FAO
	157. Refer to OED's approval process.		1 hour	OED
	158. Refer to OPC's approval process.		1 hour	OPC
	159. Receive the approved L&D Implementation Report. 160. File in the filing cabinet for L&D Programs. 161. Send one copy to CSC-FO-OP for information and reference.		30 minutes	HR Records Custodian
TOTAL			5 days, 13 hours, 20 minutes	

6. MANAGE EMPLOYEE SEPARATION

Office or Division:	Human Resources Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All NPC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/notice of intent to resign or transfer.	<u>Evaluate notice of separation</u> 1. Receive notice of separation: - For Plantilla Personnel (Resignation, Retirement, Transfer of Office or Termination): - For COS Personnel (Termination of contract, end of contract, non-renewal of contract) 2. Hand-in to the AO III Recruitment Officer for evaluation		10 minutes	AO II Records Custodian

	<p>3. Receive notice of separation from the AO II Records Custodian</p> <p>4. Evaluate notice of separation filed</p> <p>5. Hand-in the copies of NPC Clearance form to the employee concerned for accomplishment.</p> <p>6. Inform the Compensation Unit and the FPMD thru email about the received Notice of Separation</p>		3 day	AO III Recruitment Officer
	<p>7. Hand-in to the originating unit for proper action.</p>		10 minutes	AO II Records Custodian
	<p><u>Draft Acceptance and Approval</u></p> <p>8. Draft Memorandum</p> <p>9. Draft Acceptance of Resignation or Acceptance of Request to Transfer</p> <p>10. Prepare NPC Clearance Form</p> <p>11. Hand-in to the AO V for initial signature and review of the draft memorandum and acceptance.</p> <p>12. Receive and review the draft acceptance and memorandum of separation</p> <p>Hand-in to Chief, HRDD for signature and approval</p>		3 days	AO III Recruitment Officer

	13. Affix signature to the memorandum and affix initial under the name of the FAO Director. 14. Hand-in to AO II Records Custodian to transmit the Memorandum and the Certificate of Acceptance with the received notice of separation to FAO Director.		1 day	Chief, HRDD
	15. Hand-in to the FAO Director the Memorandum and the Certificate of Acceptance with the received notice of separation.		10 minutes	AO II Records Custodian
	16. Do FAO Approval Process.		3 days	Director, FAO
	17. Do OED Approval Process		3 days	OED
	18. Do OPC Approval Process		3 days	OPC
	19. Received from OPC the HRDD copies 20. Hand-in to separating staff the copy of approved acceptance, copy of clearance form and turn-over report		10 minutes	AO II Records Custodian
	<u>Conduct Exit Interview</u> 21. Schedule the employee for an exit interview.		1 hour	AO III (Recruitment Staff)
	22. Conduct the Exit interview with the employee concerned		4 hours	Executive Director/ Director IV, FAO or Chief, HRDD,

	<p><u>Process NPC Clearance and other Documentary requirements (refer to Checklist of Requirements for Separation)</u></p> <p>23. Receive the accomplished and approved NPC clearance with attached Turn-over report from the employee including NPC issued ID and Go-bag with complete items based on the checklist.</p> <p>24. Hand-in the NPC Clearance and other documentary requirements to AO III Recruitment Staff for processing.</p> <p>25. Hand-in the Go-Bag to Administrative Officer I (HRBRWU) for checking as to completeness of the contents and safekeeping.</p> <p>26. Safekeep the returned employee ID, subject for disposal pursuant to NAP Guidelines.</p>		15 minutes	AO II Records Custodian
	<p>27. Receive the accomplished and approved NPC clearance with attached Turn-over report and other documentary requirements.</p>		1 day	AO III Recruitment Officer)

	28. Consolidate and endorse the following supporting documents for processing of last pay of the employee to payroll officer/staff			
	29. Refer to HRDD Compensation and Benefits Process		-	AO IV
	30. Refer HRDD Management Request Process for separation documents upon accomplishment of the HRDD's Digital Service Request Form		-	AO IV & AO III (Recruitment Officer)
	31. Received approved separation documents such as Service Record, Clearance, Certificate of Leave Credits Balances, COE and other documents.		10 minutes	AO II Records Custodian
	<u>Process Benefits Claims</u> 32. Received application for terminal leave pay with complete supporting documents 33. Endorsed to Compensation Unit for Processing of Terminal Leave Benefits.		10 minutes	HR Records Custodian

	<p>34. Received the complete documents of terminal leave benefits.</p> <p>35. Prepare Service Record and TLB Computation.</p> <p>36. Endorsed to SAO, Head of the Compensation Unit</p>		7 days	AO IV
	<p>37. Review and initial (hard copies) or endorse (via email) the complete documents of TLB claim.</p> <p>38. Endorse to HRDD Chief for certification & approval.</p>		1 day	SAO
	<p>39. Certify and sign the complete documents and endorse to FPMD for request of funding to DBM.</p>		1 day	Chief, HRDD
	<p>40. Refer to FPMD (issuance of availability of fund)</p> <p>41. Once received the SARO, furnish HRDD a copy of SARO or inform of the availability.</p>			FPMD
	<p>42. Receive copy of DBM issued Special Allotment Release Order (SARO).</p> <p>43. Prepare ORS (FPMD Form) and hand-in to the Chief HRDD for signature and approval.</p>		1 day	AO IV

	44. Affix Signature for approval and hand-in to HR Records Custodian for transmittal to FPMD.		1 day	Chief, HRDD
	45. Received the ORS with TLB Requirements. 46. Hand-in the signed ORS and TLB requirements for transmittal to the Financial, Planning and Management Division.		10 minutes	HR Records Custodian
	<u>Transmit Report</u> 47. Prepare ARA Form D on Separation and submit to GSIS via GSIS WEBMSP. 48. Update Staffing Summary. 49. Update online the DBM's Government Management Information System (GMIS). 50. Update the electronic PSIPOP from DBM website every start of the year to identify the number of vacant positions.		3 days	AO V as the Principal Authorized Agency Officer (AAO)
TOTAL			31 days, 5 hours, 25 minutes	

7. MANAGE REQUESTS

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.

Office or Division:	Human Resources Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (former NPC Employees)			
Who may avail:	Former employees of NPC (separated, resigned, and retired)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out HR Service Request Form (electronic or hard copy) and submit to HRDD.	<u>Receive Requests</u> 1. Receive requests for documents thru the online Service Request Form (SRF) 2. Forward the completely filled-out SRF to the concerned HRDD personnel for preparation of requested document/record, or for provision of assistance		2 minutes	HR Records Custodian (AO II)

	<u>Prepare Requests</u> 3. Prepare the document/record based on the SRF, i.e., Certificate of Leave Credits, Service Record, or Payslip. 4. Check if the request is original copy, certified true copy (CTC) or photocopy.		12 minutes	Concerned HR Personnel
	5. Receive the document. 6. Affix signature 7. Hand in to records custodian for action		10 minutes	Chief HRDD
	8. Authenticate signed COE by stamping the HRDD dry seal on the lower right corner of the document.		1 minute	HR Records Custodian
	<u>Release Requests</u> 9. Release the requested document/record to the requesting personnel/unit or stakeholder. 10. File the receiving copy of the requested document		5 minutes	HR Records Custodian (AO II)
2. Receive the requested document.			1 minute	
TOTAL		-	30 minutes	

8. MANAGE INTERNSHIP PROGRAMS

Pursuant to Commission Order No. 011 series of 2022 on the Guidelines on the Implementation of the Student Internship Program at the National Privacy Commission, the objective is to provide a mechanism for the implementation of the Student Internship Program (SIP) in collaboration with the Higher Education Institute (HEIs). The NPC may give students the opportunity to experience actual work experience where they can apply their knowledge and explore possible career options as intern. The internship program shall also aid them to develop skills which are not ordinarily taught in school. This process is being established to have a harmonious collaboration or linkages between HEIs and NPC for the effective implementation of the program to support the educational environment of the student interns and provide them with actual workplace conditions. As part of the advocacy efforts in the implementation of the internship programs, the following may be conducted: sending of invitation letter to HEIs, website posting of call for interns, and request for announcements during various NPC events.

Office or Division:	Human Resource Development Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	NPC, Student Interns, Higher Education Institution			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
HEIs' endorsement <ul style="list-style-type: none"> Indicating course requirements, required number of hours of internship, the specific area/field of study or assignment and the goals and objectives of the program. With attached school credentials & Student's resume 			HRDD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HEI to submit endorsement with attached Student Credentials (Letter of Intent from the Student, Proof of enrolment, and resume)	<u>Evaluate HEIs' Endorsement</u> 1. Receive the HEI's endorsement with complete attachments such as school credentials and student's resume 2. Hand-in to		10 minutes	HR Records Custodian

	HRDD Chief			
	<ol style="list-style-type: none"> 3. Receive the HEI's endorsement with complete attachments. 4. Review and evaluate the endorsement. 5. Hand-in to the HR focal for the SIP (AO V) with instruction to coordinate with the office/division for possible deployment. 		10 minutes	Chief, HRDD
	<u>Coordinate for Deployment of Interns</u> <ol style="list-style-type: none"> 6. Receive the documents with instructions from HRDD Chief 7. Coordinate with the division concerned 8. Prepare letter of acceptance addressed to the HEI and Student Intern of the area of deployment 9. Prepare endorsement letter addressed to head of the office/division where the intern/s will be 		1 day	HR Focal on SIP

	<p>deployed/assigned, to be approved by the ED</p> <p>10. Hand-in endorsement letter and letter of acceptance to HRDD Chief for review and endorsement to FAO Director</p>			
	<p>11. Refer to FAO Approval process</p> <p>12. Endorse the signed/initialed documents to OED via email or hard copies</p>		1 day	Director, FAO
	<p>13. Refer to OED Approval process</p> <p>14. Route back to HRDD the approved endorsement and acceptance letter</p>		1 day	OED
	<p>15. Receive the approved endorsement and letter of acceptance</p> <p>16. Record in the excel file of the incoming documents</p> <p>17. Hand-in the endorsement letter to the HR Records Custodian of the Office/Division where the interns will be deploy/assign.</p>		10 minutes	HR Records Custodian

