



TOURISM PROMOTIONS BOARD PHILIPPINES

Citizen's Charter

As of 27 June 2017

TOURISM PROMOTIONS BOARD PHILIPPINES

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

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MISSION

To market and promote the Philippines domestically and internationally as a world-class tourism and MICE destination, in strategic partnership with private and public stakeholders to deliver a unique high-value experience for visitors, significantly contributing to increased arrivals, receipts and investments to the country.

VISION

The Philippines is among the top destinations in the world by 2020.

Our Values **POWER** our Success!

PASSIONATELY DRIVEN TEAM

(Commitment, service-oriented)

WE respond enthusiastically and with dedication to the needs of the industry stakeholders.

OUTSTANDING LEADERS

(Accountable/Objective)

(innovative, creative, generator, growth, integrity, trustworthy, accountable, credible, efficient)

We act as an enabler in embracing challenges to create breakthrough ideas, exercise good governance, transparency and judicious management of resources.

WELL-BALANCED WORK-LIFE

(stable, fun)

We create a healthy work environment to promote a balanced professional and personal well-being of the workforce.

EMPOWERED ORGANIZATION

(dynamic, flexible)

We strive to be superior by improving performance through continued learning in all levels of the organization.

RESPONSIVE PARTNERS

(corporate responsibility, community, respect for others)

We commit to build and nurture a just and sustainable development for the society.

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-

Get in touch with our Assistant Relations Officer at 525-9318 local 206 or email
address thyrrise_juan@tpb.gov.ph
(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)

FRONTLINE SERVICES

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 Logsheet 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	

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
Maintain Records Maintain all records in accordance with Control of Records Procedure.	MIS Staff		

B. PREVENTIVE MAINTENANCE SCHEDULE PLAN FOR I.T

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
Prepare a Preventive Maintenance Schedule Plan Prepare a Preventive Maintenance Schedule Plan for approval. Evaluate and approve the prepared Preventive Maintenance Schedule Plan Inform all departments of the Preventive Maintenance Schedule through a memorandum. Implement the Preventive Maintenance Schedule Plan Implement the Daily Monitoring of I.T Server, Network Infrastructure and Internet Connection (QF-MISD-02) as planned and conformed by different departments. Record the Preventive Maintenance Activities Preventive Maintenance Activities are recorded in the Preventive Maintenance Schedule Plan of I.T. Hardware, Software and Information System (QF-MISD-03) Maintain records Maintain all records in accordance with Control of Records Procedure.	MIS Head , MIS Systems/Network Admins MIS Technical , MIS Systems/Network Admins MIS Technical, MIS Systems/Network Admins MIS Technical , MIS Systems/Network Admins	Daily	None

C. BACK-UP AND RECOVERY OF DATA / SYSTEM

Procedure	Officer / Employee Responsible	Maximum time concluded	FEE(S) If necessary
<p>Inform all departments / divisions and units to create official folders thru memo</p> <p>Inform all departments / divisions and units to create official folders thru memo on the following:</p> <p>Project Name Documents (reports) Images / scanned Images</p> <p>Advise all departments / divisions and units of the back-up schedule</p> <p>Advise all departments / divisions and units of the back-up schedule done every Friday at 10:00am thru memo & email.</p> <p>Initialize back-up</p> <p>Initialize backing up script (program) in the server.</p> <p>Check and validate backed-up data</p> <p>Check and validate if backing up of data and systems are successful on Colocation Data Center.</p> <p>Maintain Records</p> <p>Maintain all records in accordance with Control of Records Procedure.</p>	<p>MIS HEAD MIS System/Network Administrator</p> <p>MIS System/Network Administrator</p> <p>MIS System/Network Administrator</p> <p>MIS System/Network Administrator</p> <p>MIS Technical Officer</p>	<p>Every Friday (10:00 a.m.)</p>	<p>None</p>

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

A. PARTICIPATION IN TRAVEL TRADE, MICE AND CONSUMER FAIRS

Procedure	Officer / Employee Responsible	Maximum time concluded	FEE(S) If necessary
<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>	

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

B. CONDUCT OF BUSINESS/SALES MISSIONS OVERSEAS

Procedure	Officer / Employee Responsible	Maximum time concluded	FEE(S) If necessary
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>

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) Division Chief (DC) Project Officer (PO)	Response to client within 24 hours upon receipt of the letter	None
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) Events Marketing and Services Division Chief (DC) Project Officer (PO)	Response to client within 24 hours upon receipt of the letter	None
Coordinate with the event organizer	Project Officer 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		

