



TOURISM PROMOTIONS BOARD PHILIPPINES

# Citizen's Charter

As of 24 February 2017

TOURISM PROMOTIONS BOARD PHILIPPINES

4<sup>th</sup> Floor, Legaspi Towers 300, Roxas Blvd., Manila City 1004 Philippines

Tel: +63 2 525.9318 to 27 • Fax: +63 2 521.6165 • Email: [info@tpb.gov.ph](mailto:info@tpb.gov.ph) • Website: [tpb.gov.ph](http://tpb.gov.ph)



It's more fun in the  
**Philippines**

## TABLE OF CONTENTS

<b>Feedback and Redress Mechanism</b> .....	2
<b>Frontline Services</b>	
<b>MIS Department</b> .....	3
Corrective Maintenance for I.T.	
Preventive Maintenance Schedule Plan for I.T.	
Back-Up and Recovery of Data / System	
<b>Marketing and Promotions Sector</b> .....	6
Participation in Travel Trade, MICE and Consumer Fairs	
Conduct of Business / Sales Missions Overseas	
<b>M.I.C.E. Department</b> .....	13
<b>Marketing Communications Department</b> .....	14
Concept Design and Layout of All Print / Display Ads	
Media Proposal Evaluation	
Processing of Press Release Requests	
Processing of Photo, Video and Promotional Materials Request	
<b>Finance Department</b> .....	18
Disbursement by Check	
<b>Administrative Department</b> .....	21
<b>Human Resources Division</b> .....	21
Recruitment, Selection and Promotion Procedure	
Request for Certification and Service Record	
Bonding	
Pag-ibig Multipurpose Loan	
GSIS Salary/Policy Loans & Others GSIS Concerns	
<b>Procurement General Service Division</b> .....	30
Procurement	
Mailing Service	
Shipment Service	
Messenger Service	
Vehicular Service	
Car Rental	
Cashier	
- Membership Dues	
- Check Releasing	
- Petty Cash Disbursement	
<b>Annex</b> .....	35
<b>Feedback/Complaint Form</b> .....	37

# **FEEDBACK AND REDRESS MECHANISM**

Should you wish to give us your feedbacks/complaints, you may:

Accomplish the Feedback/Complaint Form  
and drop it in the drop box located  
at our reception area.

-or-

Talk to a Human Resource Personnel  
(8:00 am – 5:00 pm, Monday-Friday).

These feedbacks and complaints will be confidential and shall be immediately  
attended too.

(See sample of Feedback/Complaint Form at page 37)

## MIS DEPARTMENT

### A. CORRECTIVE MAINTENANCE FOR I.T.

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
<p>Receive incidence I.T. Request Form</p> <p>Receive I.T. Request Form (QF-MISD-01) from requesting departments.</p> <p>I.T. problems that can be addressed through verbal instruction by the I.T. personnel are recorded in the Monitoring Logsheets of I.T. Request (QF-MISD-05).</p>	MIS Staff	2 Hours	None
<p>Diagnose the reported problem</p> <p>I.T. Personnel goes to concerned department to determine the extent of I.T. problem. Findings are recorded in the IT Request Form (QF-MISD-01).</p> <p>If parts need replacement, refer to QOM-PGSD-01.</p> <p>Once the required parts are purchased and turned over to MISD, MISD to replace the parts within 15 calendar days upon receipt of the parts from PGSD.</p> <p>If parts are no longer replaceable, return the item to GSD.</p> <p>Perform required corrective maintenance activity</p>	MIS Technical	15 days	
<p>Perform required corrective maintenance activity based on diagnosed problem.</p> <p>MISD to guarantee the corrective maintenance activity performed for a period of one (1) week.</p> <p>If the same problem is reported within the week, this is considered as a back-job. MISD to perform the required corrective maintenance activity.</p> <p>Record the corrective maintenance activities carried out</p> <p>Log the activity performed in the I.T. Request Form (QF-MISD-01)</p>	<p>MIS Technical</p> <p>MIS Head / MIS Technical</p>	1 week	