	18. Send the letter of acceptance to the HEI and student intern/s via email using the HR email.			
	<u>Issue Internship Agreement</u> 19. Draft Internship Agreement and Non-Disclosure Agreement (NDA) accordance with the required characteristics and indicators. 20. Hand-in the draft contract to HRDD Chief for review		1 day	HR Focal on SIP
	21. Receive the draft agreement and NDA, review in accordance with the prescribed requirements		1 day	Chief, HRDD
	22. Facilitate the signing of the internship contract to all signatories. 23. Issue signed agreement and NDA to HEI and Student Intern for notarization. Require		1 day	HR Focal on SIP

	<p>submission of the notarized contract on the first day of internship.</p> <p>24. Endorse the student interns to the division/unit of assignment</p>			
	<p>25. Orient the student interns on NPC internal rules and regulations.</p>		1 hour	Head of Office/ Division and HR Focal on SIP
	<p><u>Monitor and Evaluate Performance of Student Intern</u></p> <p>26. Monitor the deployed/ assigned intern/s in accordance with the following provisions of the contract:</p> <ul style="list-style-type: none"> • Attendance • Office Decorum • Use of NPC facilities and equipment. • Access to information, records and files 		1 hour	HR Focal on SIP/ Supervisor
	<p>27. After end of the internship program, the Head of Office/Division where the intern is assigned shall submit to the</p>		1 day	Head of Office/ Division to where the intern is assigned

	HRDD an evaluation report provided by the HEIs.			
	28. Receive performance evaluation report signed and approved by the Head of Office/Division concerned. 29. Hand-in to HR Focal on SIP		5 minutes	HR Records Custodian
	30. Receive the performance evaluation report. 31. Prepare certificate of completion. 32. Hand-in the certificate of completion with attached DTR and performance evaluation to Chief, HRDD.		1 hour	HR Focal on SIP
	33. Review and affix initial in the certificate of completion. 34. Hand-in to HR Records Custodian for routing to FAO Director and OED.		10 minutes	Chief, HRDD

	35. Issue certificate of completion and performance evaluation to student intern and the HEI via email and courier		15 minutes	HR Records Custodian
TOTAL		-	7 days and 4 hours	

FINANCE AND ADMINISTRATIVE OFFICE (FAO)

FINANCIAL PLANNING AND MANAGEMENT DIVISION (FPMD)

1. PROVIDE SERVICE REQUEST PROCESS

Office or Division:	Financial Planning and Management Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	OPC, BAC, End-Users, FPMD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FPMD Service Request Form <ul style="list-style-type: none"> • Completely filled-out FPMD Service Request Form- using the online FPMD Service Request Form (office.com) 		<ul style="list-style-type: none"> • End-user or Requesting Unit/Division/Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely filled-out FPMD Service Request Form- using the online FPMD Service Request Form (office.com) include based <ol style="list-style-type: none"> Issuance of CAF/CNAF Certify Obligation and Disbursement Process Issue Certified Liquidation Report Process Issue Order of Payment Process 	<u>Verify Request</u> <ol style="list-style-type: none"> Receive the submitted FPMD Service Request Form <ol style="list-style-type: none"> Verify the SRF submitted Update and assign Service Request Form (SRF) reference number based on the SRF Monitoring Tool For other FPMD service requests, proceed to the following processes: <ol style="list-style-type: none"> Issuance of CAF/CNAF (P5) Certify Obligation and Disbursement Process (P6) Issue 	None	3 mins	Planning/ Budget/ Accounting Staff

	<p>Certified Liquidation Report Process (P7)</p> <p>d. Issue Order of Payment Process (P8)</p> <p>4.0 Endorse request to unit-in-charge</p>			
	<p>5.0 Receive the SRF Form</p> <p>6.0 Prepare the request using the assigned template:</p> <p>a. For Accounting</p> <ul style="list-style-type: none"> - BIR Forms 2307 and 2316 - Index of Payment - Statement of Remittances - Other service requests from the end-user <p>b. For Budget</p> <ul style="list-style-type: none"> - Certified True Copies of Budget-related Forms - Other service requests from the end-user <p>c. For Planning</p> <ul style="list-style-type: none"> - Certified True Copies of Planning-related Forms - Other service 	None	10 mins	Planning/ Budget/ Accounting Staff

	<p>requests from the end-user</p> <p>7.0 Endorse the requested documents through email or hardcopy to the Unit Head or Plantilla supervisor for review, validation, approval, and endorsement</p>			
	<p>8.0 Receive the requested documents through email or hardcopy</p> <p>9.0 Check and verify content of the documents</p> <p>10.0 Endorse or email the approved documents to Records Custodian</p>	None	2 mins	Unit Head/ Plantilla Supervisor
	<p>11.0 Receive the approved documents</p> <p>12.0 Release the scanned documents or hardcopy documents to the requester through email or hardcopy.</p> <p>13.0 End of Process</p>	None	5 mins	FPMD Records Custodian
TOTAL		NONE	20 mins	

2. 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

Office or Division:	FAO - FPMD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FPMD Service Request Form (Online and Offline Form).		Requesting Office, FAO-FPMD		
2. Market Study (if applicable). 3. Purchase Request. 4. Terms of Reference or Technical Specifications. 5. Copy of Approved and Signed APP. 6. Copy of Approved and Signed PPMP. 7. Other pertinent documents may be required.		Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD		
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 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 for verification.	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 Availability allotment.	None	3 hours	Budget Specialist I
	1.8. Draft and print 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	None	20 minutes	Budget Officer III

	to Accountant 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
TOTAL		None	3 working days	

B. For Request Personnel and Travel Order (RPTO)

Office or Division:	FAO - FPMD	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Internal Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. FPMD Service Request Form (Online and Offline Form).		Requesting Office, FAO-FPMD

1. Invitation Letter or Notice of On-Site Visit (if applicable) 2. Copy of Approved and Signed WFP 3. RPTO signed by the HEA 4. Other pertinent documents may be required		Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD Requesting Office, FAO-FPMD		
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 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	None	3 hours	Budget Specialist I

	of allotment.			
	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.	None	30 minutes	FPMD Records Custodian

	If not, proceed to 1.18.			
	1.18. Forward the signed RPTO and its attachments to the HRDD for preparation of PCPO.	None	30 minutes	FPMD Records Custodian
TOTAL		NONE	3 working days	

3. 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.

C. To Internal Clients

a. For Reimbursements

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

Office or Division:	FAO - FPMD
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Internal Clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. FPMD Service Request Form (Offline Form) or FPMD Service Request Form (Online Form)	Requesting Office, FAO-FPMD

<ol style="list-style-type: none"> 2. Obligation Request and Status (ORS, 3 copies printed on A4 green paper) 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) <ul style="list-style-type: none"> - Certified by the end-user (plantilla). 8. Original/CTC of Minutes of Meeting/Post- Event Report/Post- Activity Report (2 copies) <ul style="list-style-type: none"> - Certified by the end-user (plantilla) Additional for representation/meals expenses 9. Original/CTC of Attendance Sheet (2 copies) <ul style="list-style-type: none"> - Certified by the end-user (plantilla) Additional for goods/supplies/materials expenses 10. Original/CTC Distribution List (2 copies) <ul style="list-style-type: none"> - Certified by the end-user (plantilla) 	Requesting Office, FAO-FPMD			
<ol style="list-style-type: none"> 11. Summary of Canvass (4 copies) 12. Requisition of Issue Slip (1 copy) 13. Certificate of Non-Availability of Stocks 14. Canvass Forms <ul style="list-style-type: none"> - At least from 3 suppliers - For items cost 1,000 and above 15. Inspection and Acceptance Report (2 copies) 11. Other pertinent documents may be required. 				
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 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 for ORS processing.	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 documents.	None	10 minutes	Administrative Officer IV-Accounting
	1.13. Review supporting documents.	None	3 hours	Administrative Officer IV-Accounting
	1.14. Process 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 documents.	None	10 minutes	FPMD Records Custodian
	1.25. Record the documents and endorse to the ASD-Cashier.	None	50 minutes	FPMD Records Custodian
TOTAL		NONE	3 working days	

b. For Personnel Benefits

i. First Salary (Plantilla Personnel and Contract of Service)

- For payments P50,000 or less

Office or Division:	FAO - FPMD	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Internal Clients	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	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 g. BIR 1902 and 2305 h. Payroll Information on New Employee (PINE) for agencies with computerized payroll systems i. Authority from the claimant and identification documents, if claimed by a person other than the payee j. Other pertinent documents may be required</p> <p>Additional requirements for Contract of Service: a. Authority to deduct (mandatory contributions) b. Summary of Individual Accomplish Report c. Summary of Attendance d. Daily Time Record e. Notarized Contract f. Certificate of Assumption g. BIR 1901 (Registration) h. BIR 1905 stamped received by the BIR i. Copy of BIR 0605 j. Photocopy of LBP ATM Card k. Other pertinent documents may be required</p> <p>Additional requirements for COS with Lone Payor: a. Notarized BIR Annex B-2 with documentary stamp/s.</p> <p>Additional requirements for COS with Multiple Payor: 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 for ORS processing.	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 the requesting 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

TOTAL	NONE	7 working days	
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- For payments more than P50,000.00 up to P500,000.00

Office or Division:	FAO - FPMD
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Internal Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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) 7. Disbursement Vouchers (DVs, 4 copies printed on A4 white paper) 8. Payroll Ledger Additional requirements for Plantilla Personnel: k. CTC of Duly Approved Appointment 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	Requesting Office, FAO-FPMD

<p>v. Other pertinent documents may be required</p> <p>Additional requirements for COS with Lone Payor</p> <p>b. Notarized BIR Annex B-2 with documentary stamp/s</p> <p>Additional requirements for COS with Multiple Payor</p> <p>b. Notarized BIR Annex B-1 with documentary stamp/s</p>				
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
	<p>1.31. Verify and review the completeness of documents.</p> <p>If the documents are complete and no discrepancies found, proceed to process 1.8.</p> <p>If not, return the documents to the FPMD Records Custodian.</p>	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. If the documents are correct and no discrepancies are found, proceed to step 1.20. If not, return the documents to Accountant II.	None	3 hours	Chief Administrative Officer, FPMD
	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
TOTAL		NONE	7 working days	

4. CERTIFY OBLIGATION AND/OR DISBURSEMENT PROCESS

Office or Division:	Financial Planning and Management Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	End-Users or Requesting Unit/Division/Office, FPMD, Signing Authority, ASD - Cashier	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FPMD Service Request Form • Fill-out the FPMD Service Request Form- Online thru FPMD Service Request Form		• End-user or Requesting Originating Unit/Division/Office

