



Republic of the Philippines

NATIONAL PRIVACY COMMISSION



CITIZEN'S CHARTER 2025
(1st Edition)

AGENCY PROFILE

The National Privacy Commission (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, or the Department of Information and Communications Technology Act of 2015, with office at 25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003.

Pursuant to Republic Act No. 10173, or the “Data Privacy Act of 2012” (DPA), the NPC was created as an independent body 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.

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	Lea Y. Paranas 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.			Ma. Asuncion Christina Lourdes SJ. Herrera 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.			
	<p>1.2. Assess letter received through Electronic Mail</p> <p>1.2.1. Receive and acknowledge the email or letter through OPC official electronic mail opc@privacy.gov.ph</p> <p>1.2.2. Assess the details if completely based on the input requirement.</p> <p>1.2.3. Forward the email and printed copy to the Head Executive Assistant</p>			Jeff Beck P. Maquiling Development Management Officer II, OPC
	<p>2. Receive the letter with complete attachments and printed copy.</p> <p>3. Assess nature of the letter if it is aligned with the NPC mandate.</p>		1 day	Erwin D. Espenilla Head Executive Assistant, OPC
	<p>4. Receive the letter from the Head Executive Assistant Provide instructions and forward the letter with instructions to the Head Executive Assistant</p>		2-3 days	Atty. John Henry D. Naga Privacy Commissioner
	5. Deliver the instruction provided		1 day	Erwin D. Espenilla/Ma.

	by the Privacy Commissioner			Asuncion Christina Lourdes SJ. Herrera/Lea Y. Paranas/ Jeff Beck P. Maquiling HEA/EAIIII/ AAV/ DMOIL, OPC
2. Receive the request	6. Inform the client through email or registered mail.		1 day	Lea Y. Paranas/ Jeff Beck P. Maquiling AAV/ DMOIL, OPC
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: • info@privacy.gov.ph • invitation@privacy.gov.ph • Privacy.gov.ph/AskPriva • NPC hotline	1. Assess Inquiries 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/	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.	Kristine Danica S. Adis Information Officer III, PIAD

<ul style="list-style-type: none"> • On-site • 8888 Hotline • Citizen's Complaint Center • Portal • eFOI Portal 	<p>request based of the scope of the DPA.</p> <p>1.2.1 If invalid or incomplete, do Step 1.3.</p> <p>1.2.2 If valid or complete 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) Inquiry via info@privacy.gov.ph or privacy.gov.ph</p>	<p>Kristine Danica S. Adis Information Officer III, PIAD</p>

			<p>/ AskPriva:</p> <ul style="list-style-type: none"> - Simple - 3 working days (WD) - Complex - 5 WD - Highly Technical - 20 WD (min based on NPC Circular 18-01) <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). 	
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	<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, 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>	None	Same as above	Kristine Danica S. Adis Information Officer III, PIAD
	<p>For physical documents:</p> <p>4.0 Transmit the reply letter and its attached documents, if applicable, through email or</p>		1 day	Kristine Danica S. Adis Information Officer III, PIAD

	physical documents to PIAD Chief for approval.			
	5.0 Receive/Review the documents. 6.0 Approve the documents 7.0 Transmit the documents through email or physical documents to PIAD personnel in charge of routing/receiving documents	None	2 days	Roren Marie M. Chin, PhD 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	Ma. Aiza Patricia G. Acoba Information Officer II, PIAD
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: <ul 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: <ul style="list-style-type: none"> 4.1 For Individual/ Sole Proprietorship <ul style="list-style-type: none"> ▪ Certified True Copy of the DTI Certificate of Registration (Original) 4.2 For Corporation/ Partnership 	<p>NPC website (www.privacy.gov.ph) for the electronic copy</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
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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) located at 25th-27th Floors, The Upper Class Tower, Quezon Ave. 			-	Qualified Training Providers

Corner Scout Reyes Street, Quezon City 1003.				
	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)		Financial Planning and Management Division (FPMD)		
Order of Payment (OP)				
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	Rochelle A. Mondala/ Administrative Officer V, ASD
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
<u>Registration</u>		-	2 working days and 3 hours	Examinees
3. Fill out the e-				

registration form. • Ensure that the information provided is correct.				
	4. Review the completeness, accuracy, and authenticity of the proof of completion of Training Course.	-	3 working days	DPCP Committee
	5. Prepare and disseminate the Examination Permits and the Examinees' Guide for the AES.	-	3 working days	Chairperson
6. Receive the Examination Permits and the Examinees' Guide. 7. Check if all the personal information in the permits are correct. 7.1 If correct, acknowledge the email. 7.2 Otherwise, send an email to the DPCP Committee requesting the revision or correction of the permits. 8. Register in the AES using the email addresses provided in the e-registration form.		-	1 working day	Examinees
	9. Receive confirmation from the examinees.	-	1 working day	DPCP Committee

	<p>9.1 If the email is for revision, modify accordingly.</p> <p>9.2 If for acknowledgment, respond to confirm receipt of their email.</p>			
	<p>10. Schedule the Proctor Links based on the determined Examination schedule.</p> <p>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
	12. Prepare all necessary documents, forms, and monitoring tools for the Examination	-	2 working days	DPCP Committee
	<p>13. Start admitting the examinees 10 minutes before the start of the Examination.</p> <p>14. Announce the Examination reminders and rules on inquiries during the Examination proper.</p> <p>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 complaints endorsed by the 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		
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		Public Information and Assistance Division <ul style="list-style-type: none"> • Privacy Policy Office • Policy Review Division 		
5. Commission Directive		- Office of the Privacy Commissioner - 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
1. Submit the	Assess the SRAF	None	30 mins	PRD

<p>accomplished SRAF to NPC through online at policy@privacy.gov.ph or in-person to the Enforcement Division at 25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003</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>	TBD	<p>7 mins</p> <p>10 mins</p>	<p>Ms. Johanna Carla T. Gomez Accountant III, FPMD</p> <p>Ms. Rochelle A. Mondala Administrative Officer V, ASD</p>
<p>3.a. Pay through the Link.Biz.Portal (https://www.lbp-eservices.com/egps/portal/index.jsp) indicating</p>	<p>Online Payment</p> <p>3. Validate proof of payment</p>		<p>5 mins</p>	<p>Ms. Rochelle A. Mondala Administrative Officer V, ASD</p>

National Privacy Commission as the merchant name				
3.b Send Proof of payment to assigned NPC email	4. Send confirmation thru email		5 mins	Ms. Rochelle A. Mondala Administrative Officer V, ASD
	<p>5. Acknowledge receipt of proof of payment and confirm request for Advisory Opinion will be processed.</p> <p>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.</p> <p>b) If in person: - Verbally acknowledge proof of payment and fill out SRAF.</p> <p>1.1 Hand in SRAF and issue stub for the claim of Advisory Opinion to requesting</p>		8 mins	Atty. Vida Zora G. Bocar Chief, PRD

	party.			
	6. Scan Letter Request and supporting documents.	None	1 hour	Atty. Vida Zora G. Bocar Chief, PRD
	7. Email PPO Director and request for the assignment of the request for Advisory Opinion.	None	1 hour	Atty. Vida Zora G. Bocar Chief, PRD
	8. The PPO Director will assign the matter to the drafting personnel.	None	3 hours	Atty. Franklin Anthony M. Tabaquin IV Director IV, PPO
	9. Drafting Personnel will research and draft the Advisory Opinion and submit to Chief, PRD for Comments.	None	8 working days	<ul style="list-style-type: none"> Atty. Lee Anne L. Santos-Javier, Attorney IV, PRD Atty. Analyn L. Taguiling or Atty. Johanna Kira Jorgio, Attorney III, PRD
	10. Chief, PRD will submit to PPO Director, for comments and approval.	None	4 working days	Atty. Vida Zora G. Bocar Chief, PRD
	11. PPO Director will review and approve the revised draft and send to Chief PRD for finalization.	None	4 working days	Atty. Franklin Anthony M. Tabaquin IV Director IV, PPO
	12. Chief, PRD will proofread and finalize the Advisory Opinion, and email the final advisory opinion to	None	1 working day	Atty. Vida Zora G. Bocar Chief, PRD Division

	Legal Assistant II, PRD.			
	13. Legal Assistant II, PRD will receive final Advisory opinion and send to PPO Director for signature.	None	1 working day	Atty. Vida Zora G. Bocar Chief, PRD
	14. PPO Director to receive final Advisory Opinion for signature and send signed Advisory Opinion to Legal Assistant II, PRD	None		Atty. Vida Zora G. Bocar Chief, PRD
4. Receive Requested Documents	15. Legal Assistant II, PRD to receive signed Advisory Opinion from Director to release to Client.	None	10 mins	Atty. Vida Zora G. Bocar Chief, PRD
TOTAL		P 7,575.00	20 Working days	

2. Issue Complex Inquiry Response Process

This process covers the issuance of responses to complex inquiries regarding the interpretation of the DPA applied to a certain set of facts. Complex inquiries are those that are not answerable through the Frequently Asked Questions (FAQs) by the PIAD. Complex inquiries may come from public or private stakeholders, sent directly through the PPO email or coursed through PIAD, OPC, or other the other divisions of the NPC.

Office or Division:	Policy Review Division (PRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizen G2B – Government-to-Businesses G2G – Government-to-Government			
Who may avail:	Stakeholders, Requesting Parties (PICs, and PIPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complex Inquiry through email		<ul style="list-style-type: none"> • Privacy Policy Office • Public Information and Assistance Division • Office of the Privacy Commissioner Other Divisions of the NPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communication sent via email to PPO email policy@privacy.gov.ph , OPC personnel or PRD Chief or email from info@privacy.gov.ph .	<u>1.0 Evaluate Request</u> 1.1 Receive a Complex Inquiry from the PPO email. 1.2 Email the PPO Director forwarding the inquiry and requesting assignment for Complex Inquiry Response		10 mins	Atty. Vida Zora G. Bocar Chief, PRD
	1.3 Receive email from PRD Legal Assistant II on the Complex Inquiry 1.4 Assign a drafting lawyer, taking into consideration.		30 mins	Atty. Franklin Anthony M. Tabaquin IV Director IV, PPO

	1.5 Email Assigned Drafting Lawyer the complex inquiry copy furnish PRD Chief, PRD Legal Assistant II, and PPO Administrative Assistant			
	<p>2.0 <u>Draft Complex Inquiry Response</u></p> <p>2.1 Receive and open email from PPO Director on the complex inquiry.</p> <p>2.2 Read and analyze complex inquiry and supporting documents, if any</p> <p>2.3 Check applicable legal resources</p> <p>2.4 Draft Complex Inquiry Response in MS Word</p> <p>2.5 Email draft Complex Inquiry Response file and supporting documents, if any, to PRD</p>		3 days	<ul style="list-style-type: none"> • Atty. Lee Anne L. Santos-Javier, Attorney IV, PRD • Atty. Analyn L. Taguiling, Attorney III, PRD • Atty. Johanna Kira Jorgio, Attorney III, PRD

	<p>Chief for review, copy furnish PRD Legal Assistant II and PPO Administrative Assistant, replying to the original email thread</p> <p>2.6 Receive and open email from Assigned Drafting Lawyer containing the draft Complex Inquiry Response and supporting documents.</p> <p>2.7 Review the draft Complex Inquiry Response taking into consideration.</p> <p>2.8 Email revised Complex Inquiry Response file to Assigned Drafting Lawyer, copy furnish PRD Legal Assistant II and PPO Administrative Assistant</p> <p>2.9 Receive and open email from the PRD Chief containing the Complex</p>			<p>Atty. Vida Zora G. Bocar Chief, PRD</p> <p>Atty. Franklin Anthony M. Tabaquin IV Director IV, PPO</p>
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	<p>Inquiry Response file and supporting documents</p> <p>2.10 Review the Complex Inquiry Response taking into consideration</p>			
	<p>3.0 <u>Approve Complex Inquiry</u></p> <p>3.1 Receive and open email from PRD Chief containing the revised Complex Inquiry Response</p> <p>3.2 Review and check the revised Complex Inquiry Response if sufficient</p> <p>3.3 Email final Complex Inquiry Response file to PRD Chief, copy furnish Assigned Drafting Lawyer, PRD Legal Assistant II and PPO Administrative Assistant</p>		2 days	<p>Atty. Franklin Anthony M. Tabaquin IV Director IV, PPO</p>
	<p>4.0 <u>Release Complex Inquiry Response</u></p> <p>4.1 Receive and open email from PPO</p>		40 mins	<p>Atty. Vida Zora G. BocarChief, Policy</p>

	<p>Director containing the final Complex Inquiry Response file.</p> <p>4.2 Finalize and proofread final Complex Inquiry Response</p> <p>4.3 Email PRD Legal Assistant II the final Complex Inquiry Response for release to requesting party</p> <p>4.4 Receive and open email from PRD Chief containing the final Complex Inquiry Response file</p> <p>4.5 Email using PPO email (policy@privacy.gov.ph) the response to the requesting party with CSAT feedback link, blind copy furnish (bcc) the Assigned Drafting Lawyer and PPO Administrative Assistant</p>			<p>Review</p> <p>Atty. Vida Zora G. Bocar Chief, Policy Review Division</p>
TOTAL		NONE	5 days, 1 hour and 20 minutes	

3. Providing Assistance to Privacy Matters

In addition to issuing advisory opinions, preparing comments/position papers on proposed bills, IRRs, and issuing complex inquiry responses, the PRD also provides assistance on other privacy-related matters.

This process covers how the PRD addresses the various privacy concerns referred to its end by various stakeholders. The privacy concerns may involve request for meetings and DPA briefings or dealing with walk-in and telephone inquiries.

Office or Division:	Policy Review Division (PRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizen G2B – Government-to-Businesses G2G – Government-to-Government			
Who may avail:	Stakeholders, Requesting Parties (PICs, and PIPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for assistance (DPA briefings, phone call inquiries, meetings)		<ul style="list-style-type: none"> Office of the Privacy Commissioner Public Information and Assistance Division Privacy Policy Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communication sent via email to PPO email policy@privacy.gov.ph, OPC personnel or PRD Chief or email from info@privacy.gov.ph.	1. Evaluate Request 1.1 Receive written or verbal request for assistance from PIAD, OPC, or directly through the PPO email 1.2 Evaluate whether the request is: a) for a DPA briefing or meeting; b) for a walk-in or telephone inquiry		10 mins	Atty. Vida Zora G. Bocar Chief, PRD
	2.0 Endorse to Assigned PRD Lawyer (Request for DPA Briefings and Meetings) 1.1 Receive and open email		30 mins	Atty. Vida Zora G. Bocar Chief, PRD

	<p>containing Letter Request for DPA briefing or meeting</p> <p>1.2 Email and forward to PPO Director requesting for assignment of request</p> <p>1.3 Receive email from PRD Legal Assistant II on the request for DPA briefing or meeting</p> <p>1.4 Evaluate request</p> <p>1.5 Assign a lawyer taking into consideration</p> <p>1.6 Email Assigned PRD Lawyer about the DPA briefing and meeting</p> <p>1.7 Receive email from PPO Director on the DPA briefing or meeting</p> <p>1.8 Confirm availability for the DPA briefing or meeting and email PPO Director, copy furnish PRD Chief, PRD Legal Assistant II and PPO</p>			<p>Atty. Franklin Anthony M. Tabaquin IV Director IV, PPO</p> <ul style="list-style-type: none"> • Atty. Lee Anne L. Santos-Javier, Attorney IV, PRD • Atty. Analyn L. Taguiling, Attorney III, PRD • Atty. Johanna Kira Jorgio, Attorney III, PRD
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	<p>Administrative Assistant</p> <p>1.9 Email PIAD or OPC informing them of the Assigned Lawyer</p> <p>1.10 Do PIAD Request for Personnel Order Process</p> <p>1.11 Prepare for meeting or DPA briefing</p> <p>1.12 Attend the DPA briefing or meeting on the designated date and time.</p> <p>1.13 Request for CSAT feedback.</p> <p>1.14 Write post-meeting document.</p> <p>(If Answer Walk-in or Phone Inquiry)</p> <p>6.1 Receive inquiry through PRD telephone or request for walk-in inquiry</p> <p>6.2 Determine Officer of the Day</p> <p>6.3 Refer inquiry to PRD's Officer of the Day</p>		20 mins	<p>Atty. Vida Zora G. Bocar Chief, PRD</p> <p>Atty. Vida Zora G. Bocar Chief, PRD</p> <ul style="list-style-type: none"> Atty. Lee
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	<p>6.3.1 If telephone inquiry, hand over the phone to the Officer of the Day</p> <p>6.3.2 If walk-in, inform Officer of the Day regarding walk-in stakeholder's inquiry and location</p> <p>6.4 Acknowledge referral by PRD Legal Assistant II</p> <p>2.4.1 If telephone inquiry, take the phone call</p> <p>2.4.2 If walk-in, discuss with stakeholder</p> <p>6.5 Determine the issue or concern of inquiring stakeholder</p> <p>6.6 Address the inquiry and determine applicable legal basis for inquiry.</p> <p>6.6.1 Update output document :</p> <p>6.6.2 If telephone inquiry, update</p>			<p>Anne L. Santos-Javier, Attorney IV, PRD</p> <ul style="list-style-type: none"> • Atty. Analyn L. Taguiling, Attorney III, PRD • Atty. Johanna Kira Jorgio, Attorney III, PRD <p>Atty. Vida Zora G. Bocar Chief, PRD</p>
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	6.6.3	Logbook for Telephon e Inquiry If walk-in inquiry, update the Events Monitorin g Sheet with the details of the DPA briefing or meeting			
TOTAL			NONE	1 hour	

**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/sub mit 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	Allan C. Manapis Administrative Assistant VI, DSTSD Or Information Systems Analyst I, DSTSD (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 Service Request	None	1 hour	Engr. McCloven C. Querubin Chief, DSTSD

	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	<p>Janssen C. Esguerra & Jonathan Rudolph Y. Ragsag Information Technology Officer I & II, DSTSD, and Kenneth Paul C. Tan & Shaira V. Aragona Information Systems Analyst II & III, DSTSD</p>
	<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	<p>Engr. McCloven C. Querubin Chief, DSTSD</p>
	<p>2.6 Receive approved power point presentation or any other related materials from Chief, DSTSD.</p> <p>2.7 Secure the following documents before</p>	None	2 working days	<p>Janssen C. Esguerra & Jonathan Rudolph Y. Ragsag Information Technology Officer I & II, DSTSD, and Kenneth Paul C. Tan & Shaira V. Aragona</p>

	the talk/workshop/meeting. 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.			Information Systems Analyst II & III, DSTSD
Accomplish the Certificate of Appearance.	2.9 Receive Certificate of Appearance from NPC representative. 2.10 Signed Certificate of Appearance. Return Certificate of Appearance to NPC representative.	None	N/A	Event Organizer outside NPC
	Receive signed Certificate of Appearance from the event organizer.	None	N/A	Janssen C. Esguerra & Jonathan Rudolph Y. Ragsag Information Technology Officer I & II, DSTSD, and Kenneth Paul C. Tan & Shaira V. Aragona Information Systems Analyst II & III, DSTSD
Technical inputs or assistance	Research on the topic/request for reference materials	None	5 working days	Janssen C. Esguerra & Jonathan Rudolph Y. Ragsag Information Technology Officer I & II, DSTSD, and Kenneth Paul C. Tan & Shaira V. Aragona Information Systems Analyst II & III, DSTSD
Draft report	Draft Report	None	3 working days for	Janssen C. Esguerra & Jonathan Rudolph Y.

