



**PRESIDENTIAL COMMISSION FOR THE URBAN POOR**  
**LINGKOD NG MARALITANG TAGALUNGSOD**

# **CITIZEN'S CHARTER HANDBOOK**

**(Internal and External Services)**

**March 2022**



## **I. MANDATE**

Pursuant to Executive Order No. 82 dated December 8, 1986, PCUP serves as the direct link of the urban poor to the government in policy formulation and program implementation addressed to their needs.

## **II. VISION**

A society where the poor are empowered, economically productive and actively participating in the poverty reduction program and sustainable development of the country.

## **III. MISSION**

To fulfill its vision, PCUP vows to undertake the following:

- improved coordination and monitoring for the speedy implementation of government programs and policies for the urban poor;
- enhanced accreditation of legitimate urban poor organizations for purposes of representation and policy formulation.

## **IV. SERVICE PLEDGE**

We, the officers and employees of the Presidential Commission for the Urban Poor, commit to:

- Provide efficient service and prompt, appropriate response to inquiries, 8:00 A.M. to 5:00 P.M., Mondays to Fridays;
- Comply with our Service Standard and Code of Conduct;
- Uphold the virtues of honesty and integrity at all times and employ transparency in the performance of our function;
- Promote the legitimate interests of the urban poor through advocacy and coordination with concerned bodies.

These, we pledge to sustain PCUP's journey towards building the capacities of the urban poor.



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# Administrative and Finance Division (AFD)

# **ACCOUNTING UNIT**



## 1. Liquidation of Cash Advance

A liquidation is a requirement for all cash advances, whether for petty cash, for activities, for travel, or for any specific purpose.

<b>Office/Division/Unit</b>	Accounting Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees who had cash advances and petty cash			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Liquidation Report (LR) Form		Accounting Unit		
(Other attachments will vary depending on the transaction)				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of Liquidation Report to the Accounting Unit	The Accounting Staff will receive and log the LR.  <i>*If the supporting documents (SD) are incomplete, the LR will be returned to the claimant.</i>	None	15 minutes	Accounting Staff
	Verification of attached supporting documents  Further review of the submitted documents.  Signing of Box C indicating "Certified SDs complete and proper" portion of the LR.  <i>*If there are other deficiencies, attach DV Checklist informing claimant of the deficiencies.</i>	None	45 minutes	Chief Accountant
	Filing of the LR  Preparation of JEV based on the LR and supporting documents.  Signs the "Prepared by" portion of the JEV and files the document	None	30 minutes	Accounting Staff



	temporarily for monthly compilation.  Submission of the copies of JEV and LRs with supporting documents to the COA Auditor.			
Total		None	<b>1 hour, 30 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



# Administrative and Finance Division (AFD)

# **BUDGET UNIT & ACCOUNTING UNIT CASH UNIT**





## 2. Payment of Claims and Obligations

For the payment of claims due to the creditors and employees.

<b>Office/Division/Unit</b>	Budget Unit, Accounting Unit, Cash Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2G, G2B			
<b>Who may avail</b>	Employees who have claims, and other entities which delivered goods and services to the Commission			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher (DV)		General Services Unit, Finance Division		
- <i>With complete details as needed on the upper portion of the DV</i>				
- <i>Accomplished Box A</i>				
(Other attachments will vary depending on Transaction Type)				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of the accomplished Disbursement Voucher (DV) to the Budget Unit.	Receiving of DV from client/end-user.	None	2 minutes	Budget Staff
	Preparation of the Obligation Request Status (ORS)  The Budget Staff will check basic attachments as well as appropriate signatures of the voucher.  Assigning of Obligation Request Status (ORS) Number to the voucher, and determine the Unified Account Code (UACs) for the transaction and will attach the ORS Form to the DV.  The accomplished ORS will be logged manually on the ORS Logbook.	None	25 minutes	Budget Staff
	Approval of Box B on the ORS  The Budget Officer will sign Box B on the ORS	None	15 minutes	Budget Officer