**MARKETING AND PROMOTIONS SECTOR – INTERNATIONAL PROMOTIONS AND DOMESTIC DEPARTMENTS**

**A. PARTICIPATION IN TRAVEL TRADE, MICE AND CONSUMER FAIRS**

<b>Procedure</b>	<b>Officer / Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) If necessary</b>
<p>Receive approved work program</p> <p>DM cascades to DC the Approved Corporate Operating Budget and Work Program (QF-CPBD-04) for planning and implementation.</p> <p>Assign Project Officer to handle the preparation and submission of the project brief</p> <p>For MICE Fairs, Project Officer requests approval from Undersecretary of Tourism Planning and Promotions for the assistance and involvement of the concerned Overseas Office (OO) and Regional Office (RO).</p>	<p>Department Manager (DM) Division Chief (DC) Project Officer (PO)</p>	5 working days	None
<p>Prepare/submit detailed budget breakdown</p> <p>Assigned Project Officer to coordinate with DOT OO/ RO for relevant information about the event.</p> <p>Prepare budget breakdown for approval of COO/DCCO</p> <p>Approve budget breakdown</p>	<p>PO DC Budget Officer Finance Head</p>	10 working days	
<p>Budget Breakdown (QF-MPRO-08) is reviewed and approved by DCCO/COO.</p> <p>Advise DOT OO/RO of TPB's level of participation</p> <p>Coordinate with the DOT OO/RO / event organizers on participation requirements.</p>	DCCO/COO	5 working days	
<p>Prepare the operational plan</p> <p>Prepare the Gantt chart to reflect the operational plan using the Travel Trade MICE Checklist Form (TTMCF) (QF-MPRO-10).</p> <p>DC approves the Travel Trade MICE Gantt Chart (QF-MPRO-11).</p>	<p>DM/DC PO</p>	10 working days	

Procedure	Officer / Employee Responsible	Maximum time concluded	FEE(S) If necessary
<p>Coordinate internal requirements with concerned TPB departments</p> <p>Initiate procurement process to include delivery and shipment. Refer to Procurement of Goods and Services (QOM-PGSD-05).</p> <p>Manage Marketing Communication Requirements</p>	<p>DC PO</p>	<p>10 working days</p>	
<p>Coordinate with MARCOM on creatives (collaterals, booth design, and giveaways), ad material, pre and post event publicity. Prepare Job Order Request Form (QF-MCOM-01).</p> <p>Refer to Concept Design procedure (QOM-MCOM-01) and Processing of Media Requests (QOM-MCOM-04)</p> <p>Prepare travel requirements of TPB representatives based on Travel Requirement Checklist (QF-MPRO-12).</p>	<p>PO DC GSD DM MARCOM Finance COO/DCCO HRDD</p>	<p>20 working days</p>	
<p>Coordinate with Philippine Industry Stakeholders, DOT OO/RO and Finance Department</p> <p>Coordinate with Philippine Industry Stakeholders regarding the participation to event based on TTMCF Checklist (QF-MPRO-10)</p>	<p>DCCO DC DM MIS DM PO Finance</p>	<p>40 working days</p>	
<p>For International: Monitor travel arrangements of Philippine Sellers are in order, refer to the Philippine Delegation Travel Arrangement Monitoring.</p> <p>Provide copy of Summary of Confirmed Participants Form to Finance Department for collection and monitoring of registration fee, if applicable.</p> <p>Provide DOT OO/RO with Summary of Confirmed Participants Form</p>			
<p>Implement the project</p>	<p>DM PO</p>	<p>7 days</p>	



Procedure	Officer / Employee Responsible	Maximum time concluded	FEE(S) If necessary
<p>Ensure that the implementation of project is in accordance with the operational plan Gantt chart, refer to TTMCF Checklist (QF-MPRO-10)</p> <p>During the event, distribute and collect the Sales Lead Form (QF-MPRO-17) daily and distribute and collect the MICE Trade Fair Participation Feedback Form (QF-MICE-03) [for MICE Fairs] / Seller Evaluation Form (QF-MPRO-16) [for Trade Fairs] at the end of the show</p> <p>Refer to Handling of Customer Satisfaction Survey (SPM-08)</p> <p>Prepare Terminal and Liquidation Reports</p> <p>Prepare the terminal report (QF-MPRO-05) in accordance with the prescribed format</p>	<p>COO/DCOO DM DC PO Finance Department</p>	<p>20 working days</p>	
<p>Submit terminal and liquidation reports (QF-FIND-03) within 20 days</p> <p>Prepare and send thank you letters to exhibitors and contacts</p> <p>Follow up leads from trade fair and / or refer leads to concerned TPB departments</p> <p>Monitor mileage, leads and materialized bookings Post-fair follow up with private sector participants regarding business generated and leads materialized at least five (5) months after the event.</p> <p>Record results of follow up in the Monitoring Sales Lead Forms (QF-MPRO-18).</p> <p>Monitor multi-media publicity generated in coordination with DOT OO/RO, if any (ex. Press releases, ad placements, etc).</p> <p>Submit to MARCOMM Multi-media Publicity Monitoring Form (QF-MPRO-19) for computation of media values earned/mileage, if any are monitored..</p>	<p>PO MARCOMM</p>	<p>20 working days</p>	