	<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 Meeting, craft ISO Post Activity Report.</p> <p>2.11.4 If Technical Inputs, craft Technical Report. Submit via email, the draft report to Chief, DSTSD for review.</p>		<p>simple requests</p> <p>7 working days for complex requests</p>	<p>Ragsag Information Technology Officer I & II, DSTSD, and Kenneth Paul C. Tan & Shaira V. Aragona Information Systems Analyst II & III, DSTSD</p>
	<p>2.12 Receive email with the draft report from DSTSD personnel.</p> <p>2.13 Review and approve the draft report. Print and sign approved document.</p>	None	<p>1 working day for simple requests</p> <p>3 working days for complex requests</p>	<p>Engr. McCloven C. Querubin Chief, DSTSD</p>
	<p>2.14 Receive signed report from Chief, DSTSD.</p> <p>2.15 Route the document to the concerned office/division. Hand in receiving copy of the document to the concerned office/division.</p>	None	1 hour	<p>Allan C. Manipis Administrative Assistant VI, DSTSD</p>
	<p>2.16 Receive document from DSTSD. Stamp receiving copy of DSTSD and return to division.</p>	None	5 mins	Concerned Division

	Receive and file the receiving copy of the document.	None	5 mins	Allan C. Manipis Administrative Assistant VI, DSTSD
	TOTAL	NONE	10 Days 4 hours and 10 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)**

<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>(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</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>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</p> <p>One (1) Digital Copy for uploading on NPCRS (Security and Exchange Commission)</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 	<p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS</p>

<p>in a language other than English, where applicable:</p> <p>2.1 Latest General Information Sheet or any similar document.</p> <p>2.2 Registration Certificate (Corporation, Partnership, Sole Proprietorship) or any similar document.</p> <p>2.3 Valid Business Permit or any similar document.</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> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</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</p>

		https://npcregistration.privacy.gov.ph/login		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS ON 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"> Encode Organizational Details. Encode Data Processing System(s) Details. Encode Compliance Officer(s) for Privacy Details, if applicable. Upload the prescribed supporting documents as provided under Section 11, NPC Circular No. 22-04. Click Submit Registration. <p>For Public and Private Organizations</p>	None	None	Not Applicable	Client

<p>f. Export DPO Form (PDF format) system generated during DPS registration.</p> <p>g. Print and Sign downloaded form (both DPO and Head of the Organization or Agency).</p> <p>h. Have the completely filled-out form notarized.</p> <p>i. Scan, upload, and submit notarized DPO Form.</p>				
<p>2. Review and Approval</p> <p>- <i>The submissions of the PIC or PIP or Individual Professional shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP or Individual Professional shall be informed of the same and shall be given five (5) days to submit the necessary requirements before archiving of registration in the NPCRS.</i></p> <p>- <i>IF the deficiencies were not rectified within the given five (5) day period, your registration application remains</i></p>	<p>Review of information encoded vis-à-vis the documents submitted</p>	<p>None</p>	<p>7 days</p>	<p>Manolo G. Manuel</p> <p>Raymond F. Faeldo</p>

<p><i>incomplete. This serves as the Notice of Removal pursuant to Section 24 (A) of the NPC Circular No. 2022-04.</i></p> <p><i>Accordingly, [PIC or PIP] is given the option to submit a new application using the same account OR to provide a letter of explanation why the removal of its registration information in the NPCRS should not proceed. [PIC] is given FIFTEEN (15) DAYS from the date of this Notice.</i></p> <p><i>It is crucial to emphasize that once the new application is submitted, it will automatically overwrite the previous one potentially resulting in a loss of access to the former.</i></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>																	
<p>3. Payment of fees, and Issuance of Certificate of Registration and NPC Seal of Registration</p> <p>Pay the Initial Registration fees.</p> <p>- Payment is through the NPCRS by clicking PAY NOW button.</p> <p>- Once the Organization/ Individual professional has successfully made the payment, a system notification and confirmation email will be sent to the 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>	None	<table><tr><td>Individual Professional</td></tr><tr><td>Initial Registration Fees</td></tr><tr><td>PHP</td></tr><tr><td>500.00</td></tr></table> <table><tr><td>Multinational/ National/ Foreign Branch</td></tr><tr><td>Initial Registration Fees</td></tr><tr><td>PHP</td></tr><tr><td>2500.00</td></tr></table> <table><tr><td>Regional/ Provincial/ Metro Manila Areas/ Cities</td></tr><tr><td>Initial Registration Fees</td></tr><tr><td>PHP</td></tr><tr><td>1000.00</td></tr></table> <table><tr><td>Municipalities</td></tr></table>	Individual Professional	Initial Registration Fees	PHP	500.00	Multinational/ National/ Foreign Branch	Initial Registration Fees	PHP	2500.00	Regional/ Provincial/ Metro Manila Areas/ Cities	Initial Registration Fees	PHP	1000.00	Municipalities	Not applicable	Client
Individual Professional																	
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Initial Registration Fees																	
PHP																	
1000.00																	
Municipalities																	

		Initial Registration Fees		
		PHP		
		500.00		
		Total Processing Time once the registration and supporting documents is complete.	7 days	

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	
System Generated and Notarized Registration Form – Private Organizations		https://npcregistration.privacy.gov.ph/login – Client Step No. 1	

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		
For Major Amendment 1. Certificate of Registration or Franchise and/or License to Operate		One (1) Digital Copy for uploading on NPCRS		
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		
For Minor Amendment		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Amend Request application, notarization, and submission. Access NPCRS website at https://npcregistration.privacy.gov.ph Login to NPCRS using credential. Amend Request application (For Major Amendment and Change of DPO): a. Click "Amend Request". b. Ticked the box where the detail/information to be changed/amended are indicated.	None	None	Not Applicable	Client

<p>(NPCRS determines whether amendment is major, minor or both)</p> <ul style="list-style-type: none"> c. Click For Update. d. Encode the new details. (Example, if the address of the PIC is to be changed, encode the new address.) e. Upload the prescribed supporting documents as prompted. f. Click Update. g. Export updated DPO Form (PDF format) system generated during DPS amendment. h. Print and Sign downloaded form (both DPO and Head of the Organization or Agency). i. Have the completely filled-out form notarized. j. Scan, upload, and submit notarized updated DPO Form 				
<p>Amend Request Application (For Minor Amendment)</p> <ul style="list-style-type: none"> a. Click “Amend Request”. b. Ticked the box where the detail/information to be changed/amended are indicated. (NPCRS determines whether amendment is major, minor or both) c. Click For Update. d. Encode the new details. (Example, if the address of the PIC is to be changed, encode the new address.) e. Click Update. f. Click Proceed. 				
<p>2. Review and Approval</p> <p>- <i>The submissions of the PIC or PIP shall undergo review and approval by the Commission.</i></p>	<p>Review of information encoded vis-à-vis the</p>	<p>None</p>	<p>7 days</p>	<p>Manolo G. Manuel Information Systems</p>

<ul style="list-style-type: none"> - <i>A notification shall be sent to the PIC or PIP thru email if submissions is deemed complete and proper for payment of appropriate dues or fees.</i> 	documents submitted			Analyst II, CMD Raymond F. Faeldo Information Systems Analyst II, CMD																
<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. - <i>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.</i> <p>Generate or Download the New Certificate of Registration</p> <ul style="list-style-type: none"> a Disable pop-up blockers. b Click “Generate Certificate” 	None	<table> <tr><td>Multinational/ National/ Foreign Branch</td></tr> <tr><td>Major Amendment Fees</td></tr> <tr><td>PHP</td></tr> <tr><td>2500.00</td></tr> <tr><td>Regional/ Provincial/ Metro Manila Areas/ Cities</td></tr> <tr><td>Major Amendment Fees</td></tr> <tr><td>PHP</td></tr> <tr><td>1000.00</td></tr> <tr><td>Municipalities</td></tr> <tr><td>Major Amendment Fees</td></tr> <tr><td>PHP</td></tr> <tr><td>500.00</td></tr> <tr><td>Individual Professional</td></tr> <tr><td>Major Amendment Fees</td></tr> <tr><td>PHP</td></tr> <tr><td>500</td></tr> </table>	Multinational/ National/ Foreign Branch	Major Amendment Fees	PHP	2500.00	Regional/ Provincial/ Metro Manila Areas/ Cities	Major Amendment Fees	PHP	1000.00	Municipalities	Major Amendment Fees	PHP	500.00	Individual Professional	Major Amendment Fees	PHP	500	Not Applicable	Client
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500																				

		Total Processing Time once the amendment request and necessary supporting documents is complete.	7 days	
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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		https://npcregistration.privacy.gov.ph/login - Client Step No. 1		
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>Tick Box if you are Applying For Exemption from Data Processing System Registration and Clicked "Yes, Continue".</p> <p>Fill-up Registration Exemption Form:</p> <ol style="list-style-type: none"> Encode Organizational Name. Select Country. Encode DPO or Authorized Representative details (full name, official dpo email, contact number, telephone number, designation and date of designation). Click Download Form (PDF format) system generated during Registration Exemption. Print and Sign downloaded form (DPO or Authorized Representative). Have the completely filled-out form notarized. 	None	None	Not Applicable	Client

f. Scan, upload, and submit notarized DPO Form.				
2. Review and Approval <i>- The submissions of the PIC or PIP or Individual Professional shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP or Individual Professional shall be informed of the same.</i> <i>- A notification shall be sent to the PIC or PIP or Individual Professional thru system notification and email if submissions is deemed complete and approved and no other certificate will be issued.</i>	Review of information encoded vis-à-vis the documents submitted	None	1 day	Manolo G. Manuel Information Systems Analyst II, CMD Raymond F. Faeldo Information Systems Analyst II, CMD
		Total Processing Time once the registration exemption request and necessary documents is complete.	1 day	

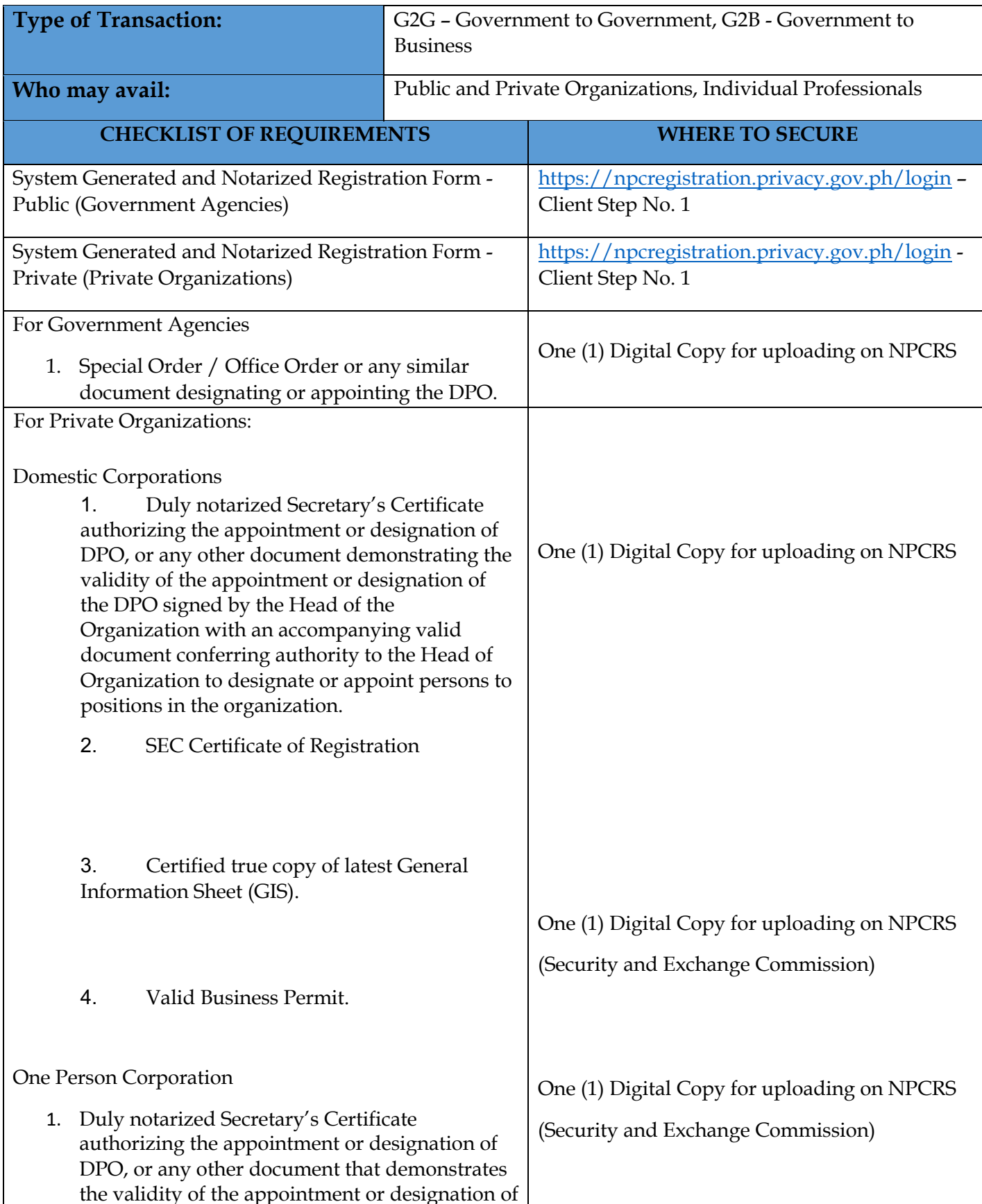
IMPORTANT REMINDERS:

- 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



<p>DPO signed by the sole director of the One Person Corporation.</p> <p>2. SEC Certificate of Registration.</p> <p>3. Valid Business Permit.</p>	<p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS</p>
<p>Partnership</p> <p>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.</p> <p>2. SEC Certificate of Registration.</p> <p>3. Valid Business Permit.</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>Sole Proprietorships</p> <p>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.</p> <p>2. DTI Certificate of Registration.</p> <p>3. Valid Business Permit.</p>	<p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS (Security and Exchange Commission)</p>
<p>Foreign Private Entities</p> <p>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.</p> <p>2. Authenticated copy or Apostille of the following documents, with an English translation thereof if in a language other than English, where applicable:</p>	<p>One (1) Digital Copy for uploading on NPCRS (Local Government Unit)</p> <p>One (1) Digital Copy for uploading on NPCRS</p>

<p>2.1 Latest General Information Sheet or any similar document.</p> <p>2.2 Registration Certificate (Corporation, Partnership, Sole Proprietorship) or any similar document.</p> <p>2.3 Valid Business Permit or any similar document.</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> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</p> <p>One (1) Digital Copy for uploading on NPCRS</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</p> <p>https://npcregistration.privacy.gov.ph/login</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><i>*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.</i></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"> Click the renewal button. Check and update, when necessary, the organization details if there will be any changes. Check and update, when necessary, the Data Processing System(s) Details if there will be any changes. Check and update, when necessary, the Compliance Officer(s) for Privacy Details if there will be any changes, if applicable. Upload the prescribed supporting documents if necessary as provided under Section 11, NPC Circular No. 22-04. Click Submit Registration. 	None	None	Not Applicable	Client

For Public and Private Organizations				
<ul style="list-style-type: none"> g. Export DPO Form (PDF format) system generated during DPS registration. h. Print and Sign downloaded form (both DPO and Head of the Organization or Agency). i. Have the completely filled-out form notarized. j. Scan, upload, and submit notarized DPO Form 				
<p>2. Review and Approval:</p> <ul style="list-style-type: none"> - <i>The submissions of the PIC or PIP or Individual Professional shall undergo review and approval by the Commission. In case of any deficiency, the PIC or PIP or Individual Professional shall be informed of the same and shall be given five (5) days to submit the necessary requirements before archiving of registration in the NPCRS.</i> - <i>IF the deficiencies were not rectified within the given five (5) day period, your registration application remains incomplete. This serves as the Notice of Removal pursuant to Section 24 (A) of the NPC Circular No. 2022-04.</i> <p><i>Accordingly, [PIC or PIP] is given the option to submit a new application using the same account OR to provide a letter of explanation why the removal of its registration information in the NPCRS should not proceed. [PIC or PIP] is given FIFTEEN (15) DAYS from the date of this Notice.</i></p> <p><i>It is crucial to emphasize that once the new application is submitted, it will</i></p>	<ul style="list-style-type: none"> ▪ Review of information encoded vis-à-vis the documents submitted. 	None	7 days	<p>Manolo G. Manuel Information Systems Analyst II, CMD</p> <p>Raymond F. Faeldo Information Systems Analyst II, CMD</p>

<p><i>automatically overwrite the previous one potentially resulting in a loss of access to the former.</i></p> <p>- <i>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.</i></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> <p>- Payment is through NPCRS by clicking a button.</p> <p>- <i>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.</i></p> <p>Generate or Download the New Certificate of Registration (for Major Amendment)</p> <p>a Disable pop-up blockers.</p> <p>b Click “Generate Certificate”</p>	None	<table><tr><td>Individual Professional</td></tr><tr><td>Registration Renewal Fees</td></tr><tr><td>PHP</td></tr><tr><td>350.00</td></tr></table> <table><tr><td>Multinational/National/Foreign Branch</td></tr><tr><td>Registration Renewal Fees</td></tr><tr><td>PHP</td></tr><tr><td>1000.00</td></tr></table> <table><tr><td>Regional/Provincial/Metro Manila Areas/Cities</td></tr><tr><td>Registration Renewal Fees</td></tr><tr><td>PHP</td></tr><tr><td>500.00</td></tr></table> <table><tr><td>Municipalities</td></tr><tr><td>Registration Renewal Fees</td></tr><tr><td>PHP</td></tr><tr><td>350.00</td></tr></table>	Individual Professional	Registration Renewal Fees	PHP	350.00	Multinational/National/Foreign Branch	Registration Renewal Fees	PHP	1000.00	Regional/Provincial/Metro Manila Areas/Cities	Registration Renewal Fees	PHP	500.00	Municipalities	Registration Renewal Fees	PHP	350.00	Not applicable	Client
Individual Professional																				
Registration Renewal Fees																				
PHP																				
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Multinational/National/Foreign Branch																				
Registration Renewal Fees																				
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Registration Renewal Fees																				
PHP																				
500.00																				
Municipalities																				
Registration Renewal Fees																				
PHP																				
350.00																				

		Total Processing Time once the registration and supporting documents is complete.	7 days	
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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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inaccessible Account Application/Change of DPO email address application, Notarization, and submission. Go to the NPCRS official website at https://npcregistration.privacy.gov.ph	None	None	Not Applicable	Client

<p><u>On the log-in page, click Retrieve Account Here.</u></p> <p>Fill-up account reset form:</p> <p>a. Select Registration Type. (Public and Private Organizations or Individual Professionals)</p> <p>b. Encode the Name of the Organization and encode the New Official DPO email address.</p> <p>c. Attached the Notarized Letter Justification.</p> <p>d. Click Continue. (The system will verify Account.)</p>										
<p>2. Review and Approval</p> <p><i>The submissions of the PIC or PIP shall undergo review and approval by the Commission.</i></p>	None	None	7 days	Raymond F. Faeldo Information Systems Analyst II, CMD						
<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>	None	<table><tr><td>Recovery of Inaccessible DPO accounts fees</td><td>Not Applicable</td></tr><tr><td>PHP</td><td></td></tr><tr><td>5000.00</td><td></td></tr></table>	Recovery of Inaccessible DPO accounts fees	Not Applicable	PHP		5000.00			Client
Recovery of Inaccessible DPO accounts fees	Not Applicable									
PHP										
5000.00										

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

6. REQUEST FOR CERTIFIED TRUE COPY OF CERTIFICATE OF REGISTRATION

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:	Simple			
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 (PDF File)		https://npcregistration.privacy.gov.ph/login		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Application and Submission</p> <p>Access NPCRS website at https://npcregistration.privacy.gov.ph</p>	None	None	Not Applicable	Client

<p>Login to NPCRS using credential.</p> <p>Select Request of CTC of COR</p> <p>For Own COR</p> <p>a. Click “Request a Certificate of Registration” and click “Yes”.</p> <p>For Other PIP/PIC COR</p> <p>b. Click “Add COR”</p> <p>c. Click Registration Type.</p> <p>Fill-up CTC request Form</p> <p>d. Encode Name of Organization (For Public and Private Organization)</p> <p>e. Encode the Individual Professional name (First name, Middle name and Last name) (For Individual Professional)</p> <p>f. Upload the Notarized Letter Justification (PDF File)</p> <p>g. Click “Continue”.</p>								
<p>2. Payment of Fees</p> <p>Pay the Validation/ Authentication/ Certified True Copy of Certificate of Registration (COR) fees.</p> <p>- Payment is through the NPCRS by clicking PAY NOW button.</p>	None	<table><tr><td>Other Registration Fees</td></tr><tr><td>Validation/ Authentication/ Certified Certificate of Registration (COR)</td></tr><tr><td>PHP</td></tr><tr><td>100.00</td></tr></table>	Other Registration Fees	Validation/ Authentication/ Certified Certificate of Registration (COR)	PHP	100.00	Not Applicable	Client
Other Registration Fees								
Validation/ Authentication/ Certified Certificate of Registration (COR)								
PHP								
100.00								