(office.com)				
Excel file of the Developed and Auto-generated ORS & DV				
ORS (3 copies, A4 green paper) and/or				
DV (4 copies, A4 white paper)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>Validate Claim Documents</u> 1.0 Receive the FPMD Service Request Form, ORS, and the documentary requirements 2.0 Validate ORS and documentary requirements 3.0 Endorse the submitted ORS and documentary requirements to the Budget Unit			FPMD Records Custodian
	5.0 Receive the submitted ORS and documentary requirements 6.0 Check if the prepared ORS are aligned with the approved unit allocation 7.0 Verify completeness and validity of the ORS and documentary requirements			Budget Staff

	<p>Certify and Approve ORS</p> <p>8.0 Post the following details of claimed in the applicable Registry of Allotment, Obligations and Disbursements maintained</p> <p>9.0 Fill out pertinent details in the ORS in accordance with the instructions on the GAM</p> <p>10.0 Endorse the signed ORS with its attachments to the Budget Officer III</p>			Budget Staff
	<p>11.0 Receive signed ORS with its attachments</p> <p>12.0 Review the purpose of the obligation, allotment availability and consistency based on the documentary requirements for the purpose cited in the COA Circular 2023-004 and RAOD maintained</p>			Budget Officer III

	13.0 Endorse to Accounting Staff			
	<p>Certify and Approve DV and/or LDDAP</p> <p>14.0 Receive certified ORS, DVs and claim documents</p> <p>15.0 Endorse the certified ORS, DVs claim documents to the Accounting staff designated to process payment</p>			Accounting Records Custodian
	<p>15.0 Receive and certify ORS, DVs, BIR, JEV, BIR form and claim documents.</p> <p>16.0 Submit the e-working file thru email and transmit the hard copies of the claim documents to the Head Accountant</p>			Accounting Staff
	<p>17.0 Receive the certified ORS, DV, JEV and BIR Form 2307 and the claim documents</p> <p>18.0 Check the accuracy and consistency of</p>			Head Accountant

	<p>details with the signed ORS, DV, LDDAP-ADA, BIR Form 2307, if any, JEV, and its attachments and the e-working file</p> <p>19.0 Forward to Accounting Records Custodian for transmittal to the FPMD Chief</p>			
	<p>20.0 Receive the Head Accountant endorsed claim documents</p> <p>21.0 Update the status of the transaction in the Payment Tracker</p> <p>22.0 Forward the endorsed claim documents to the FPMD Chief for review and approval/endorsement</p>			Accounting Records Custodian
	<p>23.0 Receive the Head Accountant endorsed claim documents</p> <p>24.0 Check the validity and legality of claim</p> <p>25.0 Forward to FAO Director</p>			FPMD Chief

	for approval			
	<p>26.0 Receive the FPMD Chief endorsed claim documents</p> <p>27.0 Check the validity and legality of claim</p> <p>28.0 Forward to Executive Director for approval</p>			FAO Director
	<p>29.0 Receive the FAO Director IV endorsed claim documents</p> <p>30.0 Check the validity and legality of claim</p> <p>31.0 Affix signature</p> <p>32.0 Forward the same to the OED Records Custodian for the transmittal of the claim documents to the FPMD and proceed to the "Release Documents Process"</p>			Executive Director
	<p>33.0 Receive the Executive Director IV endorsed claim documents</p> <p>34.0 Transmit the endorsed claim documents to</p>			OED Records Custodian

	the OPC Records Custodian			
	35.0 Receive endorsed claim documents from FAO 36.0 Forward endorsed claim documents to the Privacy Commissioner for the review and approval			OPC Records Custodian
	37.0 Receive the Executive Director IV endorsed claim documents 38.0 Check the validity and legality of claim based on the attached documents 39.0 Forward approved claim documents to the OPC Custodian for transmittal to FPMD			Privacy Commissioner
	40.0 Receive the approved claim documents 41.0 Forward the approved claim documents to the FPMD Records Custodian			OPC Records Custodian

	Release Documents			FPMD Records Custodian
	42.0 Receive the approved claim documents			
	43.0 Update status in the DV Monitoring sheet of the Cash Allocation Monitoring			
	44.0 Release the approve claim documents to ASD and proceed to "Release Payment Process" of ASD-Cashier			
	45.0 End of process.			

5. CERTIFY LIQUIDATION REPORT PROCESS

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 regulation.

Office or Division:	FAO - FPMD		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Local Travel			
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
Foreign Travel	
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
Special Purpose (One-time Activity)	
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
Petty Cash Fund	
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 attachments from its 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 Accounting Staff
	1.10 Draft and encode the Liquidation Report.	None	6 hours	Accountant II Accounting Staff
	1.11 Print Liquidation Report on three (3) copies.	None	30 minutes	Accountant II Accounting Staff
	1.12 Endorse the payment request to Accountant III.	None	10 minutes	Accountant II 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
TOTAL		NONE	3 working days	

6. ORDER OF PAYMENT PROCESS

This process covers the issuance of the certified Order of Payment (OP) in accordance with Appendix 28 of GAM Vol. II Instructions.

An order of payment is issued to the Collecting Officer as an authority to collect and deposit payments by payors and accountable officers upon the issuance of an Official Receipt.

For transactions involving the collection of unused cash advance, OP is prepared and issued upon the certification of the Liquidation Report by the Head Accountant.

For transactions involving the collection of administrative fees, fines, and penalties, OP is prepared and issued upon the endorsement of the end-user of the Service Request and Assessment Form (SRAF) or Application for Mediation.

For transactions other than those for liquidation and collection of administrative fees, fines, and penalties, OP is prepared and issued upon the accomplishment of the FPMD Service Request Form (SRF).

Emails and interpersonal correspondences in person and online are maintained and utilized to transmit documents and fast-track requests. For transactions facilitated online, documents are approved with PNPKI. In cases when Signing Authority has no PNPKI, hard copies are then routed for their wet signature.

Office or Division:	FAO - FPMD	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2B - Government to Business C2C - Government to Client	
Who may avail:	Internal Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FPMD SRF	Requesting Office, FPMD, ASD	
Certified Liquidation Report	Requesting Office, FPMD, ASD	
Letter of Intent	Requesting Office, FPMD, ASD	
Invitation to Bid	Requesting Office, FPMD, ASD	
Service Request and Assessment Form	Requesting Office, FPMD, ASD	
Application for Mediation Form	Requesting Office, FPMD, ASD	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Service Request Form and complete requirements.	1.1 Receive SRF attachments from its requesting office.	None	2 minutes	Records Custodian
	1.2 Check the attached requirements in conformance with the Quality/Aesthetics requirements.	None		Records Custodian
	1.3 Record the request.	None		Records Custodian
	1.4 Scan documents.	None		Records Custodian
	1.5 Endorse the request to Accounting Unit for verification.	None	1 minutes	Budget Officer II/Budget Staff
	1.6 Receive documents.	None		Budget Officer II/Budget Staff
	1.7 Check the completeness of documents based on the nature of transaction.	None	4 minutes	Accounting Staff
	1.8 Endorse the request to Accounting Staff for Order of Payment (OP).	None		Accounting Staff

	1.9 Receive request.	None		Accountant II Accounting Staff
	1.10 Check completeness and consistency of documents.	None		Accountant II Accounting Staff
	1.11 Prepare Order of Payment.	None		Accountant II Accounting Staff
	1.12 Forward to Head Accountant.	None		Accountant II Accounting Staff
	1.13 Receive printed OP complete with supporting documents.	None		Accountant III
	1.14 Validate the content of the endorsed documents.	None		Accountant III
	1.15 Sign the Liquidation Report.	None		Accountant III
	1.16 Endorse the documents to Records Custodian.	None		Accountant III
	1.17 Receive OP and its attachments.	None		Records custodian
	1.19 Endorse documents to requester.	None		Records custodian
	TOTAL	NONE	7 minutes	

**FINANCE AND ADMINISTRATIVE OFFICE
(FAO)**

ADMINISTRATIVE SERVICES DIVISION (ASD)

1. PROCURE GOODS AND SERVICES PROCESS

One of ASD's main function is to procure supplies, equipment, and services of the Commission in the most efficient and cost-effective manner. This includes the assessment of documents from the Bids and Awards Committee and End-Users, contracting management between the NPC and supplier, monitoring of deliveries to ensure that the governing principles on Government Procurement are being adhered to, such as transparency, competitiveness, streamlined procurement process, a system of accountability and public monitoring.

Customers of this services are the End-users or the Requisitioning Units which are the Functional Divisions/Offices/Units of the NPC.

Supplies, materials, and properties are procured in accordance with the provisions of the 2016 Revised Implementing Rules and Regulations of R.A. No. 9184 or the "Government Procurement Reform Act".

Office or Division:	Administrative Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	End-Users, FPMD, COA, Supplier/Provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Purchase Requests (PR) with required attachments (e.g. TOR, MS)		End-users		
Annual Procurement Plan		BAC		
ISSP		IMISU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely Filled out PR with required attachments (e.g. TOR, MS, APP, and ISSP)	<u>Evaluate Purchase Request</u> 1. Receive and evaluate the PR with the required attachments and routing slip submitted by the end-user. 2. Approve/endorse PR and its supporting documents	N/A	45 minutes	Administrative Assistant VI
2. Accomplish form in four (4) copies.			10 minutes	Chief, ASD
3. Submit to ASD				

	3. Approve PR	N/A	1 days	Designated/ Authorized Approver
	4. Issue/Assign PR Number	N/A	10 minutes	Administrative Assistant VI
	5. Procure goods/services (Refer to BAC process)	N/A	10 minutes	BAC
	<u>Facilitate Contract</u>	N/A		Administrative Assistant VI
	6. Prepare the contract requirements.		1 day	
	7. Review and endorse the contract/MOA/PO/NTP (Refer to the Legal Division Process)		1 day	Supervising Administrative Officer/Legal Division
	8. Approve and endorse the draft PO	N/A	1 hour	Chief ASD
	9. Approve the PO (Refer to authorized approver process)		1 day	Authorize approver
	10. Sign/Conform PO/Contract (Refer to Supplier /Provider approval process)	N/A	1 day	Supplier/ Provider (External)
	11. Prepare the memorandum and transmit the signed/perfected contract/ MOA/PO/NTP to COA, copy furnished the BAC for Philgeps Posting (Refer to COA Process and BAC Process)	N/A	2 hours	Administrative Assistant VI
	12. Transmit the signed/perfected contract/ MOA/PO to the end-user			Supervising Administrative Officer/Chief, ASD
	13. Prepare ORS (Refer to Internal Memorandum No. 04: Guidelines on the preparation of Obligation request and status and disbursement voucher for processing of claims)	N/A	1 hours	End-User/ FPMD

TOTAL	N/A	5 days and 4 hours and 15 minutes	
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2. MANAGE SUPPLIES PROCESS

The Supply Unit oversees the receipt, custody, storage, inventory and issuance of all the supplies and materials to the end-users. It is performed by the Administrative Officer I, including but not limited to, receipt and acceptance of deliveries, coordination for inspection, and processing of payment. They are also in-charge of the reliable inventory management system to ensure the continuous availability of supplies and materials required in the operation of the offices/division/units.