	<p>indicating that there is available allotment after reviewing the attached approved documents.</p>			
	<p>Processing of the DV with attached ORS</p> <p>The Accounting Unit will receive and check the attachments of the DV.</p> <p>The Accounting Staff will assign a DV Number, and will duly log the voucher to the logbook.</p>	None	15 minutes	Accounting Staff
	<p>Accounting Entry on the DV</p> <p>The attachments of the DV will be reviewed and verified by the Chief Accountant and indicate the journal entry.</p> <p>The Chief Accountant will check the Box C of the DV which indicates Cash Available.</p> <p>The Chief Accountant will duly sign the DV.</p> <p><i>*If the amount of the DV is changed/not the same as the amount on the ORS, a NORSA will be prepared and the DV will be returned to the Budget Unit for correction.</i></p> <p><i>* If incomplete, attach DV Checklist and put a check mark on the supporting documents informing claimant of the deficiencies and forward it to the</i></p>	None	3 hours	Chief Accountant



	<i>claimant for compliance.</i>			
	Releasing of Approved DV back to the End-User  The approved DV will be returned to the End-user for signature.	None	15 minutes	Accounting Staff
2. Client/End-user will sign and return the approved DV to Accounting Unit.	Signing of Box A on the ORS  The Head of the Requesting Unit/ Division will sign Box A on the ORS indicating that appropriate allotment are necessary and under direct supervision.  The End-User will return signed documents to the Accounting Unit.	None	15 minutes	Head of the Requesting Unit/ Division
	Releasing of accomplished DV with ORS for approval.  The Accounting Unit will forward the documents to the Office of the Chairperson (OC).	None	15 minutes	Accounting Staff
	Approval of Payment  The OC Staff will receive and log the documents for the signature of the Chairperson.  The Chairperson will sign Box D of the DV which indicates the approval of payment.	None	1 day	Chairperson
	Preparation of DV for payment	None	30 minutes	Cash Unit Staff



	The Cash Unit will receive the DV from the OC.  Preparation of Check/ LDDAP-ADA.			
	Releasing of Payment  The check/ LDDAP-ADA will be forwarded to the OC for the signature of the Chairperson.	None	15 minutes	Cash Officer
	The Chairperson will sign the check/ LDDAP-ADA	None	45 minutes	Chairperson
	Forward the Advice to LandBank for Debit  Release check/ LDDAP-ADA to the creditor/ payee.	None	30 minutes	Cash Officer
Total		None	<b>1 day, 6 hours and 42 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



# Administrative and Finance Division (AFD)

# **HUMAN RESOURCE UNIT (HRU)**



### 3. Recruitment, Selection and Placement

The manual shall include the process for recruitment, selection and placement from publication of vacant positions to submission of the Report of Appointment Issued (RAI) to the CSC, and finally to a Notice announcing the appointment of an employee in the three (3) conspicuous places within the agency's premises.

<b>Office/Division/Unit</b>	Human Resource Unit (HRU)			
<b>Classification</b>	Highly Technical Transaction			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Employees and other aspiring applicants			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DBM-CSC Form No. 1: Position Description Form			HR Unit (can be downloaded online)	
CS Form No. 32 Revised 2018: Oath of Office				
CS Form No. 33-A Revised 2018: Appointment Form				
CS Form No. 34-A Revised 2017: Plantilla of Casual Appointment				
CS Form No. 34-E Series 2018: Plantilla of Casual Appointment – Reappointment-Renewal				
CS Form No. 211 Revised 2018: Medical Certificate				
CS Form No. 212 Revised 2017 :Personal Data Sheet				
Attachment to CS Form No. 212: Work Experience Sheet				
CS Form No. 1: Appointment Transmittal and Action Form				
CS Form No. 3 Revised 2017: Certification of Erasure(s)/Alteration(s) on Appointment				
CS Form No. 4 Revised 2018: Certification of Assumption to Duty				
CS Form No. 5 Revised 2018: Certification of No Qualified Applicants				
CS Form No. 7 Revised 2018: Clearance Form				
CS Form No. 9 Revised 2018: Request for Publication of Vacant Positions				
CS Form No. 10 Series of 2017: Acceptance of Resignation				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
	Publish vacant position in the CSC Website through CSC Form No. 9 Series of 2017 and post the same in three (3) conspicuous places in the agency for at least ten (10) calendar days.	None	3 days	HR Staff



	List candidates aspiring for the vacant position either from within or outside the agency including qualified next-in-rank employees	None	3 days	HR Staff
	Conduct preliminary evaluation of the qualification of all candidates. Those initially found qualifies shall undergo further assessment such as written examination, skill test, interview and others.	None	5 days	Selection Board
	Submit selection line-up to the Human Resource Merit Promotion and Selection Board for deliberation.	None	3 days	HR Staff
	Make a systematic assessment of the competence and qualification of candidate for appointment to the corresponding level of position. Evaluate and deliberate thru En banc the qualifications of those listed in the selection line-up.	None	1 month	HR Unit