<b>Procedure</b>	<b>Officer / Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) If necessary</b>
Maintain records Maintain all records in accordance with Control of Records Procedure.	PO Records Officer		

**B. CONDUCT OF BUSINESS/SALES MISSIONS OVERSEAS**

<b>Procedure</b>	<b>Officer / Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) If necessary</b>
Receive approved work program  DM cascades to DC the Approved Corporate Operating Budget and Work Program (QF-CPBD-04) for planning and implementation.  Prepare/submit detailed budget breakdown  Assigned Project Officer to coordinate with DOT OO/ RO for relevant information about the event.	DM DC	5 working days	None
Prepare budget breakdown for approval of COO/DCCO  Approval of budget breakdown  Budget Breakdown (QF-MPRO-08) is reviewed and approved by DCCO/COO.  Advise DOT OO to initiate invitation of foreign buyers once approval of budget breakdown has been secured	PO DC Budget Officer Finance Head	10 working days	
Prepare the operation plan  Prepare the Gantt chart to reflect the operation plan using the Business/Sales Mission Checklist (QF-MPRO-21).  Coordinate with DOT OO to finalize the program and venue. DC approves the Gantt Chart (QF-MPRO-11) for implementation of PO	DCCO COO PO	5 working days	

Procedure	Officer / Employee Responsible	Maximum time concluded	FEE(S) If necessary
<p>Coordinate internal requirements with concerned TPB departments</p> <p>Initiate procurement process to include delivery and shipment. Refer to Procurement Through Competitive or Public Bidding (QOM-PGSD-02) or Alternative Methods of Procurement (QOM-PGSD-03).</p>	<p>DC PO</p>	<p>7 working days</p>	
<p>Manage Marketing Communication Requirements</p> <p>Coordinate with MARCOM on creatives (collaterals, booth design, and giveaways), ad material, pre and post event publicity. Prepare JO.</p> <p>Refer to Concept Design Procedure (QOM-MCOM-01) and Processing of Media Requests (QOM-MCOM-04)</p> <p>Prepare travel requirements of TPB representatives based on Travel Requirement Checklist (QF-MPRO-12).</p> <p>Coordinate with Philippine Industry Stakeholders / Sellers, DOT OO and Finance</p>	<p>DC PO Finance GSD DM COO/DCOO MARCOM HRD DM</p>	<p>20 working days</p>	
<p>Coordinate with Philippine Industry Stakeholders / Sellers regarding the participation to event based on Business / Sales Mission Checklist(QF-MPRO-21)</p> <p>Monitor submission of materials from participants.</p> <p>Monitor travel arrangements of Philippine Sellers are in order, refer to the Philippine Delegation Travel Arrangement Monitoring (QF-MPRO-13) .</p> <p>Provide DOT OO with Summary of Confirmed Participants Form (QF-MPRO-15).</p> <p>Provide copy of Summary of Confirmed Participants Form to Finance Department for collection and monitoring of registration fee.</p>	<p>PO DC DM DCOO MIS DM Finance</p>	<p>40 working days</p>	<p>US\$200 per city</p>

Procedure	Officer / Employee Responsible	Maximum time concluded	FEE(S) If necessary
<p>Implement the project</p> <p>Ensure that the implementation of project is in accordance with the operation plan. Refer to Business Sales Mission Checklist (QF-MPRO-21) and Travel Trade MICE Gantt Chart (QF-MPRO-11)</p> <p>Monitor submission of Sales Lead Form (QF-MPRO-17)</p> <p>Collect / gather accomplished Sales Mission Evaluation Form (QF-MPRO-22).</p> <p>Refer to Handling of Customer Satisfaction Survey (SPM-08)</p> <p>Prepare Terminal and Liquidation Reports</p>	<p>DM PO</p>	<p>3 days per city</p>	
<p>Prepare the terminal report (QF-MPRO-05) in accordance with the prescribed format</p> <p>Submit terminal and liquidation reports (QF-FIND-03) within 20 days</p> <p>Prepare and send thank you letters to exhibitors and contacts</p> <p>Follow up leads from Business / Sales Mission and / or refer to concerned TPB departments</p> <p>Collect / gather accomplished Sales Mission Evaluation Form (QF-MPRO-22). Refer to Handling of Customer Satisfaction Survey (SPM-08)</p> <p>Monitor mileage, leads and materialized bookings</p>	<p>COO DCOO DM DC PO Finance Department</p>	<p>20 working days</p>	
<p>Post-mission follow up with private sector participants regarding business generated and leads materialized</p> <p>Record results of follow up in the Monitoring Sales Lead Form (QF-MPRO-18)</p> <p>Monitor multi-media publicity generated in coordination with DOT Field Office</p>	<p>PO MARCOMM</p>	<p>20 working days</p>	