Office or Division:	Administrative Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	End-Users, Supplier/ External provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt (DR)		Supplier/External Provider		
Filled out Requisition and Issue Slip (RIS)		End-user		
Inventory Transfer Report (ITR)		End-user		
Receipt of Returned Semi-Expendable Property (RRSP)		End-user		
Division APP-CSE		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	<p>on the approved quantity to be issued</p> <p>10. Prepare Inventory Custodian Slip (ICS) in two (2) copies for semi-expendable supplies.</p>			
2. Prepare in 4 copies the Inventory Transfer Report (ITR).	<p><u>Transfer of Inventory</u></p> <p>11. Receive accomplished ITR from End-user.</p> <p>12. Prepare ICS for transferred items.</p> <p>13. Hand in the documents to end-user</p>	N/A	15 minutes	<p>Administrative Officer I</p> <p>Administrative Assistant II</p>
3. Prepare in 3 copies the Receipt of Returned Semi-expendable Property (RRSP).	<p><u>Return of Inventory</u></p> <p>14. Receive accomplished RRSP from End-user and affix signature on the "Approved by"</p> <p>15. Receive the signed RRSP from Administrative Officer I and the returned items from End-user</p>	N/A	10 minutes	<p>Administrative Officer I</p> <p>Administrative Assistant II</p>
4. Prepare and submit the APP-CSE	<p><u>For Agency APP-CSE</u></p> <p>16. Receive the division APP-CSE from the End-users (electronic submission via e-mail)</p> <p>17. Verify and check the completeness of the forms submitted</p> <p>18. Consolidate all submitted division APP-CSE</p> <p>19. Submit to PS-DBM the approved agency APP-CSE in the required</p>	N/A	<p>15 minutes</p> <p>1 working day</p> <p>5 minutes</p>	<p>Administrative Officer I</p> <p>Administrative Assistant II</p> <p>Administrative Officer I</p>

Delivery Receipt (DR)		Supplier/Provider (External)		
Filled out Requisition and Issue Slip (RIS)		Administrative Services Division		
Property Transfer Report (PTR)		Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit Delivery Receipt, or: 1.2 Submit Report of Lost, Stolen, Damaged, Destroyed Property (RLSDDP) to COA, FPMD, and ASD within 30 days from occurrence of event, or: 1.3 Submit Property Transfer Report (PTR)	<u>Inspect and Accept Delivery of Property and Equipment</u> 1. Receive and assess the delivered property, plant and equipment	N/A	2 hours	Administrative Officer III
	2. Refer to the Inspection Committee Process	N/A	5 minutes	Inspection and Acceptance Committee
	Accept and Document Property Plant and Equipment 3. Receive and Accept Inspected Property, Plant and Equipment 4. Prepare Property Card and PAR 5. Hand in Property Card and PAR together with delivered goods to Property Custodian	N/A	1 hour	Administrative Officer III
	Issue Property, Plant and Equipment 6. Receive Property Card for filing and PAR with delivered goods	N/A	10 minutes	Property Custodian

	<p>7. Put the property sticker on the delivered goods</p> <p>8. Hand in the PAR and the goods to the end-user</p>			
<p>2. Receive the PAR and goods from the property custodian</p> <p>3. Affix signature on the PAR copy of ASD</p> <p>4. Hand-in 1 copy of PAR to the Property Custodian</p>	<p>9. Receive and file the signed Property Acknowledgement Report</p>		3 minutes	Property Custodian
<p>5. Accomplish the digital Service Request form (SRF) of the ASD</p>	<p><u>Issue Property and Equipment</u></p> <p>10. Receive and Assess Request</p> <p>11. Prepare Property Acknowledgement Receipt or Certificate of Non-Availability of Stock, whichever is appropriate.</p>	N/A	15 minutes	Administrative Officer III
	<p>12. Issue and update the property card in cases that the request is available and issued to the requesting personnel</p>	N/A	5 minutes	Property Custodian
<p>For Return of Property</p> <p>6. Prepare the Property Transfer Report (PTR).</p>	<p><u>Prepare Reports</u></p> <p>13. Receive PTR and property/equipment from End-user</p>	N/A	3 minutes	Administrative Officer III

	14. Refer to NPC Property Disposal Committee process	N/A	1 minute	NPC Property Disposal Committee
If lost, stolen, damaged or destroyed property 7. Accomplish and sign Report of lost, stolen, damage, destroyed property	15. Receive RLSDDP Form from the end-user. 16. Update property card, cancel the PAR and attached the RLSDDP For reconciliation of properties 17. Request Property Cards from Property Custodian via e-mail or messaging applications	N/A	2 minutes 3 minutes 2 minutes	End-user Administrative Officer III
	18. Hand in the Property Cards	N/A	3 minutes	Property Custodian
	19. Receive Property Cards 20. Conduct physical count of property	N/A	1 minute 2 working days	Administrative Officer III
	21. Receive Property Card with observation 22. Verify discrepancies by checking files of Property Acknowledgement Receipt 23. Report back to Administrative Officer III the verified Property Cards	N/A	1 minute	Property Custodian

	24. Send final report of physical count of property to FPMD	N/A	2 minutes	Administrative Officer III
	25. Refer to FPMD Process	N/A	2 minutes	FPMD
TOTAL		N/A	2 working days, 3 hours and 58 minutes	

4. MANAGE GENERAL SERVICES PROCESS

This process includes the management of General Services rendered by the ASD for the NPC. This includes Transportation/Shuttle Service provision, referral for request of airline ticket, repair and maintenance of Motor vehicle and Office/building, management of use of office facilities and properties, supervision and management of utility, security, and other outsourced services.

Office or Division:	Administrative Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Requesting Party, End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form • Accomplished digital Service Request Form		End-user		
Vehicle Repair Request Form (VRRF)		Service Provider		
Office Repair Request Form (ORRF)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form (Vehicle Repair Request Form - VRRF/ ASD Service Request Form - SRF/ Office Repair Request Form - ORRF) hand in to Administrative Officer III - ORRF, Dispatcher - VRRF, ASD E-mail - SRF	<u>Receive and Assess Request</u> 1. Receive Service Request Form from requesting party via asd@privacy.gov.ph 2. Receive accomplished SRF Notification via group e-mail of the	N/A	3 minutes	Requesting Party Administrative Officer III, Property Custodian/ Dispatcher

	<p>ASD (asd@privacy.gov.ph)</p> <p>3. Open the SRF Microsoft form and extract the details of request</p> <p>4. Forward request to other units based on nature of request</p>			
	<p><u>Receive and Assess Vehicle Repair Request Form and Schedule for Maintenance/ Repair Service</u></p> <p>5. Receive Vehicle Repair Request Form (VRRF) from the driver/requesting party: Check the completeness</p> <p>6. Contact service provider for request of service quotation</p> <p>7. Prepare Pre and Post Inspection Report</p> <p>8. Hand in the documents to Administrative Officer III</p>	N/A	10 minutes	Dispatcher
2. ASD Service Request Form	<p><u>Facilitate Requested Service For Transportation</u></p> <p>9. Check/ determine the availability of the Transportation</p> <p>10. Prepare/ accomplish Vehicle Trip Ticket form</p> <p>11. Prepare Certificate of Non-Availability of Vehicle</p>	N/A	10 minutes	Dispatcher

	12. Hand in to the Property Officer for signature and approval			
	13. Receive the documents from the dispatcher 14. Affix signature on the Property Officer portion 15. Hand in to Dispatcher the approved vehicle trip ticket or Certificate of Non-Availability of vehicle	N/A	2 minutes	Administrative Officer III
	16. Receive the following from the Administrative Officer III 17. Notify the requesting party via e-mail or messaging apps regarding the request 18. Hand in to the assigned driver the approved trip ticket.	N/A	5 minutes	Dispatcher
	19. Receive the approved vehicle trip ticket from Dispatcher 20. Accomplish the approved vehicle trip ticket, after the dispatched 21. Affix signature on the vehicle trip ticket in the driver portion	N/A	1 working day	Driver

	22. Hand in to the Dispatcher the vehicle trip ticket on the next working day			
	23. Receive the vehicle trip ticket from the driver for consolidation and updating of monitoring	N/A	5 minutes	Dispatcher
	<u>For use of Office Facility and Property</u> 24. Notify the requesting party of the confirmation of requested schedule via e-mail/messaging apps	N/A	5 minutes	Property Custodian
	<u>Vehicle Repair Request Form</u> 25. Receive the following from the Dispatcher: -Accomplished VRRF -Service Quotation/ proposal from the service provider -Pre and Post Repair Inspection Form 26. Review the completeness of the VRRF, Service Quotation and Pre and Post Repair Inspection Form 27. Hand in the documents to the Inspection and Acceptance Committee for	N/A	10 minutes	Administrative Officer III

	<p>34. Receive the vehicle from the service provider</p> <p>35. Notify the Administrative Officer III regarding the delivery of the vehicle from the service provider via phone call/ messaging app;</p> <p>36. Hand in the Sales Invoice and Waste Materials, if any, to the Administrative Officer III</p>			
	<p>37. Receive the Sales invoice and Waste Material, if any,</p> <p>38. Notify the concerned inspection committee member for the delivery of the vehicle and for post inspection</p> <p>39. Endorse the vehicle and Hand in to the inspection committee.</p>	N/A	5 minutes	Administrative Officer III
	<p>40. Refer to the Inspection Committee process</p>	N/A	2 minutes	Inspection and Acceptance Committee
	<p>41. Receive the signed/ accomplished pre and post inspection form from the</p>	N/A		Administrative Officer III