	Submit the list of candidates recommended for appointment from which the appointing authority shall choose the applicant to be appointed	None	3 days	HR Staff
	Assess the merits of the HRMPSB recommendation for appointment and in the exercise of sound discretion, select, in so far as practicable from among the top five ranking applicants deemed most qualified for appointment to the vacant position	None	5 days	HR Staff
	Issue appointment in accordance with provisions of the agency Merit Promotion Board.	None	10 days	HR Unit
	Submit Report of Appointment Issued (RAI) to the CSC	None	3 days	HR Staff
	Post a notice announcing the appointment of an employee in three (3) conspicuous places in the agency for at least fifteen (15) days.	None	3 days	HR Staff
Total		None	<b>2 months and 8 days</b>	





***\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form***



#### 4. Strategic Performance Management System (SPMS)

On the Strategic Performance Management System (SPMS) process, it shall show the making of the OPCR and IPCR through division planning after which every semester a performance review and evaluations is done to rate employee's performance, before submission to the HR Unit.

<b>Office/Division/Unit</b>	Human Resource Unit (HRU)			
<b>Classification</b>	Highly Technical Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Performance Commitment and Review (IPCR)		HR Unit		
Office Performance Commitment and Review (OPCR)		HR Unit		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
	Review of Organizational Performance	None	Semestral	Management
	Conduct of performance Planning and Commitment (National Planning), Office Performance Commitment Report (OPCR)	None	Semestral	Management
	Conduct of Division Planning where Individual Performance Commitment Report (IPCR) is prepared by the employees based on their OPCR on semestral basis	None	Semestral	Division
Total		None		

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 5. Application for Leave

This form is to be used by employees to apply for Leave in accordance with the Leave Entitlements Policy and relevant leave procedures.

<b>Office/Division/Unit</b>	Human Resource Unit (HRU)			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CS Form No. 6 (Application for Leave)			HR Unit	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the accomplished Application for Leave Form.	Receives application for leave	None	1 day	HR Employees
2. Receives information on the status of the leave application.	Process application for leave in the leave card and notify the employee of the status of the application	None	3 days	HR Employees
	Files approved application for leave for record purposes	None	3 days	HR Employees
Total		None	<b>7 days</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 6. Application for GSIS Loan

A loan application entails neither a pledge by the applicant nor a commitment by the lenders.

<b>Office/Division/Unit</b>	Human Resource Unit (HRU)			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application thru GSIS Kiosk Machine		GSIS		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Apply for loan online via AAO Website (GSIS).	Receives application thru AAO website (GSIS)	None	1 day	AAO
	Approves application (GSIS) thru AAO website	None	1 day	AAO
2. Receives information on the status of the loan application.	Prints approved application (GSIS)  Notify the employee of the status of loan application.	None	30 minutes	HR Staff
	Files approved application of GSIS loan	None	1 day	HR Staff
Total		None	<b>3 days &amp; 30 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 7. Application for Pag-Ibig Loan

A loan application entails neither a pledge by the applicant nor a commitment by the lenders.

<b>Office/Division/Unit</b>	Human Resource Unit (HRU)			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pag-Ibig Application Form Multi-Purpose Loan (MPL)		HR Unit		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the accomplished Pag-Ibig Loan Application Form	Receives the accomplished application form and check for completeness of data.	None	1 day	Liason Officer
	Prepares the required documents to be forwarded to Pag-Ibig	None	1 day	HR Staff
2. Receives information on the status of loan application.	Submit the loan application form with the necessary attachments to Pag-Ibig.  Notify the employee of the status of loan application.	None	1 day	Liason Officer
Total		None	<b>3 days</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 8. Flight Booking

The booking of flights shall be incorporated in the manual because of the enormous time and work allotted for it. There is a form that has been made and prescribed for the booking of employee's travel. Coordination for the task is all time being made with PAL, Cebu Pacific, and DBM-PS.