<b>Procedure</b>	<b>Officer / Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) If necessary</b>
Submit to MARCOMM Multi-media Publicity Monitoring Form (QF-MPRO-19) for computation of media values/mileage  Maintain records Maintain all records in accordance with Control of Records Procedure	PO Records Officer		

## M.I.C.E. DEPARTMENT

### A. BIDDING FOR INTERNATIONAL EVENTS

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
Receive directive or Approved Project Proposal Form	Department Manager (DM)	Response to client within 24 hours upon receipt of the letter	None
	Division Chief (DC)		
	Project Officer (PO)		
Prepare bid documents	Domestic Department Manager Project Officer	2 weeks	
Submit bid documents	Project Officer	1 day	
Monitor status of bid proposal	Project Officer	1 week	
Maintain records	Record Officer		

### B. ASSISTANCE TO BOOKED EVENTS

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
Receive approved Project Proposal Form / Won Bid Transmittal Form	Department Manager (DM)	Response to client within 24 hours upon receipt of the letter	None
	Events Marketing and Services Division Chief (DC)		
	Project Officer (PO)		
Coordinate with the event organizer	Project Officer Private sector/ local organizer	1 week	
Coordinate internal requirements with concerned TPB departments (if needed)	Project Officer	15 days	
Liaise with other government agencies and concerned private entities (if needed)	Project Officer	15 days	
Implement the provision of approved assistance	Project Officer	During event dates	
Prepare Terminal and Liquidation Reports	Project Officer	20 days	
Maintain records	Project Officer Records Officer		

## MARKETING COMMUNICATIONS DEPARTMENT

### A. CONCEPT DESIGN AND LAYOUT OF ALL PRINT/DISPLAY ADS

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>Receive Job order Request Form (JORF) and Creative Brief</p> <p><i>Receipt and check the completeness of the information as specified in the JORF to include a Creative Brief.</i></p>	<p>Secretary of Marketing Communications (MARCOM) Head</p>	<p>JORF should be given out to the respective MARCOM officer within three (3) days upon receipt</p>	<p>None</p>
<p>Conduct meeting with end-user, as needed</p> <p><i>Discussion of the Creative Brief in Detail. Plotting of the timeline.</i></p>	<p>MARCOM Division Head / MARCOM representative</p>	<p>Accomplish within three (3) days upon receipt of the JORF and Creative Brief Form</p>	
<p>Secure inputs from the end-user</p> <p><i>Vetting of concept and copy (check if concept and copy is correct and aligned to the communication strategy of the end-user).</i></p> <p><i>Secure comments and inputs if any, from end-user based on the initial concept design and copy.</i></p>	<p>Creative Artist &amp; End-user</p>	<p>Accomplish within three (3) days upon receipt of MARCOM Head's approval / comments on the proposed artwork</p>	
<p>Approval of design concept</p> <p><i>End-user approves the final design concept by putting "OK" or "Approved" on the Creative Title Block Form.</i></p>	<p>Creative Artist &amp; End-user</p>	<p>Accomplish within five (5) days upon receipt of revision / editing points of the artwork / concept design from the end-user</p>	
<p>Release of final artwork to end-user</p> <p><i>Creative artist prepares final artwork design of material, prototype of material if needed, specifications and cost estimate if needed (refer to Cost Estimation Procedure).</i></p>	<p>Creative Artist &amp; End-user</p>	<p>Accomplish within three (3) days upon receipt of approved artwork / concept as approved by end-user</p>	