Once the Organization/ Individual professional has successfully made the payment, a confirmation email will be sent to the PIC or PIP official DPO email.				
3. Processing and for Pick Up - The submissions of the PIC or PIP or Individual Professional will be process by the Commission. Once done, a notification shall be sent to the PIC or PIP or Individual Professional thru system notification and email conformation that the request is already available for pick up at the Compliance and Monitoring Division, 4th and 5th floors Delegation Building, Philippine International Convention Center, with specified date.	Review of information encoded vis-à-vis the documents submitted	None	3 working days	Raymond F. Faeldo Information Systems Analyst II, CMD
		Total Processing Time once the registration exemption request and necessary documents is complete.	3 working days	

7. 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

<p>1. Send Compliance inquiry via email at: compliancesupport@privacy.gov.ph</p>	<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 should be directly sent by the CMD staff. The response should be guided by the Compliance FAQs - 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>None</p>	<p>Within 3 days for simple inquiry.</p> <p>Within 7 working days for complex inquiry.</p>	<p>Cleo R. Martinez Information Technology Officer, II</p>
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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
1. The Parties apply for Mediation and the Investigating Officer will sign the Order to Mediate.	<u>Docket Mediation Case</u>	P500	15 minutes	Atty. Marrion Jade C. Ferrer, Attorney III, LD
	1. Receive Order to Mediate with attached case records from the Investigating Officer of the Complaints and	<i>Note: Assessment of fees by the Complaints and Investigation Division (CID).</i> <i>The Order to Mediate will only be transmitted by</i>		

	Investigations Division (CID).	<i>the CID to the Legal Division and the Parties when the Mediation Fee has been paid.</i>		
	2. Evaluate the Order to Mediate if the information are completely and properly filled-out and all the case records are attached.		1 hour	Atty. Marrion Jade C. Ferrer, Attorney III, LD
	3. If all are complete, acknowledge receipt of documents, create case record and determine date of Preliminary Mediation Conference.		1 hour	Atty. Marrion Jade C. Ferrer, Attorney III, LD
	4. Refer the case to the Mediation Officer for verification.		30 minutes	Atty. Marrion Jade C. Ferrer, Attorney III, LD
	5. Receive documents and assign the Mediation Support Officer to assist in the case.		1 hour	Atty. Ana Carmela Erika V. Reblora Mediation Officer, LD
2. The Parties will attend the scheduled Mediation Conference.	<u>Conduct Mediation Conference</u>	<i>Covered by the same mediation fee of P500</i>		
	6. Determine attendance of the parties.		5 minutes	Atty. Marrion Jade C. Ferrer, Attorney III, LD
	7. Confirm the identity and authority of the		10 minutes	Atty. Marrion Jade C. Ferrer,

	<p>parties attending the mediation conference.</p> <p>8. Allow the parties 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><i>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.</i></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>90 calendar days</p>	<p>Attorney III, LD</p> <p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p>
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	<p>8.2 If the parties do not reach a 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>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</p>	<p><i>Covered by the same mediation fee of P500</i></p>	<p>20 minutes</p> <p>15 minutes</p> <p>15 minutes</p>	<p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p> <p>Atty. Rasiele Rebekah D.L. Rellosa-Saguiguit, Attorney V, Chief, LD</p> <p>Atty. Ana</p>

	<p>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>		45 minutes	<p>Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p> <p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p> <p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p> <p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p>
4. If the parties agree to not settle the matter, the case will proceed as provided for in the NPC Rules of Procedure	<p><u>Issue Notice of Non-Settlement</u></p> <p>16. Draft Notice of Non-Settlement.</p> <p>17. Furnish the parties the copy</p>	Covered by the same mediation fee of P500	<p>1 Day</p> <p>(included in the 60-90 calendar</p>	<p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion</p>

<p>5. Receive endorsed case for resumption of proceedings.</p>	<p>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>days of the Mediation Process)</p>	<p>Jade C. Ferrer, Mediation Officer, LD</p> <p>Loren Q. Sanchez, Records Custodian, CID</p>
<p>6. 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><i>Covered by the same mediation fee of P500</i></p>	<p>1 day (included in the 60-90 calendar days of the Mediation Process)</p>	<p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrión Jade C. Ferrer, Mediation Officer, LD</p>

	<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 confirmation conference.</p> <p><u>Draft Memorandum for Adjudication</u></p> <p>20. Draft the Resolution and Memorandum Submitting the Case for Adjudication to the Commission En Banc with all relevant annexes or attachments.</p> <p>21. Submit the Resolution and draft Memorandum Submitting the Case for Adjudication</p>		25 days	<p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p>
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	to the Commission with all relevant attachments for review of Attorney V, Chief, LD.		15 minutes	Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD
	22. Review the documents transmitted for approval of the Director IV, Legal and Enforcement Office (LEO).			
	23. Receive, review and approve the Resolution and Memorandum Submitting the Case for Adjudication and all attachments.		1 day	
	24. Receive approved Memorandum from Director IV, LEO and Attorney V/Chief, LD.		1 day	Atty. Rasiele Rebekah D.L. Rellosa-Saguiguit, Attorney V, Chief, LD
	25. Receive the approved documents and case files, for transmittal to the Commission En Banc/ Adjudication Team via online and		1 hour	Atty. Maria Theresita E. Patula, Director IV, LEO
			1 day	

<p>7. Receive transmitted Memorandum and relevant attachments and case files for Adjudication of the Commission En Banc.</p>	<p>physical transmittal.</p>			<p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p> <p>Atty. Ana Carmela Erika V. Reblora / Atty. Marrion Jade C. Ferrer, Mediation Officer, LD</p> <p>Mr. Joerds Mikko T. Baliad, Records Custodian, Adjudication Team</p>
<p>TOTAL:</p>	<p>P500</p>	<p>Maximum of 120 Days (60-90 Days for the actual mediation procedure + 30 Days from confirmation conference to submit the case files for confirmation of the Commission En Banc</p>		

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 https://privacy.gov.ph/citizens-charter/		
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	0	Requestor
1. Submit the accomplished SRAF to NPC through online at enforcement@privacy.gov.ph or in-person to the Enforcement Division at 25/F, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1103.	2. Assess the SRAF	None	3 working days	Yezlei Jhen A. Bulahan Legal Assistant II, EnD

<p>3. Pay the appropriate Fees/Charge</p> <p>4.a Pay through the Link.Biz.Portal (https://www.lbpeservices.com/egps/portal/index.jsp) indicating National Privacy Commission as the merchant name</p> <p>4.b Send Proof of payment to assigned NPC email address (enforcement@privacy.gov.ph; asd.cashier@privacy.gov.ph; fpmd@privacy.gov.ph)</p>	In-Person Payment			
	3. Endorse SRAF for Order of Payment Process	Php 10.00 per page plus Php 50.00 authentication fee per document	7 minutes	Johana Carla T. Gomez Accountant III, FPMD
	4. Endorse to Cashier for payment	Php 50.00 per document	10 minutes	Rochelle A. Mondala Administrative Officer V, ASD
	5. Issue Official Receipt	1% of the filing fee imposed but in no case lower than Php 10.00		
	Online Payment			
	6. Validate proof of payment		5 minutes	Rochelle A. Mondala Administrative Officer V, ASD
	7. Send confirmation thru email		5 minutes	
	8. Transmittal of the accomplished SRAF and Order of Payment to the GRU	None	5 minutes	Yezlei Jhen A. Bulahan Legal Assistant II, EnD
	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	Marlon Ruben N. Fabricante Chief, ASD

	10. Release the requested CTC of the document/record to the EnD		1 minute	Marlon Ruben N. Fabricante Chief, ASD
5. Receive the requested document/record	<p>11. If the requesting party appears personally, proceed to step</p> <p>12. 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> <p>a. Proof of authorization; and</p> <p>b. Photocopy of ID with picture and signature of the requesting party and duly authorized representative.</p> <p>In the absence of the abovementioned requirements from the representatives, they will be asked to return</p>	None	15 minutes	Yezlei Jhen A. Bulahan Legal Assistant II, EnD

	and bring the complete documents.			
	13. Release the requested Certified True Copies of the document/record	None	5 minutes	Yezlei Jhen A. Bulahan Legal Assistant II, EnD
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-in, letter, electronic mail, or phone call.

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. (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	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in to CID office	i. Receive the inquiry from the client	None	2 Hours	Loren Q. Sanchez Legal Assistant II, CID
	ii. Prepare the Concern Action Log (CALog)	None		
	iii. Evaluate the inquiry	None		
	iv. Answer the inquiry	None		
	v. Accomplish the CALog.	None		
	vi. Update the tracker	None		
TOTAL		None	2. Hours	
2. Submit letter-inquiry through General Records Unit (GRU)	i. Receive the letter-inquiry from GRU	None	.5 Working Day	Loren Q. Sanchez Legal Assistant II, CID
	ii. Evaluate the letter-inquiry	None		

	iii. Forward the letter-inquiry to officer concerned	None		
	iv. Draft reply-letter	None	1 Working Day	Loren Q. Sanchez Legal Assistant II, CID
	v. Review and approve the letter	None	1 Working Day	Atty. Marc Russel Ann P. Lubangco Chief, CID
	w. Send the reply-letter through registered mail or electronic mail	None	.5 Working Day	Loren Q. Sanchez Legal Assistant II, CID
	vii. Update the tracker	None		
TOTAL		None	3 Working Days	
3. Send concern by electronic mail to complaints@privacy.gov.ph	i. Receive and acknowledge the email	None	3 Working Days	Loren Q. Sanchez Legal Assistant II, CID
	ii. evaluate the inquiry	None		
	iii. Answer inquiry or forward the inquiry to officer concerned	None		
	iv. Update the tracker	None		
TOTAL		None	3 Working Days	
4. Call the following numbers: Trunkline: (02) 53221322	i. Receive the inquiry from the client	None	1 Hour	Loren Q. Sanchez Legal Assistant II, CID

Loc. 114				
COMPLAINTS				
09055061478 (Globe)				
09708180555 (Smart)				
	ii. Evaluate the inquiry	None		
	iii. Answer the inquiry	None		
	iv. Update the tracker	None		
TOTAL		None	1 Hour	

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:	Highly Technical
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 (CAF) 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 Citizen's Charter - National Privacy Commission National Privacy Commission
2. Service Request and Assessment Form (SRAF) (printed in A4 size paper and back-to-back).	NPC website Citizen's Charter - National Privacy Commission National Privacy Commission

3. If by authorized representative, (i) authorization letter and photocopies of government-issued IDs of payor and representative.	Requestor
4. If indigent individual, (i) Barangay or DSWD certification of indigency where he or she resides, (ii) Notarized affidavit that the litigant and his or her immediate family do not earn a gross income, nor they own any real property with the fair value, and supported by a notarized affidavit of a disinterested person attesting to the truth of the litigant's affidavit, and (iii) Current Tax Declaration, if any.	Barangay Hall or DSWD office where the requestor resides Requestor

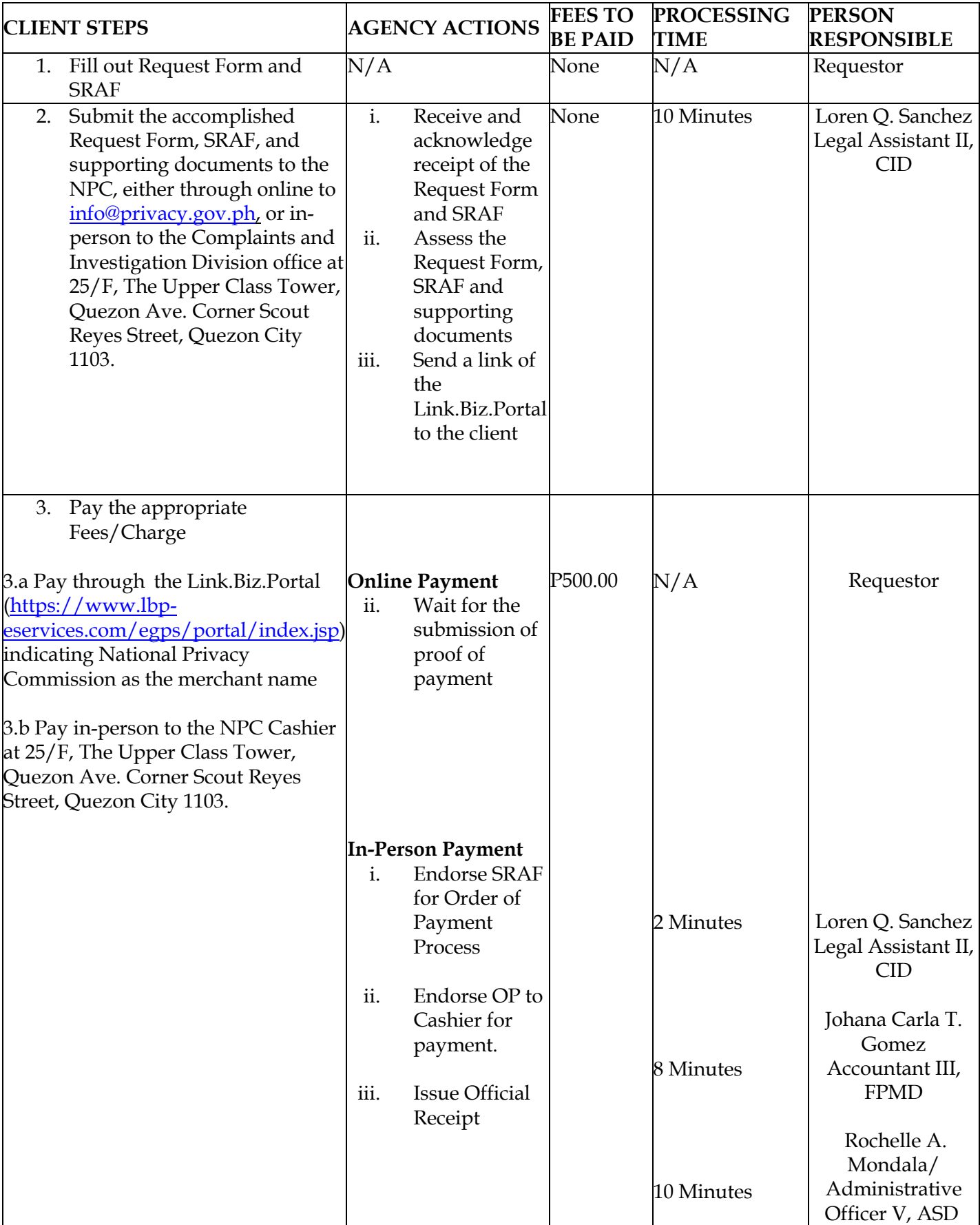
PAYMENT OF FEES AND CHARGES				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out SRAF and accomplish the CAF or Complaint-Affidavit or Application for Mediation (AM) or Motion for Reconsideration (MR)	N/A	None	N/A	Requestor
2. Submit the accomplished SRAF, copies of the notarized CAF or Complaint -Affidavit, AM or MR and relevant supporting documents/ evidence to NPC through email at complaints@privacy.gov.ph or in-person to the Complaints and Investigation Division at 25/F, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1103	i. Receive and acknowledge the SRAF, CAF or Complaint-Affidavit or AM or MR ii. Assess the SRAF iii. Send a link of the Link.Biz.Portal to the client	None	10 Minutes	Loren Q. Sanchez Legal Assistant II, 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	Online Payment i. Wait for the submission of proof of payment	TBD	N/A	N/A
3.b Pay in-person to the NPC Cashier at 25/F, The Upper Class Tower,				

Quezon Ave. Corner Scout Reyes Street, Quezon City 1103	In-Person Payment i. Endorse SRAF for Order of Payment Process ii. Endorse OP to Cashier for payment iii. Issue Official Receipt		5 Minutes 7 Minutes 10 Minutes	Loren Q. Sanchez Legal Assistant II, CID Johana Carla T. Gomez Accountant III, FPMD Rochelle A. Mondala Administrative Officer V, ASD
4. Send Proof of payment to assigned NPC email address (complaints@privacy.gov.ph ; asd.cashier@privacy.gov.ph ; fpmd@privacy.gov.ph)	i. Receive, acknowledge, and forward proof of payment to Cashier ii. Validate proof of payment iii. Send confirmation of receipt of payment to CID thru email	None	5 Minutes 5 Minutes 5 Minutes	Loren Q. Sanchez/ Legal Assistant II Rochelle A. Mondala/ Administrative Officer V, ASD
	i. Assign and stamp the docket number onto the document filed	None	10 Minutes	Loren Q. Sanchez/ Legal Assistant II
5. Receive a copy of the document bearing the Docket number and the Official Receipt either in person or through email.	i. Return/ send a copy of the document bearing the Docket number and the Official Receipt by email or in-person	None	3 Minutes	Loren Q. Sanchez/ 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. Request Form	NPC Website https://privacy.gov.ph/wp-content/uploads/2023/05/Draft-Request-for-Certification-of-Pending-or-No-Pending-Case-Form-OED-clean-copy-1-1.pdf
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 (SRAF)	NPC Website Citizen's Charter - National Privacy Commission National Privacy Commission
IF INDIVIDUAL	
1. Request Form	NPC Website https://privacy.gov.ph/wp-content/uploads/2023/05/Draft-Request-for-Certification-of-Pending-or-No-Pending-Case-Form-OED-clean-copy-1-1.pdf
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 (SRAF)	NPC Website Citizen's Charter - National Privacy Commission National Privacy Commission
PAYMENT OF FEES AND CHARGES	



4. Submit Proof of payment to assigned NPC email address (complaints@privacy.gov.ph ; asd.cashier@privacy.gov.ph ; fpmd@privacy.gov.ph)	i. Receive, acknowledge, and forward proof of payment to Cashier	None	2 Minutes	Loren Q. Sanchez Legal Assistant II, CID
	ii. Validate proof of payment		5 Minutes	Rochelle A. Mondala Administrative Officer V, ASD
	iii. Send confirmation of receipt of payment to CID thru email		5 Minute	
	iv. Check records for pending cases	None	1 Working Day	Loren Q. Sanchez Legal Assistant II, CID
	v. Review of CID process	None	16 Minutes	Atty. Marc Russel Ann P. Lubangco Chief, CID
	vi. Review of EnD process	None	.5 Working Day	Atty. Rodolfo S. Cabatu, Jr. Chief, EnD
	vii. Approval Process	None	.5 Working Day	Atty. Maria Theresita E. Patula Director IV, LEO
5. Receive CNPC	i. Send CNPC to client	None	2 Minutes	Loren Q. Sanchez Legal Assistant II, CID
TOTAL	Refer to NPC Circular No. 2023-001 on Schedule of Fees and Charges		3 Working days	

**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. 4. Hand-in the Annual Recruitment Plan to Chief, HRDD for signature.	N/A	15 minutes	Gil Albert M. Mazo, Administrative Officer V
	5. Receive and review the Annual Recruitment Plan 6. Hand in to AO II	N/A	5 minutes	Rosaly B. Santos, 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:	N/A	10 minutes	Jamaicha M. Celin, AO II (Records Custodian)

	<ul style="list-style-type: none"> - FAO Director for review and endorsement - HRMPSB Chairperson for review and signature - Head of the agency for approval and signature 			
	9. Receive and review the prepared Annual Recruitment Plan 10. FAO Director's Records Custodian to hand in the Annual Recruitment Plan to OED.	N/A	10 minutes	Maria Delia S. Presquito, FAO Director/HRMPSB Chairperson
	11. Do OED review process	N/A	30 minutes	Office of the Executive Director (OED)
	12. Do OPC approval process	N/A	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.	N/A	10 minutes	Jamaicha M. Celin, 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 Vacancies with attached PSIPOP File and Updated Salary Matrix to AO V for review and initial (signature)	N/A	10 minutes	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	17. Receive the Notice of Publication and Notice of Vacancies 18. Review the accuracy of information based on the PSIPOP and Updated Salary Matrix 19. Hand-in filled-out Notice of Publication and Notice of Vacancies with	N/A	10 minutes	Gil Albert M. Mazo, Administrative Officer V

	attached PSIPOP File and Updated Salary Matrix to Chief HRDD for review			
	20. Receive filled-out Notice of Publication, Notice of Vacancies, with attached PSIPOP File and Updated Salary Matrix 21. Review the filled-out Notice of Publication based on the attached PSIPOP File, Updated Salary Matrix and Electronic Qualification Standards. 22. Review the Notice of Vacancies and affix signature. 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)	N/A	10 minutes	Rosaly B. Santos, Chief, HRDD
	24. Receive signed Notice of Publication Notice of Vacancies 25. Hand-in the signed Notice of Publication and Notice of Vacancies to FAO Director for review and endorsement to OED	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	26. Do the review process for the Notice of Publication 27. Do the approval process for the Notice of Vacancies 28. Hand-in to HRDD Records Custodian	N/A	1 day	Maria Delia S. Presquito, FAO Director and OED
	29. Receive the approved Notice of Publication and Notice of Vacancies 30. Hand in to AO III (Recruitment Officer)	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	31. Receive the approved Notice of Publication and Notice of Vacancies 32. Hand-in filled-out OB/Locator Slip to	N/A	15 minutes	Rowie Jade A. Cordero, AO III (Recruitment Officer)