C. ORGANIZING/HOSTING OF SPECIAL AND INSTITUTIONAL EVENTS

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
Receive directive or Approved Project Proposal Form	Deputy Chief Operating Officer (DCOO)/ Department Manager (DM)/ Division Chief (DC)/ Project Officer (PO)/	Response to client within 24 hours upon receipt of the letter	None
Assigns focal person	Department Manager (DM)/ Division Chief (DC)	1 day	
Determine Event Requirements	Department Manager (DM)/Division Chief (DC)/Assigned Focal Person	1 week	
Prepare detailed budget breakdown	Assigned Focal Person	1 week	
Prepare Gantt Chart	Assigned Focal person	1 day	
Approve Gantt Chart	Chief Operating Officer (COO)/ Deputy Chief Operating Officer (DCOO)/ Department Manager	1 day	
Implement the Gantt Chart	Assigned Focal person		

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

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

B. MEDIA PROPOSAL EVALUATION

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
<p>Receive media proposal</p> <p>Receipt of media proposal from Department of Tourism and other sources (public and private sectors).</p> <p>Evaluation of proposal</p> <p>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.</p> <p>Preparation of Evaluation Report</p> <p>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.</p> <p>Release of Evaluation</p> <p>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.</p>	<p>Secretary of MARCOM Head</p> <p>Project Officer & MARCOM Head</p> <p>Project Officer & MARCOM Head</p> <p>Project Officer & MARCOM Head</p>	<p>Media proposal should be given out to the respective MARCOM officer within three (3) days upon receipt</p> <p>Accomplish within five (5) days upon receipt of the assigned project / media proposal</p> <p>Accomplish within three (3) days upon receipt of approval from the evaluation proposal</p> <p>Accomplish within three (3) days upon receipt of signed evaluation report, recommendation and budget</p>	<p>None</p>

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

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> <p>Approval from MARCOM Head</p> <p>Proceed with the creation of Job Order Request Form (JORF), if request is approved</p>	<p>MARCOM Head & MARCOM Officer</p> <p>MARCOM Head & MARCOM Officer</p> <p>MARCOM Officer</p>	<p>Accomplish immediately upon receipt of approval</p> <p>JORF be prepared by the respective MARCOM officer within three (3) days upon receipt of approval</p>	<p>Fees for photos for discussion and alignment with Business Development</p>

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
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	

CORPORATE AFFAIRS

FINANCE DEPARTMENT

A. DISBURSEMENT BY CHECK

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<p>Requesting Department must submit the duly accomplished Disbursement Voucher attached with supporting documents and Budget Utilization Slip (BUS) to the Finance Department.</p>	<p>Bookkeeper</p>	<p>½ day (Maximum of 1 day depending on the documents submitted)</p>	<p>None</p>
<p>Upon submission it will be logged and forwarded to the Budget Division.</p>	<p>Budget Officer</p>		
<p>The Budget Division receives documents, checks legality and assign number to the BUS; determines charges according to program/project control and Department Control.</p>	<p>Budget Specialist</p>		
<p>Charges will be indexed to ledger cards of Departments Control and program/project control.</p>	<p>Budget Officer</p>		
<p>Checking of the charges made according to program/project control and Department Control; determines Corporate Account Code; monitors documents charged to Trust Liability Account (TLA); forward BUS, supporting documents to the Budget Division Chief.</p>	<p>Budget Division Chief</p>		
<p>Upon receipt, will verify correctness of charges made according to program/project control and Department Control; Corporate Account Code or to TLA; Certify and</p>	<p>Financial Analyst (for regular expenses)</p>		