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>Approval of final artwork and log of release .</p> <p><i>End-user is to fill-out the Approval Form and Satisfaction Survey.</i></p> <p><i>Record the release of final artwork to end-user in the Creative Design Log Sheet</i></p>	Creative Artist & End-user	Accomplish within three (3) days upon the release of the artwork to end-user	

## **B. MEDIA PROPOSAL EVALUATION**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum Time Concluded</b>	<b>FEE(S) if necessary</b>
<p>Receive media proposal</p> <p><i>Receipt of media proposal from Department of Tourism and other sources (public and private sectors).</i></p>	Secretary of MARCOM Head	Media proposal should be given out to the respective MARCOM officer within three (3) days upon receipt	None
<p>Evaluation of proposal</p> <p><i>Evaluate the media proposal using the evaluation criteria. Refer to Media Proposal Evaluation Checklist. If criteria are not met, reject proposal, prepares and send Letter of Regrets to the proponent. Project Officer logs the release of Letter of Regrets to the requesting office in the Media Proposal Evaluation Log Sheet.</i></p>	Project Officer & MARCOM Head	Accomplish within five (5) days upon receipt of the assigned project / media proposal	
<p>Preparation of Evaluation Report</p> <p><i>If approved, the project officer prepares Evaluation Report with corresponding recommendation, budget * and Notice of Approval to Requesting Party for endorsement of MARCOM Head to TPB Chief Operating Officer.</i></p>	Project Officer & MARCOM Head	Accomplish within three (3) days upon receipt of approval from the evaluation proposal	
<p>Release of Evaluation</p> <p><i>Release of Evaluation Report, Memo of Recommendation to COO and Notice of Approval to Requesting Party. Project officer logs the release of Notice of Approval to the requesting office in the Media Proposal Evaluation Log Sheet.</i></p>	Project Officer & MARCOM Head	Accomplish within three (3) days upon receipt of signed evaluation report, recommendation and budget	



### C. PROCESSING OF PRESS RELEASE REQUESTS

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
<p>Receives Job Order Form (JORF) and Project Brief Form.</p> <p><i>Receipt and check the completeness of the information as specified in the JORF to include a Project Brief.</i></p>	Secretary of MARCOM Head	JORF should be given out to the respective MARCOM officer within three (3) days upon receipt	None
<p>Secure inputs and approval from MARCOM Head</p> <p><i>MARCOM Media (MCM) Lead presents the article / photo collage / video to MARCOM Head and end-user</i></p>	MARCOM Head & End-user	Accomplish within five (5) days upon revision / editing of the press release based on MCM Lead's inputs / comments	
<p>Release of Press Release</p> <p><i>MCM Lead releases the final output to the identified medium</i></p>	MCM Lead	Accomplish within three (3) days upon approval of final revised / edited copy	

### D. PROCESSING OF PHOTO, VIDEO AND PROMOTIONAL MATERIALS REQUEST

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
<p>Receive request from the Department of Tourism (DOT) and other sources (public and private sectors)</p>	MARCOM Head & MARCOM Officer		Fees for photos for discussion and alignment with Business Development
<p>Approval from MARCOM Head</p>	MARCOM Head & MARCOM Officer	Accomplish immediately upon receipt of approval	
<p>Proceed with the creation of Job Order Request Form (JORF), if request is approved</p>	MARCOM Officer	JORF be prepared by the respective MARCOM officer within three (3) days upon receipt of approval	

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum Time Concluded</b>	<b>FEE(S) if necessary</b>
Prepare requested promotional materials and/or photos and videos	MARCOM officer	Accomplish within three (3) days upon receipt of JORF	
Release of requested materials to end-user	MARCOM officer & End-user	Accomplish immediately upon receipt of JORF	
Log of release	MARCOM officer & End-user	Accomplish immediately upon release of requested materials	



Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>In the case of disbursements for pre-audit, it will be forwarded to COA. Once pre audited, it will be forwarded to the Cahier for check preparation. sign Box B of the BUS and forward it to the Accounting Division</p>	<p>Financial Analyst (for cash advances of special projects)</p>		
<p>The Accounting Division receives the documents and checks completeness of the SD, assign number to the Disbursement Voucher (DV) and Journal Entry Voucher (JEV), compute the amount and make the necessary accounting entry. Affix initials in Box B of the DV and JEV.</p>	<p>Financial Analyst (Remittance to Philhealth, Pag-Ibig, NHMDF and Insular Life)</p>		
<p>Index DV to ledger of payments to Creditors/employees or ledger of Cash Advances, as the case may be. Forward to the Chief, Accounting Division.</p>	<p>Financial Analyst</p>		
<p>The documents will be verified. Funds availability will be certified and the DV Box B and JEV will be signed.</p>	<p>Chief, Accounting Division</p>		
<p>Monitors and list DV to be logged for approval for cash availability and preparation of cash position.</p>	<p>Budget Specialist</p>		
<p>Logging out of DV and support documents to the Approving Official.</p>	<p>Messenger</p>		
<p>It will be routed to the Authorized Approving Official for approval and signing and forwarded to the Cashier for check.</p>	<p>Messenger</p>		