	<p>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>			
	<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>	N/A	1 day	Rowie Jade A. Cordero, 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>	N/A	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>	N/A	<p>10 minutes</p> <p>1 hour</p>	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	<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>	N/A	15 minutes	Gil Albert M. Mazo, Administrative Officer V

	43. Hand-in to Chief HRDD for review and signature			
	44. Receive the letter of invitation to next in rank.	N/A	10 minutes	Rosaly B. Santos, Chief HRDD
	45. Receive the letter to Next in Rank 46. Send the scanned copy of invitation to apply for the qualified next in rank through email using the jobs email.	N/A	15 minutes	Rowie Jade A. Cordero, AO III (Recruitment Officer)
Submit complete application requirements thru online (email) or thru courier/ walk-in at registered office address	47. Retrieve application documents submitted through electronic mail including cover/ transmittal letter bearing the date of email sent. 48. Receive application documents from walk-in applicants (if any). 49. Review the application received. 50. Send acknowledgement letter to applicants. 51. Forward via email the initial list of pre-qualification evaluation with applicant's profile and complete application documents to AO V, for evaluation	N/A	10 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	<u>Select Applicants</u> 52. Receive the list of pre-qualification evaluation applicant with complete application documents. 53. Review applicants' pre-qualifications evaluation against the CSC-prescribed qualification standards of the position. 54. Forward via email the reviewed initial list of pre-qualification evaluation application, applicants' profile with	N/A	7 days	Gil Albert M. Mazo, Administrative Officer V

	complete application documents to AO III (Recruitment Officer)			
	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. 56. Coordinate available schedule of AO V for the conduct Aptitude, and Personality Test, and functional competency examinations. 57. Prepare Notice of Recruitment process 58. Send notice of recruitment process to qualified applicants via email and mobile messaging system.	N/A	3 days	Rowie Jade A. Cordero, Administrative Officer III
	59. Administer General Aptitude, and Personality Test, and functional competency examinations to qualified applicants. 60. Evaluate and check the General Aptitude and Personality Test and submit report to the HRMPSB secretariat.	N/A	5 days	Rowie Jade A. Cordero, AO III and Abigail Q. Daduya, AO II (Psychometrician)
	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	N/A	3 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
Acknowledge receipt of email from AO III	64. Receive results of functional competency examinations with	N/A	7 days	Rowie Jade A. Cordero, AO III

10.0 Check functional competency examinations within seven (7) days from receipt of the exam answer sheets	<p>percentage rating and the report of IQT and General Aptitude Test.</p> <p>65. Consolidate results of examination using Comparative Data Matrix</p> <p>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.</p> <p>67. Notify applicants of the schedule of CBI-I.</p>			(Recruitment Officer)
	<p>68. Conduct initial interview using the CBI-I Form focusing on core competencies, virtual or face to face.</p> <p>69. Rate applicant using the rating matrix attached to the CBI-I Form.</p> <p>70. Sign the CBI-I Form and hand-in to the AO III.</p>	N/A	1 day	Rosaly B. Santos, Chief, HRDD /Gil Albert M. Mazo, Administrative Officer V

	<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>	N/A	7 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	<p>79. Receive filled-out Background Investigation Forms</p> <p>80. Summarize results of Background Investigation</p>	N/A	1 day	Gil Albert M. Mazo, 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>	N/A	1 day	Rowie Jade A. Cordero, AO III (Recruitment Officer)

	83. Conduct the interview process 84. Hand-in/send thru email the accomplished Interview evaluation form-CBI II with rating to HRMPSB Secretariat.	N/A	1 day	HRMPSB Committee
	85. Present the comparative data matrix of qualified applicants to the HRMPSB for deliberation.	N/A		HRMPSB Secretariat
	86. Discuss the applicants' ranking and agree on the results using the information in the comparative data matrix. 87. Prepare HRMPSB Resolution	N/A	3 days	HRMPSB Members
	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. 89. Hand-in the draft HRMPSB Resolution with Selection Certification Form and Minutes of the Panel Interview and Deliberation to HRMPSB Secretariat for action.	N/A	1 day	Gil Albert M. Mazo, Administrative Officer V and Rosaly B. Santos, Chief, HRDD
	90. Receive draft HRMPSB Resolution with Selection Certification Form and comparative data matrix. 91. Hand-in the finalized HRMPSB Resolution with Selection Certification Form and comparative data matrix for signature of HRMPSB Members.	N/A	15 minutes	HRMPSB Secretariat
	92. Receive the final copy of HRMPSB Resolution with Selection Certification	N/A	3 days	HRMPSB Members

	Form, comparative data matrix. 93. Affix signature to HRMPSB Resolution with Selection Certification Form, comparative assessment matrix. 94. Hand-in the signed HRMPSB Resolution with Selection Certificate Form, comparative data matrix to HRMPSB Secretariat.			
	95. Hand-in the signed HRMPSB Resolution with Selection Certificate Form and comparative data matrix to Office of the Privacy Commissioner for final action.	N/A	7 days	HRMPSB Secretariat
	96. Do OPC Approval Process	N/A		OPC
	<u>Process Appointment</u> 97. Receive signed HRMPSB Resolution with Selection Certificate Form and comparative data matrix from OPC. 98. Hand in to AO III (Recruitment Officer)	N/A	10 minutes	Jamaicha M. Celin, AO II (Records custodian)
	99. Receive the signed HRMPSB Resolution with Selection Certificate Form from OPC to HRMPSB Secretariat with actions to be done. 100. Prepare Notice of Appointment 101. Hand-in appointment paper and oath of office to AO V for review and initial.	N/A	7 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	102. Receive the copies of appointment paper and oath of office for review.	N/A	15 minutes	Gil Albert M. Mazo, AO V

	103. Hand in to Chief, HRDD for review and signature.			
	104. Receive appointment papers and oath of office. 105. Hand-in signed appointment and signed oath of office to AO II (Records Custodian).	N/A	1 hour	Rosalyn B. Santos, Chief, HRDD
	106. Receive appointment papers and signed oath of office 107. Hand-in signed appointment papers and signed oath of office to FAO Director.	N/A	10 minutes	Jamaicha M. Celin, AO II (Records Custodian)
	108. Do review and approval process	N/A		Maria Delia S. Presquito, Director, FAO
	109. Do chairperson approval process	N/A		Atty. Ivin Ronald D.M. Alzona, HRMPSB Chairperson
	110. Do OPC approval process.	N/A	7 days	OPC
	111. Receive the appointment paper and oath of office for filing and retrieval for 201 file preparation 112. Inform the selected applicant via email, calls or text messages 113. Hand-in Certificate of Assumption Position Description Form and Non- Disclosure of Agreement to AO V for review and initial	N/A	3 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	114. Review Certificate of Assumption, Position Description Form and Non- Disclosure of Agreement 115. Hand-in Certificate of Assumption, NDA, to	N/A	10 minutes	Gil Albert M. Mazo, AO V

	Chief, HRDD for signature			
	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).	N/A	1 hour	Rosaly B. Santos, 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.	N/A	5 minutes	Rowie Jade A. Cordero, 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)	N/A	30 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	121. Receive NDA and PDF 122. Hand-in 2 copies of non-disclosure agreement and 4 copies of position description form to end-user for signature.	N/A	5 minutes	Jamaicha M. Celin, AO II Records Custodian
	123. Do review and approval process 124. Hand-in NDA to Executive Director for signature 125. Hand-in signed PDF to HRDD	N/A	5 minutes	End-user

	126. Do recommending approval and approval process for NDA	N/A		OED/Maria Delia S. Presquito, 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)	N/A	5 minutes	Jamaicha M. Celin, 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.	N/A	3 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	133. Receive and review draft Appointment Transmittal and Action Form 134. Hand-in Appointment Transmittal and Action Form using the prescribed template of CSC, to Chief, HRDD for signature.	N/A	10 minutes	Gil Albert M. Mazo, Administrative Officer V
	135. Receive the Appointment Transmittal and Action Form. 136. Hand-in the signed Appointment Transmittal and Action Form to AO III (Recruitment Officer).	N/A	1 hour	Rosaly B. Santos, 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>	N/A	1 day	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	140. Hand-in signed Appointment Transmittal and Action Form and other documents for attestation of appointment.	N/A		Rowie Jade A. Cordero, 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> <p>143. File Appointment Transmittal and Action Form</p>	N/A		CSC FO
	144. Create 201 Files	N/A		Rowie Jade A. Cordero, AO III
	<p><u>On-Boarding of Newly Hired Personnel</u></p> <p>145. Prepare in word format the on-boarding activity proposal and program of activities and on-boarding checklist</p> <p>146. Hand-in on-boarding activity proposal and program of activities to Chief, HRDD for review</p>	N/A	1 hour	Abigail Q. Daduya, AO II (Training Officer) or Gil Albert M. Mazo, 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.	N/A	15 minutes	Rosaly B. Santos, 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.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	151. Do FAO Director's Approval Process	N/A		Maria Delia S. Presquito, 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.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	154. Do OED's approval process	N/A		Atty. Ivin Ronald D.M. Alzona, Executive Director IV, OED
	155. Receive the approved on-boarding activity proposal and program of activities. 156. Hand-in the approved on-boarding activity proposal and program of activities to Administrative Officer V.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	157. Receive the approved on-boarding activity proposal and program of activities	N/A	1 hour	Gil Albert M. Mazo, AO V / Abigail Daduya, AO II (Training Officer)

	158. Prepare Purchase Request (ASD Form) 159. Hand-in Purchase Request with attached approved on-boarding activity proposal to Chief, HRDD for approval.			
	160. Do ASD Procurement Process.	N/A		ASD
	161. Prepare in word format notice of schedule of orientation of newly hired personnel. 162. Send notice of schedule through email blast. 163. Post notice of schedule to the HR Bulletin Board or disseminate via viber group or email.	N/A	1 day	Gil Albert M. Mazo, AO V / Abigail Daduya, AO II (Training Officer)
	164. Facilitate opening amenities during the orientation 165. Administer the pre-test questionnaire to new employees. 166. Check the pre-test based on the answer key. 167. Distribute orientation/on-boarding kit/materials to newly hired personnel	N/A	1 day	Gil Albert M. Mazo, AO V / Abigail Q. Daduya, AO II (Training Officer)
	168. Facilitate ceremonial oath taking of newly hired employees.	N/A	20 minutes	Rosaly B. Santos, Chief, HRDD/Gil Albert M. Mazo, AO V
	169. Facilitate open forum/discussion.	N/A	15 minutes	Gil Albert M. Mazo, AO V / Abigail Q. Daduya, AO II (Training Officer)
	170. Turn-over/endorsement of new employees to immediate supervisor.	N/A	3 days	Gil Albert M. Mazo, AO V / Abigail Q. Daduya, AO II (Training Officer)

	171. Prepare documentation report of the on-boarding program/activities			
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 Requisition Form with complete attached as identify with the input requirements via hard copy or via email. 2. Hand-in to the AO III (Recruitment Officer) for evaluation	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian

	3. Receive the PRF and the complete attachments. 4. Evaluate the Filled-up and Signed Personnel Requisition Form 5. Hand-in and endorse to the AO V for signature in the Part C of the PRF.	N/A	1 day	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	6. Receive and review draft PRF with complete documents. 7. Hand-in PRF with complete documents, to Chief, HRDD for signature	N/A	2 hours	Gil Albert M. Mazo, Administrative Officer V
	8. Receive the PRF with complete documents 9. Sign the PRF with complete attachment and hand-in to the AO II Records Custodian	N/A	2 hours	Rosaly B. Santos, 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	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	11. Do FAO Approval Process	N/A	3 days	Maria Delia S. Presquito, Director, FAO
	12. Do OED Approval Process	N/A	3 days	OED
	13. Do OPC Approval Process	N/A	3 days	OPC

	14. Receive the final approved PRF with complete documents from OPC. 15. Hand-in to the AO III (Recruitment Officer)	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	16. Scan the approved PRF and send via email to the end-user/requesting division for their information	N/A	10 minutes	Rowie Jade A. Cordero, 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	N/A	3 days	Requesting Division/End-User
	20. Receive the endorsement and record in the excel file of the incoming records 21. Hand-in the endorsement with attached notarized PDS to the AO III (Recruitment Officer)	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	22. Receive the endorsement with attached notarized PDS of selected applicants. 23. Send electronic mail to the applicant to submit the required	N/A	1 hour 3 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)

	documents as listed in the pre-employment requirements with set deadline of submission of ten (10) calendar days. 24. Upon receipt of pre-employment documents, evaluate submitted pre-employment requirements.			
	25. Prepare endorsement letter addressed to OED, for approval of the FAO Director 26. Hand-in to AO V for review and initial signature	N/A	3 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)
	27. Receive and review draft endorsement letter. 28. Hand-in endorsement letter, to Chief, HRDD for signature	N/A	1 day	Gil Albert M. Mazo, AO V
	29. Review endorsement letter and affix initial under the name of the FAO Director 30. Hand-in to the AO II (Records Custodian)	N/A	1 day	Rosaly B. Santos, Chief, HRDD
	31. Receive the complete documents. 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	N/A	10 minutes	Jamaicha M. Celin, AO II (Records Custodian)

	33. Do FAO Director's approval process	N/A	3 days	Maria Delia S. Presquito, Director, FAO
	34. Do OED's approval process	N/A	3 days	OED
	35. Receive the complete documents mentioned in item No. 32.0 and record in the excel file 36. Hand-in to the recruitment staff	N/A	10 minutes	Jamaicha M. Celin, AO II (Records Custodian)
	37. Receive the signed and approved documents <u>Prepare Contract</u> 38. Inform the selected applicant via email, calls or text messages about the following: <ul style="list-style-type: none"> • require reporting to the office for signing contract within 3 days upon receipt or during the identified schedule. • completion of pre-employment requirements as follows 39. Prepare the following documents: <ul style="list-style-type: none"> • Prepare contract of service • certificate of assumption to duty 40. hand-in to the newly hired personnel the	N/A	3 days	Rowie Jade A. Cordero, AO III (Recruitment Officer)

	required documents and forms for signing. 41. process for Certificate of Assumption			
	42. Received signed contract from OED. 43. Received signed certificate of assumption to duty from OPC. 44. Hand-in signed contract to the selected applicant for notarization of contract. 45. Hand-in signed certificate of assumption to duty to AO III (Recruitment Officer)	N/A	1 hour	Jamaicha M. Celin, AO II Records Custodian
	46. Received and retain signed certificate of assumption to duty for filing and retrieval for 201 file preparation.	N/A	10 minutes	Rowie Jade A. Cordero, 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)	N/A	30 minutes	Jamaicha M. Celin, 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	N/A	1 hour	Rowie Jade A. Cordero, AO III (Recruitment Officer)

	certificate of assumption to duty 50. Hand-in copies of notarized contract of newly hired Personnel			
	<u>On-Board Newly Hired Personnel</u> 51. Do process step of HRDD Process Hire/Recruit Plantilla Personnel	N/A	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	Ms. Ma. Asuncion Christina Lourdes SJ Herrera Executive Assistant III, OPC
	2. Head Executive Assistant to recommend the document to Privacy Commissioner.	None	1 day	Erwin D. Espenilla Head Executive Assistant, OPC
	3. Approved documents.	None	2 days	Atty. John Henry D. Naga Privacy Commissioner
	4. Release documents.	None	1 day	Lea Paranas Administrative Assistant V, OPC
TOTAL		None	5 days	

2. Customer Feedback Process

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

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

Office or Division:	Office of the Privacy Commissioner			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government) or G2C (Government to Citizen)			
Who may avail:	NPC Divisions and Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaints		Concerned sectors or NPC Division		
2. Trends		Concerned sectors or NPC Division		
3. Reports		Concerned sectors or NPC Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit report and or complaints to Office of the Privacy Commissioner.	1.Evaluate the report based on the relevance with the DPA and Impact on the Data Subject and Society.	None	5 Hours	Erwin D. Espenilla Head Executive Assistant, OPC
	2.Facilitate meeting with different NPC Division.	None	3 Hours	Erwin D. Espenilla Head Executive Assistant, OPC
	3.Issue Commission Directive.	None	5 Hours	Atty. John Henry D. Naga Privacy Commissioner
	4.Monitor Commission Directive.	None	5 Hours	Erwin D. Espenilla Head Executive Assistant, OPC
TOTAL		None	18 hours	

**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		
• Request for Content Publication		• NPC Website		
• Directive		• 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. 3.0 Notify the requesting party,	N/ A	3 days	Darwin C. Zonio Information Technology Officer I, PIAD

	copied Division Chief, for the acceptance of website request publication through WRAS. 4.0 Receive completed status from requesting party through WRAS.			
2.0 Requesting party to send back confirmation email for the published / unpublished content.	<u>Publish/Unpublish Content</u> 5.0 Receive the reviewed content request for website publication 6.0 Open any browser, log in, and access the NPC admin CMS portal page. 7.0 Notify the requesting party through WRAS of the Published/Unpublished Content 8.0 Receive completed status from requesting party through WRAS.		3 days	Darwin C. Zonio Information Technology Officer I, PIAD
TOTAL		No fees to be paid	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 		<ul style="list-style-type: none"> Public 		
<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 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	3 days	Darwin C. Zonio Information Technology Officer I, PIAD
	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. 4.0 Check applicable codes to implement the UID. 5.0 List down required application, codes, or tools applicable		2 days	Darwin C. Zonio Information Technology Officer I, PIAD

	for the development.			
	<u>Develop webpage</u> 6.0 Install and configure local development server based on the requirement list. 7.0 Test if local development server is installed successfully. 8.0 Copy applicable codes from local development server. 9.0 Start development of codes for template and content. 10.0 Finalize development of codes for testing.		20 days	Darwin C. Zonio Information Technology Officer I, PIAD
	<u>Perform integration and testing</u> 11.0 Send request the provision of testing server to the Interim Management Information Systems Unit (IMISU) through IMISU online request form.		3 days	Darwin C. Zonio Information Technology Officer I, PIAD
	12.0 Receive request. 13.0 Send reply email to the IT Officer for the details of testing server.		3 days	Robelyn M. Cruz Information Technology Officer II, IMISU

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.		3 days	Darwin C. Zonio Information Technology Officer I, PIAD
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.		2 days	Robelyn M. Cruz Information Technology Officer II, IMISU
	25.0 Send email to IT Officer for the access details of the production server.			
	26.0 Receive email on the access details of the production server.		2 days	Darwin C. Zonio Information Technology Officer I, PIAD

	27.0 Migrate codes and database to production server. 28.0 Test if production server is installed, configured, and working successfully. 29.0 Send request to IMISU for VAPT.			
	30.0 Receive request for VAPT. 31.0 Provide technical support. 32.0 Send email to IT Officer indicating the result/recommendation of Vulnerability assessment and penetration testing (VAPT)		2 days	Robelyn M. Cruz Information Technology Officer II, IMISU
	33.0 Receive email from IMISU regarding the result/recommendation of Vulnerability assessment and penetration testing (VAPT) and do the following: 33.1 If there are vulnerabilities found in the VAPT report, apply fixes 33.2 If there's no vulnerabilities found, do Step 33. 34.0 Proceed to Implement website		2 days	Darwin C. Zonio Information Technology Officer I, PIAD

	<u>Implement Website</u>		3 days	Darwin C. Zonio Information Technology Officer I, PIAD
	35.0 Send email to requesting party for the approval of schedule of presentation of the website.			
	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.			Darwin C. Zonio Information Technology Officer I, PIAD
	38.0 Do website presentation.			
	40.0 Sign-off and sign Acceptance of Output in the WRAS.			All parties
TOTAL		No fees to be paid.	45 days	

LEGAL AND ENFORCEMENT OFFICE (LEO)

LEGAL DIVISION (LD)