	<p>Inspection Committee</p> <p>42. Notify the dispatcher to reflect the availability of the PPE via phone call or other messaging app</p>			
	43. Update monitoring	N/A	5 minutes	Dispatcher
	44. Refer to NPC Property Disposal process	N/A	2 minutes	NPC Property Disposal
	<p><u>For Office Repair Request</u></p> <p>45. Receive the accomplished the Office Repair Request Form (ORRF) from property custodian</p> <p>46. Review the request</p> <p>47. Hand in the signed ORRF to the Property Custodian</p>	N/A	3 minutes	Administrative Officer III
	<p>48. Receive the ORRF from the Administrative Officer III</p> <p>49. Perform the following:</p> <p>49.1 If replacement of bulbs, fluorescent proceed to Manage Supplies process.</p>	N/A	5 minutes	Property Custodian

	<p>49.2 If repair of PICC fixtures (e.g. carpet, ceiling, aircon, comfort rooms, tiles, etc.), coordinate with PICC administration for the schedule of repair and their requirements</p> <p>49.3 If repair/replacement of NPC furniture and fixtures, proceed to Procure goods and Services Process</p> <p>50. Notify the Property officer of the status of the actions on request of office repair</p>			
TOTAL		N/A	1 working day, 1 hour and 31 minutes	

5. RELEASE PAYMENT PROCESS

Office or Division:	Administrative Services Division		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Bank, Payees, COA, FPMD		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

Approved List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA) and/or Disbursement Voucher (DV)		FPMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transmit the documents to the Cashier	<u>Assess Document</u> 6. Receive and Assess conformance of received LDDAP-ADA and/or DV	N/A	10 minutes	Administrative Assistant VI
	7. Assign LDDAP-ADA Number 8. Record the LDDAP-ADA to List of ADA Issued	N/A	5 minutes	Administrative Officer III
	9. Received the signed LDDAP-ADA and/or DV 10. Segregate DVs based on mode of payment (MDS Check or ADA)	N/A	5 minutes	Administrative Assistant IV
	<u>Prepare Release Payment Documents</u> 11. Prepare Check, ACIC, SLIIE, FinDES and other bank documents 12. Release the bank documents to authorized approvers	N/A	4 hours	Administrative Assistant VI/ Administrative Officer III
	13. Review and approve the bank documents	N/A	1 hour	Accountant and/or Countersigning Authority, based on PCSO No. 111 s. 2021
	<u>Release Payment</u> 14. Segregate the Check payment	N/A	2 hours	Administrative Assistant IV

	from LDDAP-ADA payment and prepare the bank documents 15. Deliver the bank documents to the Government Servicing bank			
	16. Coordinate/ Advise the Payee regarding the payment made, through call, email or in person 17. Release the proof of payment/ Cheque	N/A	10 minutes	Administrative Assistant VI
	18. Stamp the paid DV with "PAID" and "date" stamp 19. Sign the DV and its supporting documents per page	N/A	30 mins	Administrative Assistant IV Administrative Officer III
	<u>Prepare Reports</u> 20. Prepare all monthly Cash/Payment Reports per MDS Account 21. Draft a transmittal memorandum addressed to the Chief/SAO, FMPD 22. Transmit the reports to FPMD	N/A	1 day	Administrative Officer III Administrative Assistant IV
	TOTAL	N/A	8 hours 1 day - preparation of Cash/Payment Reports	

6. MANAGE PETTY CASH FUND PROCESS

Petty Cash Fund is being maintained for the Petty Operating and Emergency Expenses of the Commission that is not necessary be paid thru Check or LDDAP-ADA.

This process covers the release of petty cash fund to requesting payees. Reports are prepared for every transaction and must be prepared to be able to apply for the replenishment of the petty cash fund of the disbursing officer.

Prior to release of Cash Advance, the Petty Cash Fund Custodian is required to have proper orientation from the Administrative Services Division.

Office or Division:	Administrative Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Payee, COA, FPMD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Petty Cash Voucher (PCV)		Payee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-out form using the prescribed form of Government Accounting Manual (e.g. Petty Cash Fund), with attached requirements 2. Accomplished in two (2) original copies in A4 white paper	<u>Assess Request</u> 1. Receive and assess approved Petty Cash Voucher (PCV)	N/A	5 minutes	Administrative Assistant VI
	<u>Release Cash Advance</u> 2. Check the approved PCV if it is in conformance with the Quality/Aesthetic requirements 3. Record the approved PCV	N/A	10 minutes	Administrative Officer III/ Petty Cash Fund Custodian

	4. Release the exact amount of cash to the Payee			
	<u>Release Reimbursement or Request Refund</u> 5. Check and assess the approved Summary of Expenses and its attachments if it is in conformance with the Quality/ Aesthetic requirements 6. Process the liquidation of Cash Advance 7. Release the Reimbursement, if any 8. Record the liquidation of Cash Advance	N/A	10 minutes	Administrative Assistant VI
	9. Prepare Report for Replenishment 10. Scan all the processed Petty Cash Vouchers 11. File the Cashier's copy	N/A	4 hours	Administrative Officer III/ Petty Cash Fund Custodian Administrative Assistant VI
	12. Review and approved Petty Cash Reports, ORS and DV	N/A	30 mins	Chief ASD
TOTAL		N/A	25 minutes for PCV 4 hours and 30 minutes for	

		replenishment of Petty Cash Fund	
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7. MANAGE RECORDS AND DOCUMENT PROCESS

This process includes identifying, classifying, disseminating, securing, retrieving, and tracking of records and documents. Responsible for making efficient and systematic control of creation, receipt, maintenance, and disposition of records including capturing of evidence and information about the activities and transactions of records.

Office or Division:	Administrative Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	NPC Employees, NAP, External Clients, NPC Office/Division/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Internal Issuances		NPC Office/Division/Unit		
Case Files				
Notarized Contract				
Accomplished Service Request Form				
Sealed Envelopes for Mailing				
Documents: <ul style="list-style-type: none"> • Letters/Invitations • DPO Registration Forms • Complaint Assisted Forms • Case-related Documents • Sealed envelope/pouch • Other documents 		Internal Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>Evaluate Request</u> 9. Receive and evaluate the conformity of the SRF, Records or Documents based on the set quality standards	N/A	5 minutes	Administrative Assistant II/IV

	shared folder in the one drive 15. Scan and save the files in GRU Folder			
	<u>Issue Records and Documents</u> 16. Hand-in to the concerned unit/division/office/personnel the following: <ol style="list-style-type: none"> a. In cases of document, the photocopy of the document b. In cases of sealed envelope, the original or the envelope itself Inspect documents and records if in accordance with the set quality standards: c. In cases of internal issuance: original copy to concerned personnel/HRDD originating unit/division /office d. electronic copy - via e-mail to the concerned personnel 	N/A	10 mins	Administrative Assistant II/IV
1. Receive the document from the GRU and write the following in the GRU logbook and original copy of the document: <ul style="list-style-type: none"> • Name • Date and 		N/A		Receiving Unit/Division/Office/ Personnel

Time Received				
2. Affix signature above the printed name				
	<u>Prepare Reports</u> 17. Prepare the Summary Registry Report based on the data indicated in the monitoring sheet 18. Review and approved the Summary Registry Report	N/A	1 hour	Administrative Assistant II/IV Records Officer
	TOTAL	N/A	30 minutes 1 hour - preparation of monthly reports	

INTERIM MANAGEMENT INFORMATION SYSTEM UNIT (IMISU)

1. CONDUCT ICT TECHNICAL PROCESS

One of the functional statements of IMISU is to provide service that involves the repair and inventory reporting of all ICT equipment of the Commission. This process will establish the procedures in receiving technical support request, conducting technical support, and generating summary report. The end user in this process shall refer to all employees of the NPC. The request is added through the web application Technical Support Ticketing System (TSTS) through an advisory (IMISU-22-0011) dated May 17, 2022.

Office or Division:	Interim Management Information System Unit (IMISU)			
Classification:	Simple to Complex			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	NPC Offices and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Support Request Ticket (Online)		Interim Management Information System Unit (IMISU) - SharePoint and Technical Support Ticketing System Site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Access the Technical Support Request Ticket via this QR code:</p>  <p>2. Duly accomplished technical support request ticket form and submit.</p>	<p><u>Receive Technical Support Request Ticket</u></p> <ol style="list-style-type: none"> 1. Receive the Technical Support Request Ticket form via the Admin Link (https://apps.pow.erapps.com/play/dd7a0fec-0f88-4a11-870d-c55d6e875bcc?tenantId=c04aecc5-aead-451c-a71a-e72185fa6cab) 2. Select the newly requested/added matching the ticket. 3. Fill out the Part B of the TSTS. 	<p>N/A</p>	<p>For Simple requests 1 day</p> <p>For Complex requests 2-5 days</p>	<p>Information Systems Researcher I</p> <p>Information Systems Analyst I (Technical Support Staff)</p>
	<p><u>Conduct Technical Support</u></p> <ol style="list-style-type: none"> 4. Proceed with the conduct of technical support. 5. Go to TSTS and select the Ticket ID Number. 6. Fill out the Part B of the TSTS. 7. Verify if the status was updated to "For Acceptance. 			<p>Information Systems Researcher I</p> <p>Information Systems Analyst I (Technical Support Staff)</p>
<p>3. Open email from automation@privacy.gov.ph, with the following Subject: "Technical Support Ticket ID [Number of your request]. Refer to Annex C-8 Tech Support Email</p>	<ol style="list-style-type: none"> 8. Go to TSTS app, select the Ticket ID Number of the request. 9. Click the "Edit" button. 10. Fill out the Part B of the TSTS. 11.1 In the "Status of Request", 		<p>For Simple requests 1 day</p> <p>For Complex requests 2-5 days</p>	<p>Information Systems Analyst II</p> <p>Information Technology Officer II (Technical Support Staff)</p>

<p>Notification (Completed)</p> <ul style="list-style-type: none"> - Click the “Click here to navigate to Technical Support App.” - Select your Ticket ID Number. - Click “Accept.” 	<p>select “For Acceptance.”</p> <p>11.2 Input the recommendation or action taken.</p> <p>11.3 In the “Hardware or Software Status,” select any of the following:</p> <ul style="list-style-type: none"> • Working Condition • Unserviceable • For Replacement • Others <p>11.4 Input the date and time when the request was resolved.</p> <p>11.5 In the “Persons Involved in the Task”, input the name/s of the assigned IT Officer.</p> <p>11.6 Click “Save.”</p> <p>11.7 Click the “Home/Default Page.”</p> <p>11.8 Verify if the status was updated to “Completed.”</p>			
	<p>12 Go to MISPP Power BI Link (https://app.powerbi.com/groups/me/reports/a9e9e026-36f7-4771-bd05-530d46681fc6/ReportSection).</p> <p>13 Filter the data for the last two weeks.</p> <p>14 Select “Export data” button.</p>			<p>Information Technology Officer II</p>