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>A monthly file of JEV and the original DV and supporting documents are submitted to the COA for post audit.</p> <p>Then checks are routed to be signed by Authorized Officials.</p> <p>Signed checks are sent back to the Finance Department to get a copy of the DV for filing. Then sent back to the Cashier for releasing.</p> <p>DVs/JEVs of released checks are sent back to the Accounting Division for filing.</p> <p>The JEV is then recorded in the Checks Disbursement Journal, to recapitulate entries and post entries to the general ledger.</p>	<p>Messenger</p> <p>Messenger</p> <p>Accountant</p> <p>Messenger</p>		





Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>Prepare and post selection line-up. Prepare and post selection line-up at 3 conspicuous places in TPB.</p> <p>Endorse the selection line-up to the PSB for panel interview.</p> <p>Conduct PSB panel interview and deliberation. TPB PSB conducts final screening interview using the Interview Evaluation Form (QF-PHRD-13) and deliberate for endorsement to the Appointing Authority.</p> <p>Approve/ Disapprove PSB recommendation. The Appointing Authority approves or disapproves PSB recommendation.</p> <p>Issue Notices and Checklist of Requirements. For internal successful candidates, issue Notice of Promotion / Movement.</p> <p>For external successful candidates, issue Notice of Acceptance and Checklist of Requirements for Employment (QF-PHRD-16A) or for Transferees (QF-PHRD-16B). For non-successful candidates, send Letters of Regret.</p> <p>For Permanent Positions, post Notice of Appointment/ Protest at 3 conspicuous places in TPB for 15 working days.</p>	<p>HR Assistant HRMO</p> <p>TPB Personnel Selection Board (PSB)</p> <p>Appointing Authority</p> <p>HR Assistant</p>		







Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>Prepare and post selection line-up.</p> <p>Prepare and post selection line-up at 3 conspicuous places in TPB.</p> <p>Endorse the selection line-up to the PSB for panel interview.</p> <p>Conduct PSB panel interview and deliberation.</p> <p>TPB PSB conducts final screening interview using the Interview Evaluation Form (QF-PHRD-13) and deliberate for endorsement to the Appointing Authority.</p> <p>Approve/ Disapprove PSB recommendation.</p> <p>The Appointing Authority approves or disapproves PSB recommendation.</p> <p>Issue Notices and Checklist of Requirements.</p> <p>For internal successful candidates, issue Notice of Promotion / Movement</p> <p>For external successful candidates, issue Notice of Acceptance and Checklist of Requirements for Employment (QF-PHRD-16A) or for Transferees (QF-PHRD-16B).</p> <p>For non-successful candidates, send Letters of Regret.</p> <p>For Permanent Positions, post Notice of Appointment/ Protest at 3 conspicuous places in TPB for 15 working days.</p>	<p>HR Assistant HRMO</p> <p>TPB Personnel Selection Board (PSB)</p> <p>Appointing Authority</p> <p>HR Assistant</p>		





<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum Time Concluded</b>	<b>FEE(S) if necessary</b>
If the check is ready, HRD will file the documents and pay at the Bureau of Treasury			

**D. PAG-IBIG MULTI-PURPOSE LOAN**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum Time Concluded</b>	<b>FEE(S) if necessary</b>
Employee must accomplish the Pag-ibig Loan Application form and submit it to the HRD for salary verification and signature of concerned officials with Photo copy of Company ID (front and back) and Landbank ATM.  Once signed, concerned employee will be notified and will have to file the loan application to Pag-ibig Branch personally.	HRD Staff		None

**E. GSIS SALARY / POLICY LOAN.**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum Time Concluded</b>	<b>FEE(S) if necessary</b>
Concerned Employee must proceed to GSIS and apply through the kiosk.  The employee must inform the assigned HRD Administrative Authorized Officers for the confirmation of loan.	HRD staff designated AAOs		None