1. ISSUE CERTIFICATE OF NO PENDING/PENDING CASE

This process covers the issuance of Certificate of No Pending/Pending Case (CNPC) from the time end-user submits the filled-out request slip to the time Legal Division (LD) releases the signed Certificate of No Pending/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 (End-users)			
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		
	1. Receive the CNPC Request Slip from the End-User or representative of the End-User as requesting party.		15 minutes	Atty. Umangay, Attorney III, LD
	2. Evaluate the CNPC Request Slip if all the information required are provided.		10 minutes	Atty. Umangay, Attorney III, 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			

	provided is complete, acknowledge receipt of the request and encode the details on the tracker.			
	3. Submit the CNPC Request Slip to the drafting lawyer.		10 minutes	Atty. Umangay, Attorney III, LD
	4. Draft the CNPC as requested by the end-user and submit draft to the Attorney V, Chief, LD for review and approval.		12 working hours	Atty. Reblora/ Atty. Umangay/ Atty. M. Ferrer, Attorney III, LD
	5. Review and sign the draft CNPC and submit for approval and signature of the Director IV of the Legal and Enforcement Office (LEO).		1 working day	Atty. Rellosa-Saguiguit, Attorney V, Chief, LD
	6. Review and approve the CNPC and revert the signed document to the Legal Division.		1 working day	Atty. Patula, Director IV, LEO
	7. Forward CNPC to Legal Assistant, LD for transmittal to end-user.		10 minutes	Atty. Rellosa-Saguiguit, Attorney V, Chief, LD

2. Receive the signed Certificate and Feedback Form from the Legal Assistant, LD.	<u>Issue CNPC</u> 8. Receive the signed Certificate and transmit the approved and signed CNPC to the end- user together with the Feedback Form.		10 minutes	Atty. Umangay, Attorney III, 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		
Memorandum of Request for Contract Review with attached contract or other related documents		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requesting Party submits the Memorandum of Request for Contract Review, together with all relevant attachments, documents, or annexes.	<u>Draft Memorandum of Contract Review</u> a. Verify the completeness of the information and documents provided by the end-user. 1.1 If upon evaluation, the information provided is not complete, return the Memorandum of Request to the requesting party. 1.2 If upon evaluation the documents and information provided are complete, acknowledge receipt of the request and	None	1 hour 30 minutes	Atty. Umangay, Attorney III, LD

	<p>encode details on the tracker.</p> <p>2. Submit the Memorandum of Request and its attachments to the Attorney V, Chief, LD.</p> <p>3. Review the Request for Contract Review and assign to the drafting lawyer.</p> <p>4. Draft the Contract Review and Proposed Revised Contract.</p> <p>5. 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>6. Review and approve the draft Contract Review and Proposed Revised Contract, then revert the documents to the Attorney V, Chief, LD.</p>		<p>20 minutes</p> <p>2 hours</p> <p>7 working days</p> <p>1 working day</p> <p>1 working day</p>	<p>Atty. Umangay, Attorney III, LD</p> <p>Atty. Rellosa-Saguiguit, Attorney V, Chief, LD</p> <p>Atty. Reblora/ Atty. Umangay/ Atty. M. Ferrer, Attorney III or Atty. Mendoza, Attorney IV, LD</p> <p>Atty. Rellosa-Saguiguit, Attorney V, Chief, LD</p> <p>Atty. Patula, Director IV, LEO</p>
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2. Receive e-mail from the Legal Division with attachments.	<u>Issue Memorandum of Contract Review</u>		30 minutes	Atty. Rellosa-Saguiguit, Attorney V, Chief, LD
3. Accomplish customer feedback on the link indicated in the e-mail.	7. Forward and transmit the Memorandum of Contract Review 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	<u>Draft Memorandum of Legal Opinion</u> b. Verify the completeness of	None	1 hour 30 minutes	Atty. Umangay,

	<p>Memorandum of Legal Opinion, 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 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>LD</p> <p>Atty. Rellosa-Saguiguit, Attorney V, Chief, LD</p> <p>Atty. Patula, 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>Issue Memorandum of Legal Opinion</u></p> <p>8. Forward and transmit the Memorandum of Legal Opinion to the Requesting Party.</p>		30 minutes	Atty. Rellosa-Saguiguit, 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	N/A	Plantilla: 8 hours COS: 8 hours	Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer IV

	Records Custodians.			
	4. Acknowledge receipt of the DTRs received thru email. 5. Farm out the DTRs to personnel of the Division for checking, preparation of required supporting documents for incomplete entries and signature.	N/A	Plantilla: 1 hour COS:1 hour	Jamaicha M. Celin, Office/Records Custodian
	6. Once the DTR are signed and attached with supporting documents, hand in to Office/Records Custodian for submission to HRDD Records Custodian	N/A	Plantilla: 5 minutes COS:5 minutes	All Personnel
	<u>Review DTRs</u> 7. Receive submitted DTRs, supporting documents and SIARs from all NPC personnel on the set deadline. 8. Check completeness of supporting documents of the DTR	N/A	Plantilla: 15 minutes COS:15 minutes	Jamaicha M. Celin, 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. 	N/A	<p>Plantilla: 1 hour</p> <p>COS: 1 hour</p>	<p>Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer 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>	N/A	<p>Plantilla: 16 hours</p> <p>COS: 16 hours</p>	<p>Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer 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>	N/A	<p>Plantilla: 1 hour</p> <p>COS:1 hour</p>	<p>Maria Donabella A. Tavora, Supervising Administrative Officer</p>
	<p>16. Sign to certify services duly rendered and hand-in to the HR Records Custodian for transmittal.</p>	N/A	<p>Plantilla: 1 hour</p> <p>COS:1 hour</p>	<p>Rosalyn B. Santos, Chief HRDD</p>
	<p><u>Transmit Ledger/ORS/DV</u></p>	N/A	<p>Plantilla: 15 minutes</p>	<p>Jamaicha M. Celin, HR Records Custodian</p>

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

	26. Prepare Payslips or MAR 27. Using the approved payroll ledger as reference, prepare the payslip for the applicable month. 28. Using the approved DTR, evaluate the attendance of each personnel. 29. Submit prepared payslips and MAR thru email to SAO for review		COS: 8 hours	Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer IV
	30. Acknowledge receipt of payslips or MAR. 31. Review prepared payslips or MAR 32. Endorse to Chief HRDD for approval thru email.	N/A	Plantilla: 1 hour COS: 1 hour	Maria Donabella A. Tavora, Supervising Administrative Officer
	33. Acknowledge receipt of endorsed payslips. 34. Indicate approval in the email and provide the go signal to distribute the payslips to all personnel thru email	N/A	Plantilla: 1 hour COS: 1 hour	Rosaly B. Santos, Chief, HRDD
	35. Receive the signed payslip 36. Route the payslip to personnel concerned.	N/A	Plantilla: 15 minutes COS: 15 minutes	Jamaicha M. Celin, HR Records Custodian
TOTAL		N/A	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.	N/ A	Plantilla: 10 minutes COS: 10 minutes	Jamaicha M. Celin, HR Records Custodian
	2. Receive and evaluate filled-out application for leave form from the HR Records Custodian 3. Check the completeness of the	N/ A	Plantilla: 10 minutes	Chantal B. Julian, Administrative Officer IV

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

	Custodian for transmittal to Authorized Signatory.			
	13. Record the signed leave forms in the out-going logbook	N/A	Plantilla: 15 minutes COS: 15 minutes	Jamaicha M. Celin, HR Records Custodian
	14. Do approval process	N/A		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	N/A	Plantilla: 15 minutes COS: 15 minutes	Jamaicha M. Celin, HR Records Custodian
	18. Receive the signed/approved application for leave form. 19. Encode in the electronic DTR	N/A	15 minutes	Julie Ann N. Padilla, Administrative Officer II
	20. Receive Notice of Absence 21. Check the completeness of details and signatures.	N/A	15 minutes	Julie Ann N. Padilla, Administrative Officer II

	22. Input date/s of absence in Attendance Monitoring System			
	<u>Prepare Attendance Report</u> Refer to Process Step of Process Compensation and Benefits	N/A	Plantilla: 1 hour COS: 1 hour	Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer IV
TOTAL		N/A	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
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

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	N/A	Plantilla: 15 minutes COS: 15 minutes	Jamaicha M. Celin, HR Records Custodian
	4. Evaluate the approved overtime authorization form	N/A	Plantilla: 30 minutes COS: 30 minutes	Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer IV
	<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.	N/A	Plantilla: 4 hours COS: 4 hours	Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer IV
	8. Affix signature to certify the overtime services rendered and hand-in to the HR Records Custodian for issuance.	N/A	Plantilla: 1 hour COS: 1 hour	Rosalyn B. Santos, Chief, HRDD

	9. Hand-in the signed Certificate of Hours Rendered to the concerned personnel.	N/A	Plantilla: 5 minutes COS: 5 minutes	Jamaicha M. Celin, 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.	N/A		
	<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.	N/A	Plantilla: 8 hours COS: 8 hours	Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer IV
	15. Review the overtime pay ledger, ORS, DV and other supporting documents. 16. Endorse to Chief, HRDD for approval and endorsement to FPMD.	N/A	Plantilla: 1 hour COS: 1 hour	Maria Donabella A. Tavora, Supervising Administrative Officer
	17. Sign to certify services duly rendered and hand-in to the HR Records Custodian for transmittal to FPMD.	N/A	Plantilla: 1 hour COS: 1 hour	Rosaly B. Santos, Chief HRDD
	18. Receive the Overtime Payment Ledger, ORS & DV from Chief, HRDD.	N/A	Plantilla: 15 minutes	Jamaicha M. Celin, HR Records Custodian

	19. Hand-in the signed Overtime payment ledger to the Financial, Planning and Management Division		COS: 15 minutes	
	20. FPMD Process 21. If funds available, do process payment 22. If funds note available, inform HRDD for appropriate action.	N/A	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	N/A	Plantilla: 1 hour COS: 1 hour	Julie Ann N. Padilla, Administrative Officer II (Payroll Assistant) and Chantal B. Julian, Administrative Officer IV
	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.	N/A	Plantilla: 1 hour COS: 1 hour	Rosaly B. Santos, Chief, HRDD
TOTAL		N/A	18 hours 5 minutes	

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. 2. Photocopy original signed copy into two (2) copies, or forward to Chief, HRDD if sent via email	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian

	<p>3. Receive one copy of OPCmt via email or via HR Records Custodian</p> <p>4. Hand-in one copy or forward via email to PMT Secretariat (HRDD) with instruction to prepare memorandum on submission of DPCmt and IPCmt.</p>	N/A	15 minutes	Rosaly B. Santos, Chief, HRDD
	<p>5. Prepare memorandum on the submission of DPCmt</p> <p>6. Email to Chief, HRDD for review and initial.</p>	N/A	15 minutes	Gil Albert M. Mazo, AO V (PMT Secretariat)
	<p>7. Receive the memorandum on submission of DPCmt and IPCmt with attached OPCmt with complete details.</p> <p>8. Affix initial under the name of Privacy Commissioner</p> <p>9. Hand-in the copies of memorandum with attached OPCmt per office bearing initial to the HR Records Custodian for initial of FAO Director.</p>	N/A	15 minutes	Rosaly B. Santos, Chief, HRDD

	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.	N/A	10 minutes	Jamaicha M. Celin, 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.	N/A	15 minutes	Maria Delia S. Presquito, 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 initial of Chief, HRDD and FAO Director for approval of the Executive Director.	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian

	16. Refer to OED's approval process.	N/A	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.	N/A	15 minutes	Jamaicha M. Celin, 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).	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian
	22. Receive the copy of approved DPCmt and IPCmt. 23. Review the approved DPCmt	N/A	3 days	Gil Albert M. Mazo, PMT Secretariat (HRDD)
	<u>Review Performance Rating</u> 24. Issue memorandum on the submission of DPCR with rating and IPCR with rating including Performance	N/A	15 minutes	Gil Albert M. Mazo, PMT Secretariat, HRDD

	Monitoring and Coaching Journal. 25. Hand-in to Chief, HRDD the memorandum on submission of DPCRs and IPCRs.			
	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.	N/A	15 minutes	Rosaly B. Santos, 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 FAO Director for initial under Executive Director's name.	N/A	30 minutes	Jamaicha M. Celin, HR Records Custodian
	31. Receive the copies of memorandum bearing the initials of Chief, HRDD. 32. Affix signature under the name of the Executive Director.	N/A	15 minutes	Maria Delia S. Presquito, Director, FAO

	33. Hand-in the copies of memorandum to HR Records Custodian.			
	34. Receive copies of memorandum bearing the initials of Chief, HRDD and FAO Director. 35. Hand-in copies of memorandum bearing the initials of Chief, HRDD and FAO Director for approval of the Executive Director.	N/A	10 minutes	Jamaicha Celin, HR Records Custodian
	36. Refer to OED's approval process	N/A	1 day	OED
	37. Receive the approved memorandum. 38. Hand-in the approved memorandum with attached Routing Slip to GRU for dissemination.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	39. Refer to ASD's Administer Records/ Documents Process	N/A	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.	N/A	5 minutes	Jamaicha M. Celin, HR Records Custodian

	42. Hand-in the copies of DPCR and IPCR with rating and Performance Monitoring and Coaching Journal to PMT Secretariat (HRDD).		10 minutes	
	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 of concerned authority.	N/A	10 minutes 3 days 10 minutes	Gil Albert M. Mazo, PMT Secretariat (HRDD)
	46. Received DPCRs and IPCRs. 47. Hand-in DPCRs to PMT Secretariat (Planning).	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	48. Do PMT Secretariat (Planning) Process.	N/A		Fionamae Hilda V. Abainza, PMT Secretariat (Planning)

	49. Received DPCRS with PMT Chairperson initials. 50. Hand-in to Approving Officer the DPCRS for approval.	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian
	51. Refer to OED's approval process. 52. Hand-in to HR Records Custodian the signed DPCRS.	N/A	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.	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian
	55. Hand-in IPCRS to approving officer (Director) for signature.	N/A	1 day	Jamaicha M. Celin, HR Records Custodians
	56. Receive IPCRs and signed. 57. Hand-in to HR Records Custodian the signed and approved IPCRS.	N/A	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	N/A	15 minutes	Jamaicha M. Celin, 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.	N/A	1 day	Gil Albert M. Mazo, PMT Secretariat, HRDD
	62. Hand-in copies of Summary List of Individual Rating with attached completely filled-out Routing Slips bearing signature of Chief, HRDD to PMT Chairperson for signature	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	63. Receive Summary List of Individual Rating with attached completely filled-out Routing Slips bearing signature of Chief, HRDD. 64. Affix signature. 65. Hand-in Summary List of Individual Rating bearing signature of Chief, HRDD to HR Records Custodian.	N/A	1 day	Atty. Ivin Ronald D.M. Alzona, PMT Chairperson

	66. Receive the signed List of Outstanding Performers. 67. Hand-in the List of Outstanding Performers to PRAISE Chairperson for inclusion to PRAISE Awards.	N/A	10 minutes	Rosaly B. Santos, Chief, HRDD
	68. Receive the signed List of Outstanding Performers. 69. Refer to HRDD Manage Rewards and Recognition Program Process.	N/A		PRAISE Committee
	70. Consolidate results of performance evaluation from the submitted DPCR, IPCR and PCMJ 71. Hand-in report to Chief, HRDD for signature.	N/A	3 hours	Gil Albert M. Mazo, PMT Secretariat, HRDD
	72. Receive, review and sign Report. 73. Hand-in to HR Records Custodian the signed Report.	N/A	1 hour	Rosaly B. Santos, Chief, HRDD
	74. Hand-in 2 copies of Report bearing signature of Chief, HRDD to FAO Director and PMT Chairperson for signature.	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian
	75. Do Review and Approval Process	N/A	1 day	Maria Delia S. Presquito, 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.	N/A	15 minutes	Atty. Ivin Ronald D.M. Alzona, PMT Chairperson
	79. Receive signed 2 copies of Report 80. Hand-in the signed Report to OPC for approval.	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian
	81. Refer to OPC's approval process	N/A	1 day	OPC
	82. Receive approved Report. 83. Hand-in one copy of the approved Report to Chief, HRDD.	N/A	5 minutes	Jamaicha M. Celin, 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	N/A	5 minutes	Rosaly B. Santos, Chief, HRDD
	<u>Coordinate Performance Development/ Intervention</u> 86. Refer HRDD Manage Learning and Development Program Process.	N/A		Human Resource Development Committee
TOTAL		N/A	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	N/A	15 minutes	Gil Albert M. Mazo, Administrative Officer V
	3. Review and endorse the draft advisory to FAO Director, for review and endorsement to OED, sent via email	N/A	15 minutes	Rosalyn B. Santos, Chief, HRDD

	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	N/A	1 hour	Jamaicha M. Celin, HR Records Custodian
	6. Do FAO Director's approval process	N/A	1 hour	Maria Delia S. Presquito, Director IV, FAO
	7. Do OED approval process	N/A	1 hour	OED
	8. Receive the signed advisory. 9. Hand-in approved advisory to GRU for dissemination.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	10. Do OPC Approval Process	N/A	1 hour	OPC
	11. Do HR Records Processing of outgoing documents	N/A	1 hour	Jamaicha M. Celin, HR Records Custodian
	12. Refer to GRU's information dissemination process	N/A	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.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	15. Receive the properly filled-out, signed and approved Learning Needs Assessment Forms from HR Records Custodian	N/A	2 days	Gil Albert M. Mazo, Administrative Officer V

	16. Tabulate the data collected from the Learning Needs Assessment 17. Prepare Learning Needs Analysis Report 18. Hand-in one copy of each Division's narrative Learning Needs Analysis Report for notation of Chief, HRDD and FAO Director.			
	19. Receive one copy of each Division's narrative Learning Needs Analysis Report. 20. Hand-in each Division's narrative Learning Needs Analysis Report to FAO Director.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	21. Do FAO Director's approval process.	N/A	1 hour	Maria Delia S. Presquito, Director IV, FAO
	22. Do OED approval process	N/A	1 hour	Atty. Ivin Ronald D.M. Alzona, OED/HRDC Chairperson
	23. Receive the noted and recommended for approval copy of Division's narrative Learning Needs Analysis Report. 24. Hand-in the noted and recommended for approval copy of each Division's narrative Learning Needs Analysis Report to OPC for approval.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian

	25. Do OPC's approval process.	N/A	1 hour	OPC
	26. Receive the approved Learning Needs Analysis Report. 27. Hand-in to Chief, HRDD the approved each Division's narrative Learning Needs Analysis Report.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	<u>Develop L&D Programs</u> 28. Receive the approved Division's narrative Learning Needs Analysis (LNA) Report. 29. Notify all the NPC Division Chiefs to discuss the LNA Report as necessary. 30. Hand-in notice of meeting and proposed agenda to Chief, HRDD for review and signature.	N/A	30 minutes	Gil Albert M. Mazo, Administrative Officer V/Abigail Q. Daduya, Administrative Officer II (Training Officer)
	31. Receive and review notice of meeting and proposed agenda. 32. Affix signature to the notice of meeting and proposed agenda. 33. Hand-in the signed notice of meeting and proposed agenda to the AO V	N/A	15 minutes	Rosaly B. Santos, Chief, HRDD
	34. Receive the signed notice of meeting and proposed agenda. 35. Discuss the following details:	N/A	30 minutes	Gil Albert M. Mazo, Administrative Officer V

	<ul style="list-style-type: none"> Procedures in preparing and filling-up the Division Development Plan and Individual Development Plan based on the approved LNA Report Timeline of submission of DDP and IDP Approval of DDP and IDP <p>36. Hand-in the minutes of the meeting to Chief, HRDD.</p>			
	<p>37. Receive the minutes of the meeting.</p> <p>38. Affix signature to the minutes of the meeting.</p> <p>39. Hand-in the minutes of the meeting to HR Records Custodian.</p>	N/A	10 minutes	Rosaly B. Santos, Chief, HRDD
	<p>40. Receive the highlights of the meetings.</p> <p>41. Refer to HR Records Custodian's process of receiving incoming and outgoing documents thru document tracking system</p> <p>42. Hand-in the highlights of the</p>	N/A	1 hour	Jamaicha M. Celin, HR Records Custodian
	<p>43. Refer to FAO Director's approval process.</p>	N/A	1 hour	Maria Delia S. Presquito, Director IV, FAO

	<p>44. Receive the signed highlights of the meetings</p> <p>45. Refer to HR Records Custodian's processes in receiving incoming and outgoing documents.</p> <p>46. Hand-in the signed highlights of the meetings to OED.</p>	N/A	30 minutes	Jamaicha M. Celin, HR Records Custodian
	47. Do OED's approval process.	N/A	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>	N/A	30 minutes	Jamaicha M. Celin, 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>	N/A	1 hour	<p>Gil Albert M. Mazo, Administrative Officer V/Abigail Q. Daduya, Administrative Officer II (Training Officer)</p>