<b>Office/Division/Unit</b>	Human Resource Unit			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Booking Information Form		HRU		
Special Order/ Travel Order signed by Chairperson		Employee		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit accomplished Booking Information Form to HRU	Travel Arranger will receive the Booking Information Form	None	5 minutes	HRU Staff/Travel Arranger
	Approval for processing	None	5 minutes	CAO
	<p><i>*In case of rebooking/ cancellation of flights, the end-user will submit a justification. It will take effect after submission without the need of the Chairperson's approval</i></p> <p><i>* The justification submitted is subject to the resident COA Auditor's appreciation. In case of an adverse appreciation, the concerned end-user shall be accountable.</i></p>			



2. Receives print/email of Itinerary Ticket	Processing of flight booking  Booking of flight according to the schedule of the passenger.  Print/ E-mail Itinerary Ticket of passenger  Print Official Receipt and itinerary Ticket	None	2 hours	HRU Staff/Travel Arranger
	Payment of booking  Preparation of DV to replenish Credit Line in Cebu Pacific and Philippine Airlines	None	2 hours	HRU Staff/Travel Arranger
	Processing of DV	None	3 days	Budget Unit, Accounting Unit, Cash Unit
Total		None	<b>3 days, 4 hours and 10 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



# Administrative and Finance Division (AFD)

# **INFORMATION TECHNOLOGY UNIT**





## 9. Graphic and Layout Design

Provide layout/design for agency's activity requirements, collaterals and information dissemination.

<b>Office/Division/Unit</b>	Information Technology Unit			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Graphic & Layout Design Request Form			Information Technology Unit Office	
Materials (Pictures, Audio, Video, Script, Storyboard, etc.)			Client	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit fully accomplished Graphic & Layout Design Request Form and Materials (Pictures, Audio, Video, Script, Storyboard, etc.)	Receives Request Form  Approval of IT Unit Head	None	5 minutes	Designated IT Unit Staff
	Concept Development, Revisions, and Completion of requested graphic and layout design	None	3 days	Graphic Artist
2. Acceptance of requested Graphic & Layout Design	Releasing of finished graphic & layout design	None	5 minutes	Designated IT Unit Staff
Total		None	<b>3 days and 10 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 10. Computer Troubleshooting and Repair

- To maintain and render service repair of computers for the commission;
- To utilize technology and ensure computers are running smoothly;
- To provide technical assistance and maintain hardware, software and networks.

<b>Office/Division/Unit</b>	Information Technology Unit			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Computer Repair and Maintenance Form		Information Technology Unit Office		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit fully accomplished Computer Repair and Maintenance Form and unit for repair	Receives Request Form  Approval of IT Unit Head	None	5 minutes	Designated IT Unit Staff
	Conduct technical analysis or assessment if the item is repairable?  Perform troubleshooting/ Computer repair	None	3 days	Computer Technician
2. Acceptance of serviceable unit	Releasing of serviceable unit	None	5 minutes	Designated IT Unit Staff
Total		None	<b>3 days and 10 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



# Administrative and Finance Division (AFD)

# **RECORDS UNIT**



## 11. Receiving of Incoming Documents

The Records Unit is assigned to receive all incoming documents from PCUP personnel/unit/division.

<b>Office/Division/Unit</b>	Records Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Documents		Employees		
- Documents for review/for approval/for information At least two (2) copies				
For Signature		Employees		
- Documents for signature At least two (2) copies				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the documents to the Records Unit. a. Letter b. Memorandum c. Special Order/Office Order d. Travel Order	Receive the documents and check for completeness.  Stamp the document with "Received" and fill out the necessary details (e.g. name of receiver, date received and time)  Stamp the document with official number code and "Received" and fill out the necessary details.  Stamp the document with Official number code and "Released" and fill out the necessary details.  Stamp the document with official number	None	5 minutes	Records Officer



	code and "Released" and fill out the necessary details.			
2. Get the receiving copy from the Records Officer.	Provide photocopy of the original document.  <i>*Photocopy document(s) as needed.</i>  Forward to the personnel/unit/division concerned. <i>*Keep file for record purposes.</i>	None	5 minutes	Records Officer
Total		None	<b>10 minutes</b>	
<b>DOCUMENTS FOR SIGNATURE</b>				
1. Submit the documents to the records unit.	Receive the documents and check for completeness.  Forward to the respective signatory and wait until the document is signed.	None	2 days	Records Officer and Signatory
2. Receive the signed documents.	Receive the signed documents from the respective signatory and check for completeness.  Send back signed documents to the origin/furnish copies to the personnel/unit/division concerned. <i>(as needed)</i> <i>*Keep file for records purposes.</i>	None	5 minutes	Records Officer and Signatory
Total		None	<b>2 days, 5 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 12. Request for Copy of Documents

The Records Unit is assigned to file and retain all documents received and released by the office.