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>		

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<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>For qualified candidates, schedule for written examinations.</p> <p>For not qualified candidates, send Letters of Regret.</p> <p>Administer written examination. Administer written examinations prescribed per level.</p> <p>Record the results in Pre-employment Test Results Form (QF-PHRD-14).</p> <p>Candidates shall meet the minimum required rating as stated in the TPB MSP in order to qualify. Candidates shall meet the minimum required rating as stated in the TPB MSP in order to qualify.</p> <p>Conduct second screening interview Conduct series of interviews with the Administrative Department Manager, Division Chief or Department Manager where the vacancy exists and the Deputy COO concerned and recommend appropriate action using the Interview Evaluation Form (QF-PHRD-13).</p> <p>For candidates recommended for permanent position, schedule for PSB panel interview.</p> <p>For candidates recommended for Job Order position, proceed to Step No. 11.</p> <p>For not recommended candidates, send Letters of Regret.</p>	<p>HR Assistant External Service Provider</p> <p>Administrative Department Manager Division Chief or Department Manager where the vacancy exists Deputy COO concerned</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>Receive requirements.</p> <p>For Permanent Positions: If no Protest, receive requirements from the successful candidates and prepare CSC Appointment Paper and submit to the Office of the Appointing Authority for signature. If with Protest, resolve protest by creating Appeals Committee.</p> <p>For Job Order Positions, prepare Contract of Service.</p> <p>Sign Appointment Paper/ JO Contract of Service.</p> <p>Sign Appointment Paper/ JO Contract of Service by the authorized signatories.</p> <p>Submit signed Appointment Paper to CSC. For Permanent Position, submit signed Appointment Paper to CSC for evaluation and approval within 30 days from the date of appointment.</p> <p>For Job Order Positions, issue JO Contract of Service.</p> <p>Conduct TPB Orientation.</p> <p>Conduct TPB Orientation prior to date of reporting using the Orientation Checklist – QF-PHRD-17</p> <p>Deploy hired / promoted personnel. Deploy hired / promoted personnel to the requesting department. HR Assistant opens a 201 File</p> <p>Maintain Records. Maintain all records in accordance with Control of Records Procedure.</p>	<p>HR Assistant HRMO</p> <p>HR Chief Finance Manager DCOO for Corporate Affairs Appointing Authority</p> <p>HR Assistant</p> <p>HR Assistant</p> <p>HR Assistant</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). 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. REQUEST FOR CERTIFICATION AND SERVICE RECORD

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
<p>Requesting employee must fill-up request for certification form and submits it to the PHRDD.</p> <p>For purposes of official travel abroad please attach a copy the signed Travel or Special Order.</p> <p>Requesting employee will be informed once to the certification / service record has been signed by the PHRDD chief and is ready for pick up.</p>	<p>HRD Staff</p> <p>HRD Staff</p>	<p>Within the day subject to the availability of the signatory</p>	<p>None</p>

C. BONDING

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
<p>Concerned employee must fill up the application form (nos. 57A and 58A). It must be duly signed by the Admin Manager, Head Agency and by the government doctor with the following documents in triplicate copy:</p> <p>Special Disbursing Officer Form signed by the Head of the Agency. Latest Assets and Liabilities. Certificate of Employment from HRD. 1pc. 2x2 ID picture.</p> <p>Duly Accomplishment form and requirements must be submitted to the PHRDD for verification and for processing of payment:</p> <ul style="list-style-type: none"> For premium less than P2,000.00, payment thru petty cash For premium P2,000.00 and above, payment thru telegraphic transfer <p>Once payment is available, HR staff to file the application at Bureau of Treasury and get the confirmation letter.</p>	<p>HRD Staff</p> <p>HRD Staff</p>	<p>1 day</p> <p>5 days</p>	<p>None</p>

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
Concerned employee and Finance Department will be informed once the application is filed.			

D. PAG-IBIG MULTI-PURPOSE LOAN

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
Employee must accomplish the Pag-ibig Loan Application form and submit it to the PHRDD 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	Within the day from receipt of complete documents and subject to the availability of the signatory	None

E. GSIS SALARY / POLICY LOAN.

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
Concerned Employee must proceed to GSIS and apply through the kiosk. The employee must inform the assigned PHRDD Administrative Authorized Officers for the confirmation of loan.	HRD staff designated AAOs	2-4 hours upon information of the concerned employee	None

F. OTHER GSIS CONCERNS:

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

Procedure	Officer/Employee Responsible	Maximum Time Concluded	FEE(S) if necessary
Submit to PHRDD duly accomplished forms with corresponding attachments and submit to the PHRDD assigned Liaison Officer. The Liaison Officer shall submit it to the concerned GSIS office.	HRD Liaison Officer HRD Liaison Officer	Within the day from the receipt of complete documents	None

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

A. PROCUREMENT

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
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

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

CHECK RELEASES

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<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

Procedure	Officer/Employee Responsible	Maximum time concluded	FEE(S) if necessary
<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 REQUIREMENTS

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

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/ CASH SURRENDER VALUE (CSV)

- 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

PGSD Table

TABLE 1 (PURCHASE REQUEST)

<u>PARTICULARS</u>	<u>REQUESTING OFFICER</u>	<u>APPROVING OFFICIAL</u>
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)

<u>PARTICULARS</u>	<u>REQUESTING OFFICER</u>	<u>APPROVING OFFICIAL</u>
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