	<p>54. Receive 2 copies of internal memorandum advisory with attached DDP and IDP Template and photocopy of LNA Report.</p> <p>55. Hand-in to HR Records Custodian internal memorandum and advisory with initial.</p>	N/A	10 minutes	Rosalyn B. Santos, Chief, HRDD
	<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>	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian
	58. Refer to FAO Director's approval process.	N/A	1 hour	Maria Delia S. Presquito, Director IV, FAO
	59. Refer to OED's approval process.	N/A	1 hour	OED
	60. Refer to OPC's approval process.	N/A	1 hour	OPC
	61. Receive the approved internal memorandum advisory with attached DDP and IDP Template and photocopy of	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian

	<p>approved LNA report.</p> <p>62. Hand-in the approved internal memorandum advisory, DDP and IDP template and photocopy of the approved LNA Report to GRU.</p>			
	63. Refer to GRU' information dissemination process.	N/A	20 minutes	ASD
	<p>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.</p> <p>65. Do HRDD Process (Managing Records and Requested Documents).</p> <p>66. Receive the Division Development Plan approved by their respective Directors and Individual Development Plan</p> <p>67. Check the received documents as to completeness of the signatory.</p> <p>68. Hand-in the signed and approved DDP and IDP from all Divisions approved by their respective</p>	N/A	3 hours	Jamaicha M. Celin, HR Records Custodian

	Directors to the Chief, HRDD			
	69. Write the NPC's Annual L&D Program 70. Hand-in the draft NPC's Annual L&D Program to HRDC Secretariat for review and concurrence of the HRDC Members.	N/A	2 days	Rosaly B. Santos, Chief, HRDD
	71. Receive the draft NPC's Annual Learning and Development Program. 72. Convene the Human Resource Development Committee (HRDC) for the review and concurrence of the NPC's Annual L&D Program. 73. Route the NPC's Annual L&D Program with complete attachment to all members of the HRDC for signature	N/A	3 days	HRDC Secretariat
	74. Receive the NPC's Annual L&D Program with complete attachments. 75. Affix signature under each name. 76. Hand-in the signed NPC's Annual Learning and Development Program including all the attachment to HRDC Secretariat.	N/A	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>	N/A	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>	N/A	1 hour	Maria Delia S. Presquito, 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>	N/A	15 minutes	Atty. Ivin Ronald D.M. Alzona, HRDC Chairperson

	85. Receive the signed NPC's Annual Learning and Development Program with complete attachment. 86. Hand-in the signed NPC's Annual Learning and Development Program with complete attachment to the HR Records Custodian.	N/A	5 minutes	HRDC Secretariat
	87. Receive the signed NPC's Annual Learning and Development Program with complete attachment. 88. Hand-in the signed NPC's Annual Learning and Development Program with complete attachment to the OPC for approval.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	89. Do OPC's approval process.	N/A	1 hour	OPC
	90. Receive the approved NPC's Annual Learning and Development Program. 91. Hand-in the original copy and one set photocopy of NPC's Annual Learning and Development Program to GRU.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	92. Do GRU's Records Management Process.	N/A	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	N/A	5 minutes	Jamaicha M. Celin, 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.	N/A	1 day	Gil Albert M. Mazo, Administrative Officer V
	97. Review and affix signature if complete and hand-in to the HR Records Custodian	N/A	10 minutes	Rosaly B. Santos, Chief, HRDD
	98. Receive the L&D Activity Proposal. 99. Hand-in to FAO Director for signature.	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian
	100. Refer to FAO Director's approval process.	N/A	1 hour	Maria Delia S. Presquito, Director IV, FAO
	101. Refer to OED's approval process.	N/A	1 hour	OED
	102. Receive the approved L&D Activity Proposal 103. Hand-in to the Chief, HRDD the	N/A	5 minutes	Jamaicha M. Celin, HR Records Custodian

	approved L&D Activity Proposal			
	104. Receive the approved L&D Activity Proposal. 105. Hand-in the approved L&D Activity Proposal with instructions to HRDC Secretariat.	N/A	5 minutes	Rosaly B. Santos, Chief, HRDD
	106. Receive the approved L&D Activity Proposal from the Chief, HRDD. 107. Implement L&D Intervention	N/A	1 day	Gil Albert M. Mazo, Administrative Officer V
	108. Receive the approved L&D Activity Proposal with instructions from the Chief, HRDD. 109. Implement L&D Intervention	N/A	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.	N/A	1 hour	HRDC Secretariat
	112. Receive the minutes of the HRDC meeting and deliberation with attached comparative data with rating.	N/A	1 hour	Rosaly B. Santos, Chief, HRDD

	<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>	N/A	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> <p>119. Hand-in the signed minutes of the HRDC meeting</p>	N/A	30 minutes	HRDC Members

	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.	N/A	10 minutes	HRDC Secretariat
	122. Refer to OPC's approval process	N/A	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. 126. Prepare scholarship contract indicating appropriate service	N/A	4 hours and 30 minutes	HRDC Secretariat

	<p>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>	N/A	2 hours	HRDC Secretariat and Abigail Q. Daduya, Administrative Officer II (Training Officer)
	134. Refer to FPMD's payment processing.	N/A	1 hour	FPMD
	135. Confirm the requesting party of the approval.	N/A	1 hour	HRDC Secretariat and HRDD Staff

	<p>136. Hand-in copy of the approved Office Order of the employee attending the training.</p> <p>137. Prepare request for payment of training fee with supporting documents</p>			
	138. Refer to FPMD's payment processing.	N/A	1 hour	FPMD
	139. Collect Learning Application Plan	N/A	1 day	HRDC Secretariat
	<p>140. Review the approved IDP of employee/s</p> <p>141. Prepare Office Order if Job-Rotation.</p> <p>142. Refer to HRDD's Process No. on Managing Performance if Coaching, Mentoring.</p> <p>143. Coordinate with the concerned supervisor that will shadow the employee, if shadowing.</p> <p>144. Collect Performance Mentoring and Coaching Journal signed by the mentor/coach/immediate supervisor.</p> <p>145. Collect feedback/post activity report or learning application plan.</p>	N/A	5 hours	HRDC Secretariat and HRDD Staff

	<u>Evaluate L&D Program</u> 146. Monitor compliance of personnel to the respective REAP, LAP, Feedback Report, Post Activity Report submitted in view of the L&D intervention attended. 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. 148. Consolidate Evaluation result 149. Prepare L&D Implementation Report 150. Hand-in consolidated implementation report to Chief, HRDD	N/ A	1 day	HRDC Secretariat
	151. Review 1 copy of consolidated implementation report based on the L&D Plan. 152. Affix signature to the printed 1 copy of L&D Implementation report. 153. Hand-in to HR Records Custodian.	N/ A	30 minutes	Rosaly B. Santos, Chief, HRDD
	154. Receive 1 copy of L&D	N/ A	10 minutes	Jamaicha M. Celin, HR

	Implementation Report. 155. Hand-in to FAO Director for signature.			Records Custodian
	156. Refer to FAO Director's approval process.	N/A	1 hour	Maria Delia S. Presquito, Director IV, FAO
	157. Refer to OED's approval process.	N/A	1 hour	OED
	158. Refer to OPC's approval process.	N/A	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.	N/A	30 minutes	Jamaicha M. Celin, HR Records Custodian
TOTAL		N/A	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	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian

	3. Receive notice of separation from the AO II Records Custodian 4. Evaluate notice of separation filed 5. Hand-in the copies of NPC Clearance form to the employee concerned for accomplishment. 6. Inform the Compensation Unit and the FPMD thru email about the received Notice of Separation	N/A	3 day	Rowie Jade A. Cordero, AO III Recruitment Officer
	7. Hand-in to the originating unit for proper action.	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	<u>Draft Acceptance and Approval</u> 8. Draft Memorandum 9. Draft Acceptance of Resignation or Acceptance of Request to Transfer 10. Prepare NPC Clearance Form 11. Hand-in to the AO V for initial signature and review of the draft memorandum and acceptance. 12. Receive and review the draft acceptance and memorandum of separation Hand-in to Chief, HRDD for signature and approval	N/A	3 days	Rowie Jade A. Cordero, 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.	N/A	1 day	Rosaly B. Santos, Chief, HRDD
	15. Hand-in to the FAO Director the Memorandum and the Certificate of Acceptance with the received notice of separation.	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	16. Do FAO Approval Process.	N/A	3 days	Maria Delia S. Presquito, Director, FAO
	17. Do OED Approval Process	N/A	3 days	OED
	18. Do OPC Approval Process	N/A	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	N/A	10 minutes	Jamaicha M. Celin, AO II Records Custodian
	<u>Conduct Exit Interview</u> 21. Schedule the employee for an exit interview.	N/A	1 hour	Rowie Jade A. Cordero, AO III Recruitment Officer
	22. Conduct the Exit interview with the employee concerned	N/A	4 hours	Atty. Ivin Ronald D.M. Alzona, Executive Director/ Maria Delia S. Presquito,

				Director IV, FAO or Rosaly B. Santos, 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>	N/A	15 minutes	Jamaicha M. Celin, AO II Records Custodian

	27. Receive the accomplished and approved NPC clearance with attached Turn-over report and other documentary requirements. 28. Consolidate and endorse the following supporting documents for processing of last pay of the employee to payroll officer/staff	N/A	1 day	Rowie Jade A. Cordero, AO III Recruitment Officer
	29. Refer to HRDD Compensation and Benefits Process	N/A	-	Chantal B. Julian, Administrative Officer IV
	30. Refer HRDD Management Request Process for separation documents upon accomplishment of the HRDD's Digital Service Request Form	N/A	-	Chantal B. Julian, AO IV & Rowie Jade A. Cordero, AO III Recruitment Officer
	31. Received approved separation documents such as Service Record, Clearance, Certificate of Leave Credits Balances, COE and other documents.	N/A	10 minutes	Jamaicha M./Celin, AO II Records Custodian
	<u>Process Benefits Claims</u> 32. Received application for terminal leave pay with complete supporting documents	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian

	33. Endorsed to Compensation Unit for Processing of Terminal Leave Benefits.			
	34. Received the complete documents of terminal leave benefits. 35. Prepare Service Record and TLB Computation. 36. Endorsed to SAO, Head of the Compensation Unit	N/A	7 days	Chantal B. Julian, AO IV
	37. Review and initial (hard copies) or endorse (via email) the complete documents of TLB claim. 38. Endorse to HRDD Chief for certification & approval.	N/A	1 day	Maria Donabella A. Tavora, SAO
	39. Certify and sign the complete documents and endorse to FPMD for request of funding to DBM.	N/A	1 day	Rosaly B. Santos, Chief, HRDD
	40. Refer to FPMD (issuance of availability of fund) 41. Once received the SARO, furnish HRDD a copy of SARO or inform of the availability.	N/A		FPMD
	42. Receive copy of DBM issued Special Allotment Release Order (SARO). 43. Prepare ORS (FPMD Form) and	N/A	1 day	Chantal B. Julian, AO IV

	hand-in to the Chief HRDD for signature and approval.			
	44. Affix Signature for approval and hand-in to HR Records Custodian for transmittal to FPMD.	N/A	1 day	Rosaly B. Santos, 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.	N/A	10 minutes	Jamaicha M. Celin, 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.	N/A	3 days	Gil Albert M. Mazo, AO V as the Principal Authorized Agency Officer (AAO)
TOTAL		N/A	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	N/A	2 minutes	Jamaicha M. Celin, 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.	N/A	12 minutes	Concerned HR Personnel
	5. Receive the document. 6. Affix signature 7. Hand in to records custodian for action	N/A	10 minutes	Rosaly B. Santos, Chief HRDD
	8. Authenticate signed COE by stamping the HRDD dry seal on the lower right corner of the document.	N/A	1 minute	Jamaicha M. Celin, 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	N/A	5 minutes	Jamaicha M. Celin, HR Records Custodian (AO II)
2. Receive the requested document.		N/A	1 minute	
TOTAL		N/A	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	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian

	<p>student's resume</p> <p>2. Hand-in to HRDD Chief</p>			
	<p>3. Receive the HEI's endorsement with complete attachments.</p> <p>4. Review and evaluate the endorsement.</p> <p>5. Hand-in to the HR focal for the SIP (AO V) with instruction to coordinate with the office/division for possible deployment.</p>	N/A	10 minutes	Rosaly B. Santos, Chief, HRDD
	<p><u>Coordinate for Deployment of Interns</u></p> <p>6. Receive the documents with instructions from HRDD Chief</p> <p>7. Coordinate with the division concerned</p> <p>8. Prepare letter of acceptance addressed to the HEI and Student Intern of the area of deployment</p> <p>9. Prepare endorsement letter addressed to head of the office/division where the intern/s will be deployed/assign</p>	N/A	1 day	HR Focal on SIP

	ned, to be approved by the ED 10. Hand-in endorsement letter and letter of acceptance to HRDD Chief for review and endorsement to FAO Director			
	11. Refer to FAO Approval process 12. Endorse the signed/initialed documents to OED via email or hard copies	N/A	1 day	Maria Delia S. Presquito, Director, FAO
	13. Refer to OED Approval process 14. Route back to HRDD the approved endorsement and acceptance letter	N/A	1 day	OED
	15. Receive the approved endorsement and letter of acceptance 16. Record in the excel file of the incoming documents 17. Hand-in the endorsement letter to the HR Records Custodian of the Office/Division where the interns will be deploy/assign. 18. Send the letter of acceptance to	N/A	10 minutes	Jamaicha M. Celin, HR Records Custodian

	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	N/A	1 day	HR Focal on SIP
	21. Receive the draft agreement and NDA, review in accordance with the prescribed requirements	N/A	1 day	Rosaly B. Santos, 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 submission of the notarized	N/A	1 day	HR Focal on SIP

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

	28. Receive performance evaluation report signed and approved by the Head of Office/Division concerned. 29. Hand-in to HR Focal on SIP	N/A	5 minutes	Jamaicha M. Celin, 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.	N/A	10 minutes	Rosaly B. Santos, Chief, HRDD
	35. Issue certificate of completion and performance evaluation to student intern and the HEI via email and courier	N/A	15 minutes	Jamaicha M. Celin, HR Records Custodian

TOTAL	N/A	7 days and 4 hours	
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FINANCE AND ADMINISTRATIVE OFFICE (FAO)

FINANCIAL PLANNING AND MANAGEMENT DIVISION (FPMD)

1. Provide Service Requests 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 <ul style="list-style-type: none"> a. Issuance of CAF/CNAF b. Certify Obligation and Disbursement Process c. Issue Certified Liquidation Report Process d. Issue Order of Payment Process 	<u>Verify Request</u> <ul style="list-style-type: none"> 1.0 Receive the submitted FPMD Service Request Form 1.1 Verify the SRF submitted 2.0 Update and assign Service Request Form (SRF) reference number based on the SRF Monitoring Tool 3.0 For other FPMD service requests, proceed to the following processes: <ul style="list-style-type: none"> a. Issuance of CAF/CNAF (P5) b. Certify Obligation and Disbursement 	None	3 mins	Planning/ Budget/ Accounting Staff

	<p>Process (P6)</p> <p>c. Issue 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- 	None	10 mins	Planning/ Budget/ Accounting Staff

	<p>related Forms</p> <p>- Other service 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	Karl A. Martin, FPMD Records Custodian

TOTAL	NONE	20 mins	
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2. Issue Certificate of Availability or Non-Availability of Funds (CAF/CNAF)

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 PPMF. 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	Karl A. Martin, FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/Aesthetics	None	30 minutes	Karl A. Martin, FPMD Records Custodian

	Requirements.			
	1.3. Record the request.	None	30 minutes	Karl A. Martin, FPMD Records Custodian
	1.4. Endorse the request to Budget Specialist I for verification.	None	10 minutes	Karl A. Martin, FPMD Records Custodian
	1.5. Receive request.	None	10 minutes	Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	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	Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	1.7. Check Funds Availability allotment.	None	3 hours	Rodrigo S. Se, Administrative Assistant III/Genesis Quintela, Administrative Assistant V
	1.8. Draft and print Certificate of Availability/Non - Availability of Funds (CAF/CNAF).	None	1 hour	Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	1.9. Endorse the request	None	20 minutes	Rodrigo S. Se, Administrative

	to Budget Officer III.			Assistant III/Genesis A. Quintela, Administrative Assistant V
	1.10. Receive printed CAF/CNAF and its attachments.	None	10 minutes	Julius Christian P. Mangamte, Budget Officer III
	1.11. Review and include the initial signature on the CAF/CNAF.	None	6 hours	Julius Christian P. Mangamte, Budget Officer III
	1.12. Endorse the request to Accountant III.	None	20 minutes	Julius Christian P. Mangamte, Budget Officer III
	1.13. Receive printed CAF/CNAF and its attachments.	None	10 minutes	Johana Carla T. Gomez, Accountant III
	1.14. Review and sign the CAF/CNAF.	None	6 hours	Johana Carla T. Gomez, Accountant III
	1.15. Endorse signed CAF/CNAF to the records custodian.	None	20 minutes	Johana Carla T. Gomez, Accountant III
	1.16. Receive approved CAF/CNAF.	None	10 minutes	Karl A. Martin, FPMD Records Custodian
	1.17. Scan the documents.	None	30 minutes	Karl A. Martin, FPMD Records Custodian
	1.18. Provide one (1) copy to the end user/requesting office.	None	30 minutes	Karl A. Martin, FPMD Records Custodian

TOTAL	None	3 working days	
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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		
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	Karl A. Martin, FPMD Records Custodian
	1.2. Check the attached requirements in conformance with the Quality/Aesthetics Requirements.	None	30 minutes	Karl A. Martin, FPMD Records Custodian
	1.3. Record the request.	None	30 minutes	Karl A. Martin, FPMD Records Custodian
	1.4. Endorse the request to Budget Officer for Verification.	None	10 minutes	Karl A. Martin, FPMD Records Custodian
	1.5. Receive request.	None	10 minutes	Rodrigo S. Se,

				Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	1.6. Verify and review the completeness of documents (RPTO and its attachments).	None	4 hours	Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	1.7. Check Funds and Availability of allotment.	None	3 hours	Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	1.8. Validate the accuracy of the documents.	None	1 hour	Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	1.9. Receive the documents.	None	10 minutes	Julius Christian P. Mangamte, Budget Officer III
	1.10. Review and sign the RPTO and include additional remarks (if applicable).	None	6 hours	Julius P. Christian Mangamte, Budget Officer III
	1.14. Forward the documents to the records custodian.	None	10 minutes	Julius Christian P. Mangamte, Budget Officer III
	1.15. Receive the documents.	None	10 minutes	Karl A. Martin, FPMD Records Custodian
	1.16. Scan the documents.	None	30 minutes	Karl A. Martin, FPMD Records Custodian

	1.17. If the RPTO requires NPC Vehicle Service, forward the signed RPTO and its attachments to the ASD. If not, proceed to 1.18.	None	30 minutes	Karl A. Martin, FPMD Records Custodian
	1.18. Forward the signed RPTO and its attachments to the HRDD for preparation of PCPO.	None	30 minutes	Karl A. Martin, FPMD Records Custodian
TOTAL		NONE	3 working days	

3. 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 <ul style="list-style-type: none">• Fill-out the FPMD Service Request Form- Online thru FPMD Service Request Form (office.com)		<ul style="list-style-type: none">• End-user or Requesting Originating Unit/Division/Office
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	None		Karl A. Martin, FPMD Records Custodian

	<p>Form, ORS, and the documentary requirements</p> <p>2.0 Validate ORS and documentary requirements</p> <p>3.0 Endorse the submitted ORS and documentary requirements to the Budget Unit</p>			
	<p>5.0 Receive the submitted ORS and documentary requirements</p> <p>6.0 Check if the prepared ORS are aligned with the approved unit allocation</p> <p>7.0 Verify completeness and validity of the ORS and documentary requirements</p>	None		Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V
	<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</p>	None		Rodrigo S. Se, Administrative Assistant III/Genesis A. Quintela, Administrative Assistant V

	<p>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>			
	<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> <p>13.0 Endorse to Accounting Staff</p>	None		<p>Julius Christian P. Mangamte, Budget Officer III</p>
	<p>Certify and Approve DV and/or LDDAP</p> <p>14.0 Receive certified ORS, DVs and claim documents</p>	None		<p>John Marvin C. Oliquino, Accounting Records Custodian</p>