	15 Save report to excel spreadsheet format and name the file with the following details "IMISU_TSTS_Report_[MM-DD-YYYY]."			
	16 Once file is ready, send the report to Administrative Assistant II for its inclusion to Bi-Monthly Report of the unit.			
TOTAL		No fees to be paid.	For Simple requests 1 day For Complex requests 2-5 days	

2. EMAIL SYSTEM MANAGEMENT PROCESS

Office or Division:	Interim Management Information System Unit (IMISU)			
Classification:	Simple			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	NPC Offices and Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email System Management Process (P2)		Interim Management Information System Unit (IMISU) - SharePoint (link of Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New or Resigned Employee account request				
1. Access the Email requisition form via this QR code:	1. Received the accomplished form. 2. Evaluate and approve. 3. Submit to IMISU.	N/A	1 day	HRDD Personnel

 <p>2. Duly accomplished email request form and submit.</p>				
	<p>4. Received accomplished and approved form.</p> <p>5. Assessed the request.</p> <p>6. Open Email request logs Email Logs:</p> <p>6.1. Input the following information:</p> <ul style="list-style-type: none"> • Email account • Division/office • Type of request • Date received • Action taken • Date acted upon • Employment status • Via (form or email) • IMISU staff • NPC and COS blast columns <p>7. For new account:</p> <p>7.1. Open the Microsoft Admin portal and select Users</p> <p>7.2. Click “Add” button and enter</p>	N/A	1 day	<p>Information Technology Officer II</p> <p>Or</p> <p>IMISU Email Administrator</p>

	<p>Full Name, Last name, Office, Department, Position. Click Next and Assign available license, then click next and Save.</p> <p>7.3. Official email created and a temporary password will be generated.</p> <p>7.4. Copy and paste the account to the templated email containing the new user account and instructions for the new employee</p> <p>7.5. Ensure that all information are correct and send the email to the personal email of the new employee.</p> <p>8. For conversion/deletion of account:</p> <p>8.1. Open the Microsoft Admin portal and select Users</p> <p>8.2. Select the name of the account</p> <p>8.3. Create a link for the account's OneDrive for backup purposes</p> <p>8.4. Convert the account to shared mailbox</p> <p>8.5. Click the Teams & Groups menu and select shared mailbox</p>			
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	<p>8.6. Select the account that has been converted</p> <p>8.7. Add the email accounts of the assigned employees as member of the shared mailbox</p> <p>8.8. Sent an email to the requesting party (Division/Office) informing them that the request is done and members can access the shared mailbox.</p>			
For Shared mailbox requests:				
<p>3. Create an email request and provide the following information</p> <p>3.1. On the Subject, input this : <Request to Access/Update Shared mailbox></p> <p>3.2. Provide the following on the email content:</p> <ul style="list-style-type: none"> • Name of shared mailbox • Purpose • Type of request (adding/removing/updating members) 	<p>8. Received the email request.</p> <p>9. Assess the request.</p> <p>10. Open Email request logs Email Logs:</p> <p>10.1. Input the following information:</p> <ul style="list-style-type: none"> • Email account • Division/office • Type of request • Date received • Action taken • Date acted upon • Employment status • Via (form or email) • IMISU staff • NPC and COS blast column <p>11. Open the Microsoft Admin portal.</p>	N/A	1 day	<p>Information Technology Officer II</p> <p>Or</p> <p>IMISU Email Administrator</p>

<ul style="list-style-type: none"> Name of member(s) <p>4. Send the email to imis@privacy.gov.ph</p>	<p>12. Shared mailbox request is:</p> <p>12.1. Add or delete/remove shared mailbox:</p> <p>12.1.1. Select the Teams & Groups side menu and click shared mailbox</p> <p>12.1.2. For addition: Click the Add button and input the name of the new shared mailbox and save.</p> <p>12.1.3. Add email accounts of the members and Save.</p> <p>12.1.3. For deletion: Select the requested shared mailbox and delete</p> <p>12.2. Update members:</p> <p>12.2.1 Select the Teams & Groups side menu and click shared mailbox</p> <p>12.2.2. Add or remove email accounts as requested as members and Save</p> <p>13. Send an email to the party with screenshot of the updated shared mailbox for their information.</p>			
TOTAL		No fees to be paid.	2 days	

BIDS AND AWARDS COMMITTEE (BAC)

1. CONDUCT OF PROCUREMENT ACTIVITIES TO THE RECOMMENDATION OF AWARD (COMPETITIVE BIDDING) PROCESS

As a rule, the Procuring Entities shall adopt competitive bidding as the general method of procurement and shall see to it that the procurement program allows sufficient lead time for such competitive bidding as provided in Section 10 of IRR of RA9184.

The method of procurement to be used shall be as indicated in the approved APP prior to the commencement of procurement.

Customers of this service are the End-users who are the Functional Divisions of the NPC requiring the procurable items. To ensure efficient and cost-effective conduct of the process, the IRR of RA 9184 will be the general reference for this process.

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	End-Users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved CAF, Market Study, and PR with complete specifications detailed in the attached Terms of Reference/ Scope of Work/ Technical Specifications and other required documents, if necessary.			End Users	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved PR, TOR/TS/SoW, Market Study, and CAF	<u>Prepare Bidding Documents</u> 1. Receive approved CAF, PR, and TOR/TS/SoW from the End-user/ASD 2. Hand in the approved CAF, PR, Market Study, and TOR/SoW/TS to the BAC Secretariat Member	N/A	15 mins	BAC Secretariat Records Custodian

	<p>3. Receive the approved CAF, PR, Market Study, and TOR/SoW/ TS from the BAC Records Custodian</p> <p>4. Coordinate with the BAC Chairperson for the date and time meeting, and whether the meeting is online or via MS Team</p> <p>5. Hand in to the Head, BAC Secretariat the approved CAF, PR, Market Study, and TOR/SoW/TS and the draft Bidding Document, Invitation to Bid, and the Notice of Meeting and Attendance for review and signature</p>	N/A	15 mins	BAC Secretariat Member/ BAC Secretariat, Head
	<p>6. Receive the approved CAF, PR, Market Study, and TOR/SoW/ TS and the draft Bidding Document, and the Notice of Meeting</p> <p>7. Review accuracy of the details in the Bidding Documents and ITB or REI by comparing with</p>	N/A	<p>3 mins</p> <p>2 days</p>	Head BAC Secretariat

	<p>the details in the PR and TOR/TS/SoW.</p> <p>8. Send the Bidding Documents and ITB or REI by comparing with the details in the PR and TOR/TS/SoW to BAC Members for their review and comments.</p> <p>9. Consolidate comments and incorporate, if any.</p> <p>10. Affix initial on the right part of the name of the Chairperson, BAC on the last page of the ITB or Rei.</p> <p>11. Affix signature on the Notice of Meeting for Pre-procurement Conference</p> <p>12. Hand in approved CAF, PR, Market Study, and TOR/SoW/TS, Bidding Document, Invitation to Bid, and the Notice of Meeting to BAC Record Custodian for recording in the Procurement Monitoring Book.</p>		<p>5 mins</p> <p>1 day</p> <p>5 mins</p> <p>5 mins</p> <p>5 mins</p>	
	<p>13. Receive approved CAF, PR, Market</p>	N/A	3 mins	BAC Records Custodian

	Study, and TOR/SoW/TS, Invitation to Bid with affixed initial of the Head, BAC Secretariat, and the Notice of Meeting			
	Conduct Pre-Procurement Conference	N/A		Head, BAC Secretariat, BAC Members, and TWG
	14. Review and assess the procurement documents related to the procurement item and provide their feedback, comments and suggestions, and ask clarificatory questions if there is any.	N/A	1 hour	BAC Secretariat, Members, and TWG
	15. Draft minutes of the meeting using the Template of Minutes of Meeting	N/A	2 days	BAC Secretariat Member
	16. Review the MOM and send to BAC Members via e-mail for their review and comments.	N/A	1 hour	Head BAC Secretariat
	17. Receive Minutes of Meeting and Attendance Sheet with routing slip to from Head, BAC Secretariat	N/A	5 mins	BAC Secretariat Member
	18. Send to each BAC Members, TWG, Secretariat and End-users for signature		3 days	

	19. Receive the completely signed Minutes of Meeting and Attendance Sheet from BAC Secretariat Member	N/A	3 days	BAC Records Custodian
	<u>Invite Bidders</u> 20. Post the Bidding Document and the ITB or REI 21. Prepare Invitation Letter to Observers using the Letter to Observers format. 22. Send Letters to Observers to the Head, BAC Secretariat for review	N/A	1 day 1 hour 5 mins	BAC Secretariat Member
	23. Head, BAC Secretariat shall receive and review the draft Letter to Observer 24. Send Letter to Observer to BAC Chairperson for approval	N/A	15 mins 5 mins	Head BAC Secretariat
	25. Receive the Letter to Observer with affixed signature of the Head, BAC Secretariat and affix signature	N/A	1 day	Chairperson BAC
	26. Send the signed Letter to Observer with routing slip to the GRU for delivery and	N/A	15 mins	BAC Secretariat Member

	mailing			
	<u>Conduct Pre-Bid Conference</u> 27. Prepare Notice of Meeting and Attendance Sheet 28. Hand in the Notice of Meeting for signature of the Head, BAC Secretariat	N/A	10 mins 5 mins	BAC Secretariat Member
	29. Receive Notice of Meeting 30. Check the accuracy of the Notice of Meeting 31. Affix Signature on Notice of Meeting then hand to BAC Record Custodian for routing to Chairperson, BAC for signature.	N/A	5 mins 5 mins 30 mins	Head BAC Secretariat
	32. Receive signed Notice of Meeting from Head, BAC Secretariat 33. Transmit signed Notice of Meeting to Chairperson, BAC for signature	N/A	5 mins 5 mins	BAC Records Custodian
	34. Receive the Notice of Meeting with affixed signature of the Head, BAC Secretariat, 35. Do the Approval	N/A	5 mins	Chairperson BAC