**F. OTHER GSIS CONCERNS:**

**(ISSUANCE OF POLICY CONTRACT, REQUEST FOR DIVIDEND, MATURITY / CSV CLAIM, FUNERAL / DEATH CLAIM, SURVIVORSHIP CLAIM, RETIREMENT).**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum Time Concluded</b>	<b>FEE(S) if necessary</b>
Submit the HRD duly accomplished forms with corresponding attachments and submit to the HRD assigned Liaison Officer.  The Liaison Officer shall submit it to the concerned GSIS office.	HRD Liaison Officer  HRD Liaison Officer		None

**PROCUREMENT AND GENERAL SERVICES DIVISION  
(PGSD)**

**A. PROCUREMENT**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
The requesting employee must fill-up the Purchase Request (PR).			None
The accomplished form will be forward to concerned signatories. (see table 1)	GSD Chief	10 minutes	
If requested items are on stock, the PR is forwarded to Property Unit for appropriate action.	Requesting Employee	15 minutes	
The requesting employee shall fill-up and submit the approved Requisition and Issue Slip (RIS) to the Property Unit	Procurement Officer	7 days	
If requested items are not available, PR is forwarded to the Procurement Officer for canvassing.	Evaluation Officer	2 days	
The requirements stated in the PR shall be posted in the official website and DBM-PhilGEPS to obtain reasonable prices from PhilGEPS registered suppliers.	Procurement Officer	2 days	
All supporting papers (PR, canvass) shall be received by the Evaluation Officer to evaluate/summarize the quotations submitted to be approved by the Head of Procuring Unit.	Procurement Officer	1 week	
The above documents shall be forwarded to the Procurement Officer who shall now prepare the Purchase Order (PO).	Procurement Officer	5 working days	
The PO shall be routed to concerned officials for signature. (see table 2)	Procurement Officer		
Once the PO is funded and approved, the supplier is requested to acknowledge the receipt of the approved PO. Copy of the PO shall then be forwarded to COA within 5 working days.			

**B. MAILING SERVICE**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>Fill up the request form duly approved by their respective heads and forward to GSD for appropriate action.</p> <p>All mails are weighed/brought to the nearest Post Office for proper costing of stamps.</p>	Requesting employee	15 minutes	

**C. SHIPMENT**

**Outgoing Shipment**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
Request for shipment must be accomplished by the Project Officer approved by the COO or Authorized Representative.	Requesting Employee	45 minutes	None
The request should include the packing list and complete address of consignee.	Requesting Employee	30 minutes	
Once shipped, the requesting party will be informed of the shipment details.	GSD	30 minutes	
The consignee is later informed of the Airway Bill Number or Bill of Lading for his references and appropriate action			

**Incoming Shipment**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
TPB is advised of the incoming shipment by way of the original copy of the airway bill which indicates the nature of shipment, point of origin and consignor.	GSD	10 minutes	None



**D. MESSENGERIAL SERVICE**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>Is services of the messengerial companies are required, letters are given to GSD. GSD will be responsible in contracting said companies</p> <p>The messengerial form must be accomplished and duly approved by the Administrative Manager.</p>	Requesting Employee	10 minutes	None

**E. VEHICULAR SERVICE**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>The vehicular Reservation Form must be submitted to the Administrative Department duly signed by their respective Department Manager.</p> <p>The form is forwarded to the GSD for approval and proper scheduling.</p> <p>For extension of the use of vehicles, a reservation form is likewise required and approved.</p>	<p>Requesting Employee</p> <p>Vehicle Reservation Officer</p> <p>Requesting Employee</p>	<p>3 days before actual use</p> <p>10 minutes</p> <p>2 weeks maximum use of vehicles per department.</p>	None

**F. CAR RENTAL REQUEST**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>Requests for car rental including itinerary, type of vehicle to be rented, period of rental and a justification for rental must be signed by the Dep. Manager.</p> <p>(The accomplished request form should have a notation of GSD that no vehicle on the motor pool is available on the dates requested)</p>	Requesting employee	<p>3 days (for regular operations);</p> <p>5 days (for special project)</p>	None

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
Requests are forwarded to the Office of the COO for approval.	Requesting employee	10 minutes	
Approved requests are forwarded to the Administrative Department for canvassing.	Procurement Officer	1 hour	
Requesting employee is informed about the car agency for the project for appropriate action.	Procurement Officer	10 minutes	
For vehicles hired for projects, certification for payment is prepared by the project officer.	Project Officer	15 minutes	
For vehicles hired in lieu of TPB service vehicle which is under repair, the certification of payment is prepared by the office to whom the TPB vehicle is assigned.	Requesting Department	15 minutes	
The approved certification together with required documents is forwarded to Finance Department for processing of payment.	GSD	10 minutes	

## **G. CASH UNIT**

### **MEMBERSHIP DUES**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
The Client must present the Assessment Form from the Membership Department to the Cashier.	Cashier	30 minutes	None
Client to fill-up a payment Order Form.			
Upon payment the Cashier will issue an Official Receipt.			