	15.0 Endorse the certified ORS, DVs claim documents to the Accounting staff designated to process payment			
	<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>	None		<p>Zsarie Ann S. Palteng, Administrative Officer I/Marileth E. Sicup, Administrative Assistant VI</p>
	<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 details with the signed ORS, DV, LDDAP-ADA, BIR Form 2307, if any, JEV, and its attachments and the e-</p>	None		<p>Johana Carla T. Gomez, Head Accountant</p>

	working file 19.0 Forward to Accounting Records Custodian for transmittal to the FPMD Chief			
	20.0 Receive the Head Accountant endorsed claim documents 21.0 Update the status of the transaction in the Payment Tracker 22.0 Forward the endorsed claim documents to the FPMD Chief for review and approval/endorsement	None		John Marvin C. Oliquino, Accounting Records Custodian
	23.0 Receive the Head Accountant endorsed claim documents 24.0 Check the validity and legality of claim 25.0 Forward to FAO Director for approval	None		Mark G. Enriquez, OIC-FPMD Chief
	26.0 Receive the FPMD Chief endorsed claim documents	None		Maria Delia S. Presquito, FAO Director

	<p>27.0 Check the validity and legality of claim</p> <p>28.0 Forward to Executive Director for approval</p>			
	<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>	None		Atty. Ivin Ronald D.M. Alzona, Executive Director
	<p>33.0 Receive the Executive Director IV endorsed claim documents</p> <p>34.0 Transmit the endorsed claim documents to the OPC Records Custodian</p>	None		Raven Aicitel O. Ortiz, OED Records Custodian

	<p>35.0 Receive endorsed claim documents from FAO</p> <p>36.0 Forward endorsed claim documents to the Privacy Commissioner for the review and approval</p>	None		Jeorgie Delos A. Santos, OPC Records Custodian
	<p>37.0 Receive the Executive Director IV endorsed claim documents</p> <p>38.0 Check the validity and legality of claim based on the attached documents</p> <p>39.0 Forward approved claim documents to the OPC Custodian for transmittal to FPMD</p>	None		Atty. John Henry D. Naga, Privacy Commissioner
	<p>40.0 Receive the approved claim documents</p> <p>41.0 Forward the approved claim documents to the FPMD Records Custodian</p>	None		Jeorgie Delos A. Santos, OPC Records Custodian

	Release Documents 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.	None		Karl A. Martin, FPMD Records Custodian
TOTAL		NONE	7 working days	

4. Certify Liquidation Report (LR) 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	Karl A. Martin, Records Custodian
	1.2 Check the attached requirements in conformance with the Quality/Aesthetics requirements.	None	30 minutes	Karl A. Martin, Records Custodian
	1.3 Record the request.	None	30 minutes	Karl A. Martin, Records Custodian
	1.4 Scan documents.	None	30 minutes	Karl A. Martin, Records Custodian
	1.5 Endorse the request to Accounting Unit for verification.	None	10 minutes	Karl A. Martin, Records Custodian
	1.6 Receive Documents.	None	10 minutes	John Marvin C. Oliquino, Accounting Records Custodian
	1.7 Check the completeness of documents based on the nature of transaction.	None	6 hours	John Marvin C. Oliquino, Accounting Records Custodian
	1.8 Endorse the request to Accounting Staff for preparation of Liquidation Report.	None	20 minutes	Marileth E. Sicup, Administrative Assistant VI
	1.9 Receive Liquidation Report request.	None	10 minutes	Marileth E. Sicup, Administrative Assistant VI
	1.10 Draft and encode the Liquidation Report.	None	6 hours	Marileth E. Sicup, Administrative Assistant VI
	1.11 Print Liquidation Report on three (3) copies.	None	30 minutes	Marileth E. Sicup, Administrative Assistant VI

	1.12 Endorse the payment request to Accountant III.	None	10 minutes	Marileth E. Sicup, Administrative Assistant VI
	1.13 Receive printed LR complete with supporting documents.	None	10 minutes	Johana Carla T. Gomez, Accountant III
	1.14 Validate the content of the endorsed documents.	None	1 day	Johana Carla T. Gomez, Accountant III
	1.15 Sign the Liquidation Report.	None	1.5 hours	Johana Carla T. Gomez, Accountant III
	1.16 Endorse the documents to Records Custodian.	None	20 minutes	Johana Carla T. Gomez, Accountant III
	1.17 Receive LR and its attachments.	None	10 minutes	Karl A. Martin, Records Custodian
	1.18 Scan all approved documents and its attachments.	None	30 minutes	Karl A. Martin, Records Custodian
	1.19 Endorse documents to requesting office.	None	10 minutes	Karl A. Martin, Records Custodian
TOTAL		NONE	3 working days	

5. Issue Order of Payment (OP) 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	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	2 minutes	Karl A. Martin, Records Custodian
	1.2 Check the attached requirements in conformance with the Quality/Aesthetics requirements.	None		Karl A. Martin, Records Custodian
	1.3 Record the request.	None		Karl A. Martin, Records Custodian
	1.4 Scan documents.	None		Karl A. Martin, Records Custodian
	1.5 Endorse the request to Accounting Unit for verification.	None	1 minutes	Karl A. Martin, Records Custodian
	1.6 Receive documents.	None		Karl A. Martin, Records Custodian
	1.7 Check the completeness of documents based on the nature of transaction.	None	4 minutes	Karl A. Martin, Records Custodian
	1.8 Endorse the request to Accounting Staff for Order of Payment (OP).	None		Karl A. Martin, Records Custodian

	1.9 Receive request.	None		John Marvin C. Oliquino, Administrative Assistant II/ Accounting Records Custodian
	1.10 Check completeness and consistency of documents.	None		John Marvin C. Oliquino, Administrative Assistant II/ Accounting Records Custodian
	1.11 Prepare Order of Payment.	None		John Marvin C. Oliquino, Administrative Assistant II/ Accounting Records Custodian
	1.12 Forward to Head Accountant.	None		John Marvin C. Oliquino, Administrative Assistant II/ Accounting Records Custodian
	1.13 Receive printed OP complete with supporting documents.	None		Johana Carla T. Gomez, Accountant III
	1.14 Validate the content of the endorsed documents.	None		Johana Carla T. Gomez, Accountant III
	1.15 Sign the Liquidation Report.	None		Johana Carla T. Gomez, Accountant III
	1.16 Endorse the documents to Records Custodian.	None		Johana Carla T. Gomez, Accountant III
	1.17 Receive OP and its attachments.	None		Karl A. Martin, Records custodian
	1.19 Endorse documents to requester.	None		Karl A. Martin, 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	John Wayne A. Mendoza, Administrative Assistant VI
2. Accomplish form in four (4) copies. 3. Submit to ASD			10 minutes	Marlon Ruben N. Fabricante, Chief, ASD

	3. Approve PR	N/A	1 days	Designated/ Authorized Approver
	4. Issue/ Assign PR Number	N/A	10 minutes	John Wayne A. Mendoza, Administrative Assistant VI
	5. Procure goods/services (Refer to BAC process)	N/A	10 minutes	BAC
	<u>Facilitate Contract</u>	N/A		
	6. Prepare the contract requirements.		1 day	John Wayne A. Mendoza, Administrative Assistant VI
	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	Marlon Ruben N. Fabricante, 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	John Wayne A. Mendoza, Administrative Assistant VI
	12. Transmit the signed/perfected contract/ MOA/PO to the end-user			Supervising Administrative Officer/Marlon Ruben N. Fabricante, Chief, ASD
	13. Prepare ORS (Refer to Internal Memorandum No. 04: Guidelines on the preparation of Obligation request and status and disbursement voucher for	N/A	1 hours	End-User/ FPMD


	processing of claims)			
TOTAL		N/A	5 days and 4 hours and 15 minutes	

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

	<u>Inspect and Accept Delivery of Supplies and Materials</u> <ol style="list-style-type: none"> 1. Receive delivered Supplies and Materials 2. Verify the correct quantity of delivered supplies and materials 3. Prepare Inspection and Acceptance Report (IAR) Form 4. Notify the Inspection Committee and the COA Auditor. 5. Prepare Stock Card for procurable items delivered 6. Stock the delivered goods in the shelves or in the assigned location, whatever is applicable and in accordance with the labels 	N/A	<p>30 minutes (Simple)</p> <p>1 hour (Complex)</p>	<p>Joan P. Del Mundo, Administrative Officer III</p> <p>Flordally G. Saclag, Administrative Assistant III</p>
1. Prepare the Requisition and Issue Slip (RIS)	<u>Issue Supplies and Materials</u> <ol style="list-style-type: none"> 7. Receive accomplished RIS and empty containers of consumables and/or semi expendable properties from End-user. 8. Prepare Certificate of Non-Availability of Stock for items not available 9. Pull out supplies from the stock room based on the approved quantity to be issued 10. Prepare Inventory Custodian Slip (ICS) in two (2) copies for semi-expendable supplies. 	N/A	<p>30 minutes (Simple)</p> <p>45 minutes (Complex)</p>	<p>End-user</p> <p>Joan P. Del Mundo, Administrative Officer III</p> <p>Flordally G. Saclag, Administrative Assistant III</p>

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



	<u>Prepare Reports</u>		3 hours	Joan P. Del Mundo, Administrative Officer III
	1. Prepare all monthly Supplies Reports			
	2. Draft a transmittal memorandum addressed to the Chief/SAO, FPMD		1 day	Flordally G. Saclag, Administrative Assistant III
	3. Endorse the shared file of RSMI and RSPI to FPMD for input of unit cost and amount			FPMD
	4. Receive the RSMI and RSPI from FPMD and hand in to SAO the RSMI and RSPI and Memorandum for review and recommendation to the Chief, ASD			
	5. Transmit the reports to FPMD			
TOTAL		N/A	3 days	

3. Manage Properties Process

The management of government properties includes acceptance of delivery, issuance and determination of qualified and accountable end-user, regular inventory, and inspection to check the conditions to ensure that adequate services and facilities are provided for the regular operation of the Commission and in compliance to the existing rules and regulations of the COA.

Office or Division:	Administrative Services Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	End-Users, FPMD, COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	Joel T. Pagtulingan, 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	Joel T. Pagtulingan, Administrative Officer III
	Issue Property, Plant and Equipment 6. Receive Property Card for filing and PAR with delivered goods 7. Put the property sticker on the delivered goods 8. Hand in the PAR and the goods to the end-user	N/A	10 minutes	Darwin A. Plaza, Property Custodian
2. Receive the PAR and goods from the	9. Receive and file the signed Property		3 minutes	Darwin A. Plaza, Property

property custodian	Acknowledgement Report			
3. Affix signature on the PAR copy of ASD				
4. Hand-in 1 copy of PAR to the Property Custodian				
5. Accomplish the digital Service Request form (SRF) of the ASD	<u>Issue Property and Equipment</u> 10. Receive and Assess Request 11. Prepare Property Acknowledgement Receipt or Certificate of Non-Availability of Stock, whichever is appropriate.	N/A	15 minutes	Joel T. Pagtulingan, Administrative Officer III
	12. Issue and update the property card in cases that the request is available and issued to the requesting personnel	N/A	5 minutes	Darwin A. Plaza, Property Custodian
For Return of Property	<u>Prepare Reports</u>	N/A		Joel T. Pagtulingan, Administrative Officer III
6. Prepare the Property Transfer Report (PTR).	13. Receive PTR and property/equipment from End-user		3 minutes	
	14. Refer to NPC Property Disposal Committee process	N/A	1 minute	NPC Property Disposal Committee
If lost, stolen, damaged or destroyed property	15. Receive RLSDDP Form from the end-user.	N/A	2 minutes	End-user
7. Accomplish and sign Report of lost, stolen, damage, destroyed property	16. Update property card, cancel the PAR and attached the RLSDDP		3 minutes	Joel T. Pagtulingan, Administrative Officer III
	For reconciliation of properties 17. Request Property Cards from			

	Property Custodian via e-mail or messaging applications		2 minutes	
	18. Hand in the Property Cards	N/A	3 minutes	Darwin A. Plaza, Property Custodian
	19. Receive Property Cards 20. Conduct physical count of property	N/A	1 minute 2 working days	Joel T. Pagtulingan, 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	Darwin A. Plaza, Property Custodian
	24. Send final report of physical count of property to FPMD	N/A	2 minutes	Joel T. Pagtulingan, 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 ASD (asd@privacy.gov.ph) 3. Open the SRF Microsoft form and extract the details of request 4. Forward request to other units based on nature of request	N/A	3 minutes	Requesting Party Joel T. Pagtulingan, Administrative Officer III/Darwin A. Plaza, Property Custodian/Noriel A. Aquino, Dispatcher
	<u>Receive and Assess Vehicle Repair Request Form and Schedule for Maintenance/ Repair Service</u> 5. Receive Vehicle Repair Request Form (VRRF) from the driver/requesting party: Check the completeness 6. Contact service provider for request of service quotation	N/A	10 minutes	Noriel A. Aquino, Dispatcher

	<p>7. Prepare Pre and Post Inspection Report</p> <p>8. Hand in the documents to Administrative Officer III</p>			
2. ASD Service Request Form	<p><u>Facilitate Requested Service</u></p> <p>For Transportation</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> <p>12. Hand in to the Property Officer for signature and approval</p>	N/A	10 minutes	Noriel A. Aquino, Dispatcher
	<p>13. Receive the documents from the dispatcher</p> <p>14. Affix signature on the Property Officer portion</p> <p>15. Hand in to Dispatcher the approved vehicle trip ticket or Certificate of Non-Availability of vehicle</p>	N/A	2 minutes	Joel T. Pagtulingan, Administrative Officer III
	<p>16. Receive the following from the Administrative Officer III</p> <p>17. Notify the requesting party via e-mail or messaging apps</p>	N/A	5 minutes	Noriel A. Aquino, Dispatcher

	<p>regarding the request</p> <p>18. Hand in to the assigned driver the approved trip ticket.</p>			
	<p>19. Receive the approved vehicle trip ticket from Dispatcher</p> <p>20. Accomplish the approved vehicle trip ticket, after the dispatched</p> <p>21. Affix signature on the vehicle trip ticket in the driver portion</p> <p>22. Hand in to the Dispatcher the vehicle trip ticket on the next working day</p>	N/A	1 working day	Driver Assigned
	<p>23. Receive the vehicle trip ticket from the driver for consolidation and updating of monitoring</p>	N/A	5 minutes	Noriel A. Aquino, Dispatcher
	<p><u>For use of Office Facility and Property</u></p> <p>24. Notify the requesting party of the confirmation of requested schedule via e-mail/messaging apps</p>	N/A	5 minutes	Darwin A. Plaza, Property Custodian
	<p><u>Vehicle Repair Request Form</u></p> <p>25. Receive the following from the Dispatcher:</p> <ul style="list-style-type: none"> -Accomplished VRRF -Service Quotation/ 	N/A	10 minutes	Joel T. Pagtulingan, Administrative Officer III

	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 Pre-inspection of the motor vehicle			
	28. Refer to Inspection Committee process	N/A	2 minutes	Inspection and Acceptance Committee
	29. Receive the signed and accomplished pre-inspection part of the Pre and Post Repair Inspection Form including the VRRF and Service Quotation 30. Hand in to the Dispatcher the signed/ approved VRRF	N/A	2 minutes	Joel T. APagtulingan, Administrative Officer III
	31. Receive the signed/ approved VRRF from the Administrative Officer III 32. Contact the Service Provider for request of schedule of repair/ maintenance or the details indicated in the VRRF	N/A	5 minutes	Noriel A. Aquino, Dispatcher

	<p>33. Dispatch the vehicle on the scheduled date for repair and reflect it as not available PPE due to on-going maintenance/repair</p> <p><u>Receive repaired vehicle</u></p> <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>		10 minutes	
	<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	Joel T. Pagtulingan, Administrative Officer III
	40. Refer to the Inspection	N/A	2 minutes	Inspection and Acceptance

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

	fluorescent proceed to Manage Supplies process. 49.2 If repair of The Upper Class Tower fixtures (e.g. carpet, ceiling, aircon, comfort rooms, tiles, etc.), coordinate with The Upper Class Tower administration for the schedule of repair and their requirements 49.3 If repair/replacem ent of NPC furniture and fixtures, proceed to Procure goods and Services Process 50. Notify the Property officer of the status of the actions on request of office repair			
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			
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	Kayce-Ann A. Silaran, Administrative Officer III
	7. Assign LDDAP-ADA Number 8. Record the LDDAP-ADA to List of ADA Issued	N/A	5 minutes	Rochelle A. Mondala, Administrative Officer V
	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	Kayce-Ann A. Silaran, Administrative Officer III
	<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	Kayce-Ann A. Silaran, Administrative Officer III/Rochelle A. Mondala, Administrative Officer V
	13. Review and approve the bank documents	N/A	1 hour	Johana Carla T. Gomez, Accountant and/or Countersigning Authority, based on PCSO No. 111 s. 2021



	<u>Release Payment</u> 14. Segregate the Check payment from LDDAP-ADA payment and prepare the bank documents 15. Deliver the bank documents to the Government Servicing bank	N/A	2 hours	Kayce-Ann A. Silaran, Administrative Officer III
	16. Coordinate/Advice the Payee regarding the payment made, through call, email or in person 17. Release the proof of payment/ Cheque	N/A	10 minutes	Kayce-Ann A. Silaran, Administrative Officer III
	18. Stamp the paid DV with "PAID" and "date" stamp 19. Sign the DV and its supporting documents per page	N/A	30 mins	Kayce-Ann A. Silaran, Administrative Officer III Rochelle A. Mondala, Administrative Officer V
	<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	Rochelle A. Mondala, Administrative Officer V Kayce-Ann A. Silaran, Administrative Officer III
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	Kayce-Ann A. Silaran, Administrative Officer III
	<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 4. Release the exact amount of cash to the Payee	N/A	10 minutes	Rochelle A. Mondala, Administrative Officer V/Petty Cash Fund Custodian
	<u>Release Reimbursement or Request Refund</u>	N/A		Kayce-Ann A. Silaran,

	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		10 minutes	Administrative Officer III
	9. Prepare Report for Replenishment 10. Scan all the processed Petty Cash Vouchers 11. File the Cashier's copy	N/A	4 hours	Rochelle A. Mondala, Administrative Officer V/Petty Cash Fund Custodian Kayce-Ann A. Silaran, Administrative Officer III
	12. Review and approved Petty Cash Reports, ORS and DV	N/A	30 mins	Marlon Ruben N. Fabricante, Chief ASD
TOTAL		N/A	25 minutes for PCV 4 hours and 30 minutes for replenishment of Petty Cash Fund	

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> 1. Receive and evaluate the conformity of the SRF, Records or Documents based on the set quality standards	N/A	5 minutes	Philip Fabra, Administrative Assistant VI/Ma. Monica C. Vergel De Dios, Administrative Assistant V
	<u>Create Records and Documents</u> Records - Internal Issuance 2. Assign Series and Record the internal issuance 3. If hard copy: Scan the issuance, create electronic file; and save the file in the	N/A	5 minutes	Philip Fabra, Administrative Assistant VI/Ma. Monica C. Vergel De Dios, Administrative Assistant V

	<p>assigned shared folder in the one drive</p> <p>If electronic copy: Download the copy of the issuance and save the file in the assigned shared folder in the one drive</p> <p>If Case Files and Notarized Contract</p> <ol style="list-style-type: none"> 4. Record the files 5. If case files are requested for transmittal, refer to Guidelines on Mailing/ Delivery of NPC Communications/ Documents 6. If case files and notarized contract are for filing/storage: Scan all related records and documents received, create file name in accordance to the scanned records, save the file in the assigned shared folder in the one drive 7. Scan and save the files in GRU Folder 		10 minutes	
	<p><u>Issue Records and Documents</u></p> <ol style="list-style-type: none"> 8. 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 	N/A	10 mins	<p>Philip Fabra, Administrative Assistant VI/Ma. Monica C. Vergel De Dios, Administrative Assistant V</p>


	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			
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 Time Received 2. Affix signature above the printed name		N/A		Receiving Unit/Division/Office/ Personnel
	<u>Prepare Reports</u> 9. Prepare the Summary Registry Report based on the data indicated in the monitoring sheet 10. Review and approved the Summary Registry Report	N/A	1 hour	Philip Fabra, Administrative Assistant VI/Ma. Monica C. Vergel De Dios, Administrative Assistant V Rochelle A. Mondala, Administrative Officer V/Records Officer
TOTAL		N/A	30 minutes 1 hour -	

		preparation of monthly reports	
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INTERIM MANAGEMENT INFORMATON 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
1. Access the Technical Support Request Ticket via this QR code: 	<u>Receive Technical Support Request Ticket</u> 1. Receive the Technical Support Request Ticket form via the Admin Link (https://apps.powerapps.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.	N/A	For Simple requests 1 day For Complex requests 2-5 days	Lennard A. Plandor, Information Technology Officer II, IMISU Information Systems Researcher I Information Systems Analyst I (Technical Support Staff)

	<u>Conduct Technical Support</u> <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>Lennard A. Plandor, Information Technology Officer II, IMISU</p> <p>Information Systems Researcher I</p> <p>Information Systems Analyst I</p> <p>(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 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." 	<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. <ol style="list-style-type: none"> 11.1 In the "Status of Request", select "For Acceptance." 11.2 Input the recommendation or action taken. 11.3 In the "Hardware or Software Status," select any of the following: <ul style="list-style-type: none"> • Working Condition • Unserviceable • For Replacement • Others 11.4 Input the date and time when 		<p>For Simple requests 1 day</p> <p>For Complex requests 2-5 days</p>	<p>Lennard A. Plandor, Information Technology Officer II, IMISU</p> <p>Information Systems Analyst II</p> <p>Information Technology Officer II</p> <p>(Technical Support Staff)</p>

	<p>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>15 Save report to excel spreadsheet format and name the file with the following details “IMISU_TSTS_Report_[MM-DD-YYYY].”</p> <p>16 Once file is ready, send the report to Administrative Assistant II for its inclusion to Bi-Monthly Report of the unit.</p>			<p>Lennard A. Plandor, Information Technology Officer II, IMISU</p> <p>Information Technology Officer II</p>
TOTAL		No fees to be paid.	<p>For Simple requests 1 day</p> <p>For Complex requests</p>	

		2-5 days	
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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
2. Duly accomplished email request form and submit.				
	4. Received accomplished and approved form. 5. Assessed the request. 6. Open Email request logs Email Logs :	N/A	1 day	Robelyn M. Cruz, Information Technology Officer II, IMISU Or

	<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 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</p>			IMISU Email Administrator
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	<p>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> <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:				
3. Create an email request and provide the following information	<p>8. Received the email request.</p> <p>9. Assess the request.</p> <p>10. Open Email request logs Email Logs:</p>	N/A	1 day	Robelyn M. Cruz, Information Technology

<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) • Name of member(s) <p>4. Send the email to imisu@privacy.gov.ph</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> <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>Officer II, IMISU</p> <p>Or</p> <p>IMISU Email Administrator</p>
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	<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	FEES 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	Grace Dianne P. Panganoron BAC Secretariat Records Custodian
	3. Receive the approved CAF, PR, Market Study, and TOR/SoW/ TS	N/A	15 mins	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty.