	Process, Chairperson, BAC		5 mins	
	36. Receive signed Notice of Meeting 37. Attendees to affix signature and date of receipt of Notice of Meeting beside their name	N/A	5 mins 1 hour	Head, BAC Secretariat, BAC Members, TWG and End-User
	38. Request for Room Reservation Form 39. Hand in the Request for Meals and Room Reservation Forms to the ASD Records Custodian	N/A	10 mins 5 mins	BAC Secretariat Member
	40. Receive the Request for Meals and Room Reservation Forms to the ASD Records Custodian 41. Do the Manage General Services Process of ASD	N/A	1 day 1 day	ASD Records Custodian
	42. Present agenda	N/A		Head BAC Secretariat
	43. Answer the clarifications requested by the prospective bidders. 44. Discuss and finalize the schedule of procurement activities to the prospective bidders.	N/A	1 ½ hour	BAC Secretariat, Members, and TWG

	45. Sign the Attendance Sheet routed by BAC Secretariat Member		1 day	
	46. Take minutes of the meeting 47. Draft minutes of the meeting using the Template of Minutes of Meeting 48. Notify the Head, BAC Secretariat when a draft has been uploaded.	N/A	2 days 5 mins	BAC Secretariat Member
	49. Open the notification email 50. Review the MOM and send to the BAC Members for review.	N/A	1 day	BAC Head Secretariat
	51. Sign the Minutes of Meeting 52. Hand in printed copies of the Minutes of Meeting to the Head, BAC Secretariat	N/A	1 days	BAC Secretariat Member
	53. Receive the printed copies of the Minutes of Meeting 54. Review the Minutes of Meeting 55. Affix Signature in the "Reviewed by:" portion of the Minutes of Meeting 56. Hand in Minutes of Meeting to the BAC Record Custodian for	N/A	1 days	Head BAC Secretariat

	routing of the documents for signature of BAC Members and Chairperson, BAC			
	<p>57. Receive Minutes of Meeting with routing slip to from Head, BAC Secretariat</p> <p>58. Hand in to each BAC Members, TWG, Secretariat and End-users for signature</p> <p>59. When all the signatories have signed, Hand in the signed Minutes of Meeting and Attendance Sheet to the BAC Record Custodian for record keeping</p>	N/A	3 days	BAC Secretariat Member
	60. Receive the completely signed Minutes of Meeting and Attendance Sheet from BAC Secretariat Member	N/A	5 mins	BAC Records Custodian
	<p>61. Prepare Supplemental/Bid Bulletin on the received requests for clarification(s) or interpretation on any part of the Bidding Documents during the Pre-Bid Conference</p> <p>62. Submit draft</p>	N/A	2 hours	Bac Secretariat Member

	Supplemental/Bid Bulletin to Head, BAC Secretariat for review			
	<p>63. Receive the draft Supplemental/Bid Bulletin</p> <p>64. Review and revise Supplemental/Bid Bulletin as necessary</p> <p>65. Affix initial signature on the right side of the Chairperson, BAC's name</p> <p>66. Transmit revised Supplemental/Bid Bulletin to BAC Secretariat Member for routing to Chairperson for approval and signature</p>	N/A	3 hours	Head BAC Secretariat
	<p>67. Receive Supplemental/Bid Bulletin to Observer with affixed signature of the Head, BAC Secretariat</p> <p>68. Hand in Supplemental/Bid Bulletin with affixed signature to Chairperson, BAC</p>	N/A	15 mins	BAC Secretariat Member
	69. Receive the Supplemental/Bid Bulletin with affixed signature of the Head, BAC Secretariat,	N/A	1 day	Chairperson BAC

	<p>70. Post the Supplemental/Bid Bulletin the requirements of the Revised IRR of RA9184</p> <p>71. Send copy of the Supplemental/Bid Bulletin to the prospective bidders who attended the pre-bid conference via e-mail</p>	N/A	30 mins	BAC Secretariat Member
	<p><u>Open and Evaluate Bids</u></p> <p>72. Prepare Notice of Meeting and Attendance Sheet</p> <p>73. Hand in the Notice of Meeting for signature of the Head, BAC Secretariat</p>	N/A	30 mins	BAC Secretariat Member
	<p>74. Receive Notice of Meeting</p> <p>75. Check the accuracy of the Notice of Meeting</p> <p>76. Affix Signature on Notice of Meeting then hand to BAC Record Custodian for routing to Chairperson, BAC for signature</p>	N/A	20 mins	Head BAC Secretariat
	<p>77. Receive signed Notice of Meeting from Head, BAC Secretariat</p> <p>78. Transmit signed Notice of</p>	N/A	15 mins	BAC Record Custodian

	Meeting to Chairperson, BAC for signature			
	79. Receive bids on the specified date, time and place of Bid 80. Declare closing of submission of Bids after the deadline of the submission of bids	N/A	15 mins	BAC Records Custodian
	81. Prepare its Bid Evaluation Report and submit it to the BAC for assessment. 82. All documents related to the procurement shall be endorsed by the BAC Secretariat to the BAC TWG for post-qualification evaluation	N/A	3 days	BAC Members, BAC TWG
	83. Conduct a post-qualification evaluation of the eligibility documents submitted by the L/SCB or H/SRB and submit a PostQualification Evaluation Report to the BAC	N/A	2 hours	BAC TWG
	<u>Recommend Award of Contract</u> 84. Prepare Notice of Meeting and Attendance	N/A	15 mins	BAC Secretariat Member

	85. Hand in the Notice of Meeting for signature of the Head, BAC Secretariat			
	86. Receive Notice of Meeting for signature 87. Check the accuracy of the Notice of Meeting 88. Hand in signed Notice of Meeting to BAC Record Custodian for recording in the Procurement Monitoring Book	N/A	15 mins	Head BAC Secretariat
	89. Receive signed Notice of Meeting 90. BAC Members and Secretariat to affix signature and date of receipt of Notice of Meeting beside their name on the receiving copy	N/A	15 mins	BAC Records Custodian
	91. The BAC shall assess the Post-Qualification Evaluation Report, depending on the findings in the report	N/A	2 hours	BAC
	92. Draft minutes of the meeting for the Bid Opening, Bid Evaluation and Post-Qualification 93. Draft the	N/A		BAC Member Secretariat

	<p>necessary Resolutions</p> <p>94. Prepare the Abstract of Bids (AOB) except when there is failure of bidding</p> <p>95. Prepare the Notice of Award (NOA), except when there is failure of bidding</p> <p>96. Notify the Head, BAC Secretariat when drafts have been uploaded</p>		3 days	
	<p>97. Review the MOM, Resolution, AOB and NOA, send to the BAC Members via e-mail for their review.</p> <p>98. After review and/or revision if there is any, the Head, BAC Secretariat shall save the MOM, Resolution, AOB and NOA</p>	N/A	3 days	Head BAC Secretariat
	<p>99. Sign the Minutes of Meeting</p> <p>100. and in printed copies of the MOM, Resolution, AOB and NOA to the Head, BAC Secretariat</p>	N/A	1 day	BAC Secretariat Member
	<p>101. receive MOM, Resolution, AOB and NOA</p> <p>102. and in to each</p>	N/A	3 days	BAC Secretariat Member

	<p>BAC Members, TWG, Secretariat for signatures</p> <p>103. Transmit all attachments and related procurement documents to HoPE for approval and signature.</p>		15 days	
	<p>104. Once the HoPE signed the Resolution and NOA, hand in the documents to the BAC Record Custodian for record keeping</p> <p>105. AC Secretariat to communicate with the winning bidder for the signing of the NOA which shall signify the conformity of the bidder to the NOA.</p> <p>106. Ask the winning bidder to fill out the feedback form available at the frontline desk or through online.</p>	N/A	<p>15 mins</p> <p>15 mins</p> <p>10 mins</p>	BAC Secretariat Member
	<p>107. Notify the End-user that the contract has been awarded and advise them to coordinate with ASD for contract</p>	N/A	15 mins	BAC Secretariat Member

	<p>preparation. Ask the End-user to fill out the feedback form available at the frontline desk or through the following online.</p> <p>108. ost Purchase Order/Work Order or Contract, Resolution and Notice to Proceed in PhilGEPS website in accordance with the timelines prescribed by the IRR of RA 9184.</p> <p>109. ost Purchase Order/Work Order or Contract, Resolution and Notice to Proceed in PhilGEPS website and NPC website (transparency seal)</p>			
TOTAL	N/A	<p>53 days 22 hours 8 mins</p> <p>*Subject to additional days prescribed by RA 9184</p>		

2. ADVERTISE TO AWARD CONTRACT (ALTERNATIVE METHOD OF PROCUREMENT) PROCESS

The Procuring Entity (PE) may resort to any of the alternative methods of procurement in order to promote economy and efficiency, subject to the prior approval of the Head of the Procuring Entity (HoPE), and whenever justified by the conditions provided in Rule XVI of the IRR of RA9184. The Procuring Entity shall ensure that the most advantageous price for the Government is obtained.

The method of procurement to be used shall be based on what is determined and indicated in the approved APP prior to the commencement of procurement.

Customers of this service are the End-users who are the Functional Divisions of the NPC requiring goods and services, consulting services or infrastructure projects. To ensure efficient and cost-effective conduct of the process, the IRR of RA 9184 will be the general reference for this process.