<b>Office/Division/Unit</b>	Records Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents Request Form		Records Unit		
- <i>One (1) copy</i>				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the Document Request Form to the Records Unit.	Received the form and check for completeness.  Find and retrieve the requested document.	None	10 minutes	Records Officer
2. Get the copy of document(s) from the Records Officer.	Release the photocopy of the original document.  Provide the DRF to the client for signature upon completion of request.  <i>*Keep all DRFs for filing.</i>	None	3 minutes	Records Officer
Total		None	<b>13 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



### 13. Mailing/Releasing of Outgoing Documents

The Records Unit is assigned to mail documents from PCUP to the concerned individual/office through hand carry, registered mail, or courier services.

<b>Office/Division/Unit</b>		Records Unit		
<b>Classification</b>		Simple Transaction		
<b>Type of Transaction</b>		G2G, G2B		
<b>Who may avail</b>		Employees Only		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Documents		Employees		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the documents to the Records Unit.	Receive the documents and check for completeness.  Stamp the document with "Received" and fill out the necessary details.	None	5 minutes	Records Officer
2. Get the receiving copy from the Records Officer.	Provide photocopy of the original document.  <i>*Photocopy documents as needed.</i>  Provide the logbook for the signature of employee.  Prepare the documents in an envelope/folder as needed.  Send documents through registered mail/courier services (LBC) if the concerned individual/office is distant from	None	1 day	Records Officer



	<p>the PCUP Central Office and/or hand carry documents if the recipient/office is within the nearby area.</p> <p><i>*Keep file for record purposes.</i></p>			
Total		None	<b>1 day and 5 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**





## 14. Disposal of Valueless Records

Records Unit is in-charge in the disposal of valueless records.

<b>Office/Division/Unit</b>		Records Unit		
<b>Classification</b>		Highly Technical Transaction		
<b>Type of Transaction</b>		G2G		
<b>Who may avail</b>		Employees Only		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form No. 01:		National Archive of the Philippines (NAP)		
Form No.03: Request for Authority to Dispose of Records		National Archive of the Philippines		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
	Determination of Valueless Records using the agency's Records Disposition Schedule	None	5 days	Records Officer
	Accomplished NAP Form No. 3 (Request for Authority to Dispose of Records) in three (3) copies, properly filled-up the specific records series, period covered, volume and authorized retention period in the agency RDS	None	2 days	Records Officer
	Upon completion of the request and the agency officials concerned have approved and signed the request, submit the same to NAP upon approval, NAP issue form No. 5 (Authority to Dispose Records-refers	None	2 days	Records Officer



	to written permission issued by the Executive Director of the NAP to government Agencies)			
	The Chief of Records Management Services Division (NAP) will inform the requesting agency on the actual date of disposal	None	*	NAP
	Notify the Resident Auditor of the actual dated if disposal.	None	3 days	Records Officer
	Actual Disposal shall be witnessed by Authorized Representative from the requesting agency (Records Officer), NAP and COA to ensure that the records to be disposed of are the same records that were authorized for disposal.	None	1 day	Records Officer
	Issuance of NAP Form No. 6 (Certificate of Disposal of Records) in three (3) copies	None	*	NAP
	Remit Proceeds of Sale to PCUP Cashier	None	30 minutes	Records Officer
	Issuance of Certificate of Disposal of Records by the National	None	*	NAP



	Archives of the Philippines (RA No. 9170) - copies			
Total		None	<b>13 days 30 Minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



Administrative and Finance  
Division (AFD)

**SUPPLY, PROPERTY  
AND GENERAL  
SERVICES UNIT  
(SPGSU)**



## 15. Procurement, Issuance and Management of Office Supplies and Property, Plant and Equipment

The Procurement Process is in reference to Republic Act No. 9184: Government Procurement Reform Act.

<b>Office/Division/Unit</b>	Supply, Property and General Services Unit (SPGSU)			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request (PR)		SPGSU		
Approved PPMP/APP-CSE		End-User/BAC Secretariat		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of Purchase Request to the SPGSU	Receives the PR and verifies the availability of stock based on the Office Supplies listed in the approved APP-CSE.	None	15 minutes	SPGSU Staff
	Preparation of Agency Procurement Request (APR).  Supply Officer approves the APR.	None	25 minutes	Supply Officer
	Approval of APR  Forward the APR to the Accounting Unit	None	25 minutes	SPGSU Staff
	Signing of Certification of Availability of Funds.	None	25 minutes	Chief Accountant
	SPGSU Staff will forward the document to the Office of Chairperson (OC) for the approval of APR.	None	45 minutes	Chairperson
	Preparation of Disbursement Voucher (DV)	None	30 minutes	SPGSU Staff



	Accomplish DV with attached supporting documents for submission to the Finance Division (Budget, Accounting and Cash)			
	Processing of DV  The Finance Division will process the voucher for payment of goods.	None	3 days	Budget Unit, Accounting Unit, and Cash Unit
	Delivery and Acceptance of supplies from DBM-PS  Preparation of Inspection and Acceptance Report	None	30 minutes	SPGSU Staff
	Pick-up/ delivery of supplies from DBM-PS	None	3 days	DBM-PS/SPGSU Staff
	Inspection of the received office supplies.	None	50 minutes	Designated Inspector
	Total	None	<b>6 days, 4 hours and 5 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 16. Issuance of Supplies

This is to receive the supplies requested as per approved PPMP-CSE.

<b>Office/Division/Unit</b>	Supply, Property and General Services Unit (SPGSU)			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issuance Slip (RIS)		SPGSU		
Approved PPMP/ APP-CSE		End-user/BAC Secretariat		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of RIS to the SPGSU	<p>Receives RIS and verifies the requested supplies based on the approved PPMP.</p> <p><i>* If the requested supplies are not included on the PPMP, an approved PPMP shall be submitted by the end-user.</i></p>	None	2 minutes	SPGSU Staff
	<p>Issuance of supplies</p> <p>SPGSU Staff will check the availability of supplies.</p> <p>Issues supplies to the end-user.</p> <p><i>* If the requested supplies are not available, APR will be prepared and the items will be procured by the SPGSU.</i></p>	None	25 minutes	SPGSU Staff
Total		None	<b>27 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 17. Procurement of Property, Plant and Equipment (PPE)

This is to receive the supplies requested as per approved PPMP-CSE.

<b>Office/Division/Unit</b>	Supply, Property and General Services Unit (SPGSU)			
<b>Classification</b>	Highly Technical Transaction			
<b>Type of Transaction</b>	G2B			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request (PR)		SPGSU		
Approved PPMP/ APP-CSE		End-user/BAC Secretariat		
Summary of Canvass (SOC)				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of PR to the SPGSU	SPGSU receives the approved PR with approved PPMP from the Bids and Awards Committee (BAC)	None	2 minutes	SPGSU Staff
	Canvassing for the procurement of PPE  Canvass at least three (3) suppliers for the requested equipment.  Preparation of a Summary of Canvass (SOC).	None	1 day	SPGSU Staff
	Approval of the Summary of Canvass (SOC)  The SPGSU Head will review and approve the SOC.	None	15 minutes	SPGSU Head
	The SOC will be forwarded to the Chief Administrative Officer for signature of approval.	None	15 minutes	Chief Administrative Officer





	Preparation of Purchase Order (PO)  The Purchase Order for the requested equipment will be prepared.	None	30 minutes	SPGSU Staff
	The Chief Accountant will certify the availability of funds.	None	20 minutes	Chief Accountant
	The PR will be forwarded to the OC for the approval of the Chairperson with the conforme of the supplier.	None	1 day	Supplier/ Chairperson
	Preparation of Disbursement Voucher (DV) for payment  Forward the accomplished DV to the Finance Division for processing.	None	3 days	Budget Unit, Accounting Unit, and Cash Unit
	Delivery and Acceptance of PPE from supplier  Preparation of Inspection and Acceptance Report	None	30 minutes	SPGSU Staff
	Pick-up/ delivery of PPE from supplier.	None	3 days	Supplier/ SPGSU Staff
	Inspection of the received PPE.	None	25 minutes	Designated Inspector
2. Acceptance of requested equipment and signing of necessary documents	Issuance of requested equipment to the end-user  The SPGSU Property Staff will assign a Property	None	45 minutes	SPGSU Staff



	<p>Number for the equipment.</p> <p>Preparation of PAR (PPE above Php 15,000.00) or ICS (PPE below Php 15,000.00)</p> <p>Accountable Officer/End-user will sign PAR/