	<p>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>			<p>Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member, Atty. Jaica Rita S. Sayson BAC Head Secretariat</p>
	<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 the details in the PR and TOR/TS/SoW.</p> <p>8. Send the Bidding Documents and ITB or REI by</p>	N/A	<p>3 mins</p> <p>2 days</p>	<p>Atty. Jaica Rita S. Sayson BAC Head Secretariat</p>

	<p>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 Study, and TOR/SoW/TS, Invitation to Bid with affixed initial of the Head, BAC Secretariat, and</p>	N/A	3 mins	<p>Grace Dianne P. Panganoron BAC Secretariat Records Custodian</p>

	the Notice of Meeting			
	Conduct Pre-Procurement Conference	N/A		Atty. Jaica Rita S. Sayson BAC Head Secretariat, Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Members, and Engr. McCloven C. Querubin (Head, BAC TWG), Atty. Jobelle R. Amboy, Kenneth Paul C. Tan, and Arvin Michael I. Lazo BAC 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	Atty. Jaica Rita S. Sayson BAC Head Secretariat, Atty. Izelle Iamly P. Deloso, Atty. Marrion Jade C. Ferrer, Atty. Analyn L. Taquiling, Atty. Calvin O. Co, Ma Joanne B. Irabon, Jose Bernardo S. Agregado BAC Secretariat Members, Marlon Ruben N. Fabricante and Annabel F. Hernandez, BAC Permanent Members,

				Engr. McCloven C. Querubin, Atty. Jobelle R. Amboy, Kenneth Paul C. Tan, and Arvin Michael I. Lazo BAC TWG
	15. Draft minutes of the meeting using the Template of Minutes of Meeting	N/A	2 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	16. Review the MOM and send to BAC Members via e-mail for their review and comments.	N/A	1 hour	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	17. Receive Minutes of Meeting and Attendance Sheet with routing slip to from Head, BAC Secretariat 18. Send to each BAC Members, TWG, Secretariat and End-users for signature	N/A	5 mins 3 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	19. Receive the completely signed Minutes of Meeting and Attendance Sheet from BAC Secretariat Member	N/A	3 days	Grace Dianne P. Panganoron BAC Secretariat Records Custodian
	<u>Invite Bidders</u>	N/A		Atty. Izelle Iamly P. Deloso/ Atty.

	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		1 day 1 hour 5 mins	Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado 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	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	25. Receive the Letter to Observer with affixed signature of the Head, BAC Secretariat and affix signature	N/A	1 day	Atty. Aubin Arn R. Nieva Chairperson BAC
	26. Send the signed Letter to Observer with routing slip to the GRU for delivery and mailing	N/A	15 mins	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	<u>Conduct Pre-Bid Conference</u> 27. Prepare Notice of	N/A		Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty.

	Meeting and Attendance Sheet		10 mins	Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	28. Hand in the Notice of Meeting for signature of the Head, BAC Secretariat		5 mins	
	29. Receive Notice of Meeting		5 mins	
	30. Check the accuracy of the Notice of Meeting		5 mins	
	31. Affix Signature on Notice of Meeting then hand to BAC Record Custodian for routing to Chairperson, BAC for signature.	N/A	30 mins	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	32. Receive signed Notice of Meeting from Head, BAC Secretariat		5 mins	
	33. Transmit signed Notice of Meeting to Chairperson, BAC for signature	N/A	5 mins	Grace Dianne P. Panganoron BAC Secretariat Records Custodian
	34. Receive the Notice of Meeting with affixed signature of the Head, BAC Secretariat,	N/A	5 mins	
	35. Do the Approval Process, Chairperson, BAC		5 mins	Atty. Aubin Arn R. Nieva Chairperson BAC
	36. Receive signed Notice of Meeting	N/A	5 mins	Atty. Jaica Rita S. Sayson

	37. Attendees to affix signature and date of receipt of Notice of Meeting beside their name		1 hour	BAC Head Secretariat, Atty. Izelle Iamly P. Deloso, Atty. Marrion Jade C. Ferrer, Atty. Analyn L. Taquiling, Atty. Calvin O. Co, Ma Joanne B. Irabon, Jose Bernardo S. Agregado BAC Secretariat Members, Marlon Ruben N. Fabricante and Annabel F. Hernandez, BAC Permanent Members, Engr. McCloven C. Querubin, Atty. Jobelle R. Amboy, Kenneth Paul C. Tan, and Arvin Michael I. Lazo BAC 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	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	40. Receive the Request for Meals and Room Reservation Forms to the ASD Records Custodian 41. Do the Manage	N/A	1 day	Jenny-lyn E. Segundo Administrative Assistant IV (ASD Records Custodian)

	General Services Process of ASD		1 day	
	42. Present agenda	N/A		Atty. Jaica Rita S. Sayson BAC Head Secretariat
	43. Answer the clarifications requested by the prospective bidders. 44. Discuss and finalize the schedule of procurement activities to the prospective bidders. 45. Sign the Attendance Sheet routed by BAC Secretariat Member	N/A	1 ½ hour 1 day	Atty. Jaica Rita S. Sayson BAC Head Secretariat, Atty. Izelle Iamly P. Deloso, Atty. Marrion Jade C. Ferrer, Atty. Analyn L. Taquiling, Atty. Calvin O. Co, Ma Joanne B. Irabon, Jose Bernardo S. Agregado BAC Secretariat Members, Marlon Ruben N. Fabricante and Annabel F. Hernandez, Permanent Members, Engr. McCloven C. Querubin, Atty. Jobelle R. Amboy, Kenneth Paul C. Tan, and Arvin Michael I. Lazo BAC TWG
	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	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member

	49. Open the notification email 50. Review the MOM and send to the BAC Members for review.	N/A	1 day	Atty. Jaica Rita S. Sayson 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	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado 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 routing of the documents for signature of BAC Members and Chairperson, BAC	N/A	1 days	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	57. Receive Minutes of Meeting with routing slip to from Head, BAC Secretariat 58. Hand in to each BAC Members,	N/A	3 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma

	<p>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>			<p>Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member</p>
	<p>60. Receive the completely signed Minutes of Meeting and Attendance Sheet from BAC Secretariat Member</p>	N/A	5 mins	<p>Grace Diane P. Panganoron BAC Records Custodian</p>
	<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 Supplemental/Bid Bulletin to Head, BAC Secretariat for review</p>	N/A	2 hours	<p>Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member</p>
	<p>63. Receive the draft Supplemental/Bid Bulletin</p> <p>64. Review and revise Supplemental/Bid Bulletin as necessary</p> <p>65. Affix initial</p>	N/A		<p>Atty. Jaica Rita S. Sayson BAC Head Secretariat</p>

	signature on the right side of the Chairperson, BAC's name 66. Transmit revised Supplemental/Bid Bulletin to BAC Secretariat Member for routing to Chairperson for approval and signature		3 hours	
	67. Receive Supplemental/Bid Bulletin to Observer with affixed signature of the Head, BAC Secretariat 68. Hand in Supplemental/Bid Bulletin with affixed signature to Chairperson, BAC	N/A	15 mins	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	69. Receive the Supplemental/Bid Bulletin with affixed signature of the Head, BAC Secretariat,	N/A	1 day	Atty. Aubin Arn R. Nieva BAC Chairperson
	70. Post the Supplemental/Bid Bulletin the requirements of the Revised IRR of RA9184 71. Send copy of the Supplemental/Bid Bulletin to the prospective bidders who attended the pre-bid conference via e-mail	N/A	30 mins	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	<u>Open and Evaluate Bids</u>	N/A		Atty. Izelle Iamly P. Deloso/ Atty.

	72. Prepare Notice of Meeting and Attendance Sheet 73. Hand in the Notice of Meeting for signature of the Head, BAC Secretariat		30 mins	Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	74. Receive Notice of Meeting 75. Check the accuracy of the Notice of Meeting 76. Affix Signature on Notice of Meeting then hand to BAC Record Custodian for routing to Chairperson, BAC for signature	N/A	20 mins	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	77. Receive signed Notice of Meeting from Head, BAC Secretariat 78. Transmit signed Notice of Meeting to Chairperson, BAC for signature	N/A	15 mins	Grace Diane P. Panganoron BAC Records Custodian
	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	Grace Diane P. Panganoron BAC Records Custodian

	<p>81. Prepare its Bid Evaluation Report and submit it to the BAC for assessment.</p> <p>82. All documents related to the procurement shall be endorsed by the BAC Secretariat to the BAC TWG for post-qualification evaluation</p>	N/ A	3 days	<p>Atty. Izelle Iamly P. Deloso, Atty. Marrion Jade C. Ferrer, Atty. Analyn L. Taquiling, Atty. Calvin O. Co, Ma Joanne B. Irabon, Jose Bernardo S. Agregado BAC Secretariat Members, and Engr. Mccloven C. Querubin, Atty. Jobelle R. Amboy, Kenneth Paul C. Tan, and Arvin Michael I. Lazo BAC TWG</p>
	<p>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</p>	N/ A	2 hours	<p>Engr. Mccloven C. Querubin, Atty. Jobelle R. Amboy, Kenneth Paul C. Tan, and Arvin Michael I. Lazo BAC TWG</p>
	<p><u>Recommend Award of Contract</u></p> <p>84. Prepare Notice of Meeting and Attendance</p> <p>85. Hand in the Notice of Meeting for signature of the Head, BAC Secretariat</p>	N/ A	15 mins	<p>Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat</p>

				Member
	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	Atty. Jaica Rita S. Sayson BAC Head 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	Grace Diane P. Panganoron 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 necessary Resolutions 94. Prepare the Abstract of Bids (AOB) except	N/A	3 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat

	when there is failure of bidding 95. Prepare the Notice of Award (NOA), except when there is failure of bidding 96. Notify the Head, BAC Secretariat when drafts have been uploaded			Member
	97. Review the MOM, Resolution, AOB and NOA, send to the BAC Members via e-mail for their review. 98. After review and/or revision if there is any, the Head, BAC Secretariat shall save the MOM, Resolution, AOB and NOA	N/A	3 days	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	99. Sign the Minutes of Meeting 100. and in printed copies of the MOM, Resolution, AOB and NOA to the Head, BAC Secretariat	N/A	1 day	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	101. Receive MOM, Resolution, AOB and NOA 102. and in to each BAC Members, TWG, Secretariat for signatures	N/A	3 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose

	103. Transmit all attachments and related procurement documents to HoPE for approval and signature.		15 days	Bernardo S. Agregado BAC Secretariat Member
	104. Once the HoPE signed the Resolution and NOA, hand in the documents to the BAC Record Custodian for record keeping	N/ A	15 mins	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	105. BAC Secretariat to communicate with the winning bidder for the signing of the NOA which shall signify the conformity of the bidder to the NOA.		15 mins	
	106. Ask the winning bidder to fill out the feedback form available at the frontline desk or through online.		10 mins	
	107. Notify the End-user that the contract has been award and advise them to coordinate with ASD for contract preparation. Ask the End-user to fill out the feedback form	N/ A	15 mins	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat

	available at the frontline desk or through the following online. 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. 109. ost Purchase Order/Work Order or Contract, Resolution and Notice to Proceed in PhilGEPS website and NPC website (transparency seal)			Member
TOTAL		N/A	53 days 22 hours 8 mins *Subject to additional days prescribed by RA 9184	

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 Secretariat member	N/ A	15 mins	Grace Diane P. Panganoron BAC Records Custodian
	3. Receive approved CAF, PR, Market Study, and TOR/SoW/TS from the BAC	N/ A	1 day	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty.

	<p>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>			<p>Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member</p>
	<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 BAC Secretariat member</p>	N/A	2 days	<p>Atty. Jaica Rita S. Sayson BAC Head Secretariat</p>
	<p>11. Receive signed copies of the RFQ</p> <p>12. Attach one copy of the signed RFQ per set of PR, TOR/SoW/</p>	N/A	1 day	<p>Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquilung/ Atty. Calvin O. Co/Ma</p>

	TS, Market Study, and CAF, scan one set of files 13. Post the RFQ following the requirements of the Revised IRR of RA 9184, depending on the Alternative Mode of procurement.			Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	14. Receive from the Head, BAC Secretariat, the Market Study and TOR/SoW/TS with comments from the BAC members 15. Transmit the documents to the end-users for appropriate action	N/A	1 day	Grace Diane P. Panganoron BAC Records Custodian
	<u>Preliminary Evaluation</u> 16. Evaluate the bids/quotations received if it conforms to the requirement of RA 9184 17. Check the validity and authenticity of the files submitted physically 18. Prepare the Abstract of Quotations (AOQ) 19. Prepare Notice of Meeting and Attendance Sheet 20. Hand in the		2 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member

	Notice of Meeting for signature of the Head, BAC Secretariat			
	21. Receive Notice of Meeting 22. Check the accuracy of the Notice of Meeting 23. Affix Signature on Notice of Meeting then hand to BAC Record Custodian for routing to Chairperson, BAC for signature.	N/ A	10 mins	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	24. Receive signed Notice of Meeting from Head, BAC Secretariat 25. Transmit signed Notice of Meeting to Chairperson, BAC for signature	N/ A	5 mins	Grace Diane P. Panganoron BAC Records Custodian
	26. Receive the Notice of Meeting with affixed signature of the Head, BAC Secretariat.	N/ A	5 mins	Atty. Aubin Arn R. Nieva BAC Chairperson
	27. Receive signed Notice of Meeting 28. Attendees to affix signature and date of receipt of Notice of Meeting beside their name	N/ A	15 mins	Grace Diane P. Panganoron BAC Records Custodian

	<u>Recommend Award of Contract</u> 29. Ensure that all members have signed the attendance sheet during the meeting 30. BAC secretariat (assigned to take minutes of the meeting) shall take minutes of the meeting 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	N/ A	1 day	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	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 guidelines specified in RA9184 33. If bidder is found compliant, the BAC shall issue a Resolution recommending the award of contract to the Single/ Lowest	N/ A	1 day	Marlon Ruben N. Fabricante and Annabel F. Hernandez, BAC Permanent Members

	Calculate and Responsive Quotation			
	34. Draft minutes of the meeting. 35. Draft the necessary Resolutions using the template of 36. Prepare the Abstract of Quotation (AOQ) 37. Prepare the Notice of Award (NOA) 38. Upload the draft Minutes of Meeting, Resolution, AOQ and NOA to the Sharepoint website for review of the Head, BAC Secretariat. 39. Notify the Head, BAC Secretariat when drafts have been uploaded	N/ A	2 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
	40. Review the MOM, Resolution, AOQ and NOA and send to BAC Members for review. 41. E-mail the documents to BAC members for their comments and review. 42. Revise the documents according to the comments, revisions of the Members	N/ A	1 day	Atty. Jaica Rita S. Sayson BAC Head Secretariat

	<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 Member for routing of the documents for signature of BAC Members and Chairperson, BAC</p>	N/ A	30 mins	Atty. Jaica Rita S. Sayson BAC Head Secretariat
	<p>49. Receive MOM, Resolution, AOQ and NOA</p> <p>50. Hand in to each BAC Members, TWG, Secretariat</p>	N/ A	5 days	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty.

	<p>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> <p>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</p>			<p>Calvin O. Co/Ma</p> <p>Joanne B.</p> <p>Irabon/Jose</p> <p>Bernardo S.</p> <p>Agregado</p> <p>BAC Secretariat</p> <p>Member</p>
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	Notice to Proceed			
	56. Do ASD preparation of procurement contract process.			ASD
Received update from BAC Secretariat	57. Notify the End-user that the contract has been awarded and advise them to coordinate with ASD for contract preparation.	N/A	10 mins	Atty. Izelle Iamly P. Deloso/ Atty. Marrion Jade C. Ferrer/ Atty. Analyn L. Taquiling/ Atty. Calvin O. Co/Ma Joanne B. Irabon/Jose Bernardo S. Agregado BAC Secretariat Member
Fill out CSAT Survey	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 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	
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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 customer 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 feedbacks are processed.	<p>Feedback is gathered and processed by PIAD for external clients and HRDD for the internal clients. A report on External Customer Satisfaction Survey is prepared to document action plan, recommend improvement/enhancement of services and monitor actions taken.</p>
How to file a complaint.	<p>Accomplish the Complaints- Assisted Form & drop it at the designated drop box at the</p>

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

LIST OF OFFICES

Office	Address	Email Address	Contact Information
Office of the Privacy Commissioner	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	opc@privacy.gov.ph	Not yet available due to office transfer
Office of the Deputy Privacy Commissioners	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	info@privacy.gov.ph	Not yet available due to office transfer
Office of the Executive Director	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	oed@privacy.gov.ph	Not yet available due to office transfer
Public Information and Assistance Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	info@privacy.gov.ph invitation@privacy.gov.ph	Not yet available due to office transfer
Office of the Director, Privacy Policy Office	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	policy@privacy.gov.ph	Not yet available due to office transfer
Policy Review Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	policy@privacy.gov.ph	Not yet available due to office transfer
Policy Development Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	policy@privacy.gov.ph	Not yet available due to office transfer
Office of the Director, Legal and Enforcement Office	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	info@privacy.gov.ph	Not yet available due to office transfer

Enforcement Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	en@privacy.gov.ph	Not yet available due to office transfer
Complaints and Investigation Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	complaints@privacy.gov.ph	Not yet available due to office transfer
Legal Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	legal.npc@privacy.gov.ph	Not yet available due to office transfer
Office of the Director, Data Security and Compliance Office	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	dasco@privacy.gov.ph	Not yet available due to office transfer
Data Security and Technology Standards Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	dstsd@privacy.gov.ph	Not yet available due to office transfer
Compliance and Monitoring Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	cmd@privacy.gov.ph compliancesupport@privacy.gov.ph	Not yet available due to office transfer
Office of the Director, Finance and Administrative Office	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	info@privacy.gov.ph	Not yet available due to office transfer
Human Resource Development Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	hr@privacy.gov.ph	Not yet available due to office transfer
Administrative Services Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	asd@privacy.gov.ph records@privacy.gov.ph	Not yet available due to office transfer

Financial, Planning and Management Division	25th-27th Floors, The Upper Class Tower, Quezon Ave. Corner Scout Reyes Street, Quezon City 1003	fpmd@privacy.gov.ph	Not yet available due to office transfer
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