Office or Division:	Bids and Awards Committee			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	End-Users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved CAF, Market Study, PR and Terms of Reference/ Scope of Work/ Technical Specifications as applicable			End-user	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved PR, TOR/SoW/TS, Market Study, and CAF	<u>Advertise Bids/ Quotations</u> 1. Receive approved CAF, PR, Market Study, and TOR/SoW/TS with routing slip from the ASD Records Custodian 2. Hand in to the approved CAF, PR, Market Study, and TOR/SoW/ TS to the BAC	N/A	15 mins	BAC Records Custodian

	Secretariat member			
	<p>3. Receive approved CAF, PR, Market Study, and TOR/SoW/ TS from the BAC Records Custodian</p> <p>4. Evaluate the documents received ensuring that APP Item Number, Name and Mode of Procurement are correct based on what is stated in the APP</p> <p>5. Fill out the RFQ template based on the specifications in the PR and TOR/SoW/ TS</p> <p>6. Hand in the printed copies of RFQ to the Head, BAC Secretariat</p>	N/A	1 day	BAC Secretariat Member
	<p>7. Receive the printed RFQ</p> <p>8. Conduct initial evaluation of the contents of the RFQ, Market Study, PR, CAF, TOR/SoW/ TS</p> <p>9. Email a copy of the TOR/SoW/ TS and Market Study to the BAC Members for further review</p> <p>10. Hand in the signed copies of the RFQ to the</p>	N/A	2 days	Head BAC Secretariat

	BAC Secretariat member			
	<p>11. Receive signed copies of the RFQ</p> <p>12. Attach one copy of the signed RFQ per set of PR, TOR/SoW/TS, Market Study, and CAF, scan one set of files</p> <p>13. Post the RFQ following the requirements of the Revised IRR of RA 9184, depending on the Alternative Mode of procurement.</p>	N/A	1 day	BAC Secretariat Member
	<p>14. Receive from the Head, BAC Secretariat, the Market Study and TOR/SoW/TS with comments from the BAC members</p> <p>15. Transmit the documents to the end-users for appropriate action</p>	N/A	1 day	BAC Records Custodian
	<p><u>Preliminary Evaluation</u></p> <p>16. Evaluate the bids/quotations received if it conforms to the requirement of RA 9184</p> <p>17. Check the validity and authenticity of the files</p>		2 days	BAC Secretariat Member

	<p>submitted physically</p> <p>18. Prepare the Abstract of Quotations (AOQ)</p> <p>19. Prepare Notice of Meeting and Attendance Sheet</p> <p>20. Hand in the Notice of Meeting for signature of the Head, BAC Secretariat</p>			
	<p>21. Receive Notice of Meeting</p> <p>22. Check the accuracy of the Notice of Meeting</p> <p>23. Affix Signature on Notice of Meeting then hand to BAC Record Custodian for routing to Chairperson, BAC for signature.</p>	N/A	10 mins	Head BAC Secretariat
	<p>24. Receive signed Notice of Meeting from Head, BAC Secretariat</p> <p>25. Transmit signed Notice of Meeting to Chairperson, BAC for signature</p>	N/A	5 mins	BAC Records Custodian
	<p>26. Receive the Notice of Meeting with affixed signature of the Head, BAC Secretariat.</p>	N/A	5 mins	Chairperson BAC

	<p>27. Receive signed Notice of Meeting</p> <p>28. Attendees to affix signature and date of receipt of Notice of Meeting beside their name</p>	N/A	15 mins	BAC Records Custodian
	<p><u>Recommend Award of Contract</u></p> <p>29. Ensure that all members have signed the attendance sheet during the meeting</p> <p>30. BAC secretariat (assigned to take minutes of the meeting) shall take minutes of the meeting</p> <p>31. Head, BAC Secretariat to present all the items to be discussed based on the agenda of the meeting including draft Resolution per item for approval</p>	N/A	1 day	BAC Secretariat Member
	<p>32. BAC shall assess and evaluate the documents submitted by the bidder and shall determine if the bidder is compliant with the legal, technical and financial requirement according to the</p>	N/A		BAC Members

	<p>guidelines specified in RA9184</p> <p>33. If bidder is found compliant, the BAC shall issue a Resolution recommending the award of contract to the Single/ Lowest Calculate and Responsive Quotation</p>		1 day	
	<p>34. Draft minutes of the meeting.</p> <p>35. Draft the necessary Resolutions using the template of</p> <p>36. Prepare the Abstract of Quotation (AOQ)</p> <p>37. Prepare the Notice of Award (NOA)</p> <p>38. Upload the draft Minutes of Meeting, Resolution, AOQ and NOA to the Sharepoint website for review of the Head, BAC Secretariat.</p> <p>39. Notify the Head, BAC Secretariat when drafts have been uploaded</p>	N/A	2 days	BAC Secretariat Member
	<p>40. Review the MOM, Resolution, AOQ and NOA and send to BAC Members for review.</p>	N/A	1 day	Head BAC Secretariat

	<p>41. E-mail the documents to BAC members for their comments and review.</p> <p>42. Revise the documents according to the comments, revisions of the Members</p> <p>43. Sign the Minutes of Meeting</p> <p>44. Hand in printed copies of the MOM, Resolution, AOQ and NOA with routing slip to the Head, BAC Secretariat</p>			
	<p>45. Receive the printed copies of the MOM, Resolution, AOQ and NOA.</p> <p>46. Review the MOM, Resolution, AOQ and NOA</p> <p>47. Affix Signature in the "Reviewed by:" portion of the Minutes of Meeting and AOQ, and affix initial signature in on the right side of the HoPE's name on the NOA</p> <p>48. Hand in MOM, Resolution, AOQ and NOA with routing slip to the BAC Secretariat</p>	N/A	30 mins	Head BAC Secretariat

	Member for routing of the documents for signature of BAC Members and Chairperson, BAC			
	<p>49. Receive MOM, Resolution, AOQ and NOA</p> <p>50. Hand in to each BAC Members, TWG, Secretariat for signatures</p> <p>51. Transmit all attachments and related procurement documents to HoPE for approval and signature</p> <p>52. Once the HoPE signed the Resolution and NOA, hand in the documents to the BAC Record Custodian for record keeping</p> <p>53. BAC Secretariat Member to communicate with the winning bidder for the signing of the NOA which shall signify the conformity of the bidder to the NOA.</p> <p>54. Ask the winning bidder to fill out the feedback form available at the frontline desk or through online.</p>	N/A	5 days	BAC Secretariat Member

	55. After NOA signing of the winning bidder, BAC Record Custodian to collate all BAC documents for transmittal to ASD for the preparation of the Purchase Order/Work Order or Contract and Notice to Proceed			
	56. Do ASD preparation of procurement contract process.			ASD
Received update from BAC Secretariat Fill out CSAT Survey	57. Notify the End-user that the contract has been award and advise them to coordinate with ASD for contract preparation. 58. Ask the End-user to fill out the feedback form available at the frontline desk or through online. 59. Post Purchase Order/Work Order or Contract, Resolution and Notice to Proceed in PhilGEPS website in accordance with the timelines prescribed by the IRR of RA 9184. 60. Post Purchase	N/A	10 mins	BAC Secretariat Member

	Order/Work Order or Contract, Resolution and Notice to Proceed in PhilGEPS website and NPC website (transparency seal)			
TOTAL		N/A	17 days 1 hours 30 mins *Subject to additional days prescribed by RA 9184	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback.	<p>External Clients are encouraged to accomplish customer satisfaction survey forms & 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 info@privacy.gov.ph for the link for external customer satisfaction survey form.</p> <p>For internal clients, NPC personnel may also accomplish internal client satisfaction survey form available at all NPC Frontline staff, may also scan QR Code posted and accessed the online survey link at hr@privacy.gov.ph</p>
How feedback are processed.	Feedback is gathered and processed by PIAD for external clients and HRDD for the internal clients. A report on External Client Satisfaction Survey is prepared to document action plan, recommend improvement/enhancement of services, and monitor actions taken.
How to file a complaint.	Accomplish the Complaints- Assisted Form & drop it at the designated drop box at the 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: info@privacy.gov.ph or at complaints@privacy.gov.ph</p> <p>May call Trunkline No: +632 5322-1322</p> <p>May call 8888 or NPC's Contact Center ng Bayan at +632 5322-1322 local 121.</p>



LIST OF OFFICES

OFFICE	ADDRESS	EMAIL ADDRESS	CONTACT INFORMATION
Office of the Privacy Commissioner	5th Floor East, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	opc@privacy.gov.ph	+632-5322-1322 local 100, 104, 128
Office of the Deputy Privacy Commissioner – Atty. Leandro Angelo Y. Aguirre	5th Floor East, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	dpcdoffice@privacy.gov.ph dpcd.records@privacy.gov.ph h	+632-5322-1322 local 102
Office of the Deputy Privacy Commissioner – Atty. Nerissa N. De Jesus	5th Floor East, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	dpc.nnj@privacy.gov.ph	+632-5322-1322 local 210, 206
Office of the Executive Director	5th Floor West Wing, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	oed@privacy.gov.ph	+632-5322-1322 local 124
Public Information and Assistance Division	5th Floor West Wing, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	info@privacy.gov.ph invitation@privacy.gov.ph	+632-5322-1322 local 116,117 09298361752
Office of the Director, Privacy Policy Office	4th Floor East Wing, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	policy@privacy.gov.ph	+632-5322-1322 local 105
Policy Development Division	4th Floor East Wing, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	pdd@privacy.gov.ph	+632-5322-1322 local 110
Policy Review Division	4th Floor East Wing, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	policy@privacy.gov.ph	+632-5322-1322 local 109



Office of the Director, Legal and Enforcement Office	5th Floor West Wing, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	leo@privacy.gov.ph	+632-5322-1322 Local 106
Enforcement Division	5th Floor West Wing, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City	end@privacy.gov.ph	+632-5322-1322 local 113
Complaints and Investigation Division	5th Floor West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	complaints@privacy.gov.ph	+632-5322-1322 local 114, 115 09055061478 09708180555
Legal Division	5th Floor West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	legal.npc@privacy.gov.ph	+632-5322-1322 local 112
Office of the Director, Data Security and Compliance Office	5th Floor West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	dasco@privacy.gov.ph	+632-5322-1322 local 101
Data Security and Technology Standards Division	4th Floor East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	dstd@privacy.gov.ph	+632-5322-1322 local 111
Compliance and Monitoring Division	4th Floor East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	cmd@privacy.gov.ph compliancesupport@privacy.gov.ph	+632-5322-1322 local 103,118 09101029114 09652863419
Office of the Director, Finance and Administrative Office	5th Floor East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	fao@privacy.gov.ph	+632-5322-1322 local 107
Human Resource Development Division	4th Floor East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	hr@privacy.gov.ph	+632-5322-1322 local 121
Administrative Services Division	5th Floor East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	asd@privacy.gov.ph records@privacy.gov.ph	+632-5322-1322 local 123, 129, 203
Financial, Planning and Management Division	4th Floor East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	fpmd@privacy.gov.ph	+632-5322-1322 local 120, 122



Data Privacy Competency Program Committee	5th Floor East Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	competency@privacy.gov.ph	+632-5322-1322 local 102
Interim Management Information System Unit	5th Floor West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	Imisu@privacy.gov.ph	+632-5322-1322 local 108
Bids and Awards Committee	5th Floor West Wing, Delegation Hall, PICC, Vicente Sotto Avenue, Pasay City	bacsecretariat@privacy.gov.ph	+632-5322-1322 local 127