**CHECK RELEASES**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>The collector/ representative must inform the Cashier the Company he/she represents.</p> <p>Cashier will release the check.</p> <p>The collector will have to sign the voucher acknowledging the receipt of check and will issue an official receipt.</p>	Cashier	20 minutes	None

**PETTY CASH DISBURSEMENT**

<b>Procedure</b>	<b>Officer/Employee Responsible</b>	<b>Maximum time concluded</b>	<b>FEE(S) if necessary</b>
<p>The requesting employee must accomplish the petty cash voucher and submit it to the Administrative Department for signing of the Administrative Manager.</p> <p>Signed petty cash vouchers are released by the Secretary of the Administrative Manager.</p> <p>Concerned employee will have to encash it at the Cashier.</p>	<p>Administrative Manager</p> <p>Secretary of the Administrative Manager</p> <p>Cashier</p>	1 day	None

# ANNEX

## **CHECKLIST OF GSIS REQUIRMENTS**

### **MATURITY/ CSV CLAIM**

- Service Record with inclusive dates of leave without Pay, if any; if no LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original/ CLEAR certified true copy)  
2 copies
- Policy Contract (original) – Affidavit of Loss, in case of Loss
- Certificate/Letter of Surrender for CSV
- Certification of Policy Loan Payments
- Tentative Computation from GSIS

### **FUNERAL/DEATH CLAIM**

- Funeral and Death Claim Form
- Service Record with inclusive dates of leave without Pay, if any; if no LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original/ CLEAR certified true copy)  
2 copies
- Policy Contracts (original) – Affidavit of Loss, in case of Loss
- Certification of Policy Loan Payments
- Original Copy of Death Certificate of member
- Marriage Contract for married members
- Official Receipts of Funeral Cost/Service

### **SURVIVORSHIP CLAIM**

- Survivorship Claim Form
- Application for Retirement (3 copies)
- Service Record with inclusive dates of leave without Pay, if any; if no LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original/ 3 certified true copy)
- Certification of Salary/ Emergency Loan Payments
- Original Death Certificate
- Original Marriage Contract
- Original Birth certificates of children
- Proofs of Surviving legal heirs

### **RETIREMENT**

- Application for Retirement (3 copies)
- Service Record with inclusive dates of leave without Pay, if any; if none LAWOP, state NONE; duly certified by HEAD of Office/ Administrative Officer (Original and 2 certified true copy)
- Tentative Computation of Retiree from GSIS

## *GSD Table*

**TABLE 1 (PURCHASE REQUEST)**

<b><u>PARTICULARS</u></b>	<b><u>REQUESTING OFFICER</u></b>	<b><u>APPROVING OFFICIAL</u></b>
Up to P 100,000.00	Division Chief concerned / OIC	Admin. Manager / OIC
Over P 100,000.00 up to P 1,000,000.00	Dept. Manager concerned / OIC	COO / OIC
Over P 1,000,000.00	COO / OIC	Chairperson TPB Board

**TABLE 2 (PURCHASE ORDER)**

<b><u>PARTICULARS</u></b>	<b><u>REQUESTING OFFICER</u></b>	<b><u>APPROVING OFFICIAL</u></b>
Up to P 100,000.00	GSD Chief / OIC	Admin. Manager / OIC
Over P 100,000.00 up to P 5,000,000.00	Manager Concerned	COO / OIC
Over P 5,000,000.00	COO/ OIC	Chairperson TPB Board



## FEEDBACK/COMPLAINT FORM

**We welcome your feedbacks/complaints. To improve our service and to be able to address your issues and concerns, please fill-out this form completely, including your signature and contact details at the end of the form.**

---

---

---

---

---

\_\_\_\_\_  
Signature above printed name

\_\_\_\_\_  
Address and Contact number(s)

\_\_\_\_\_  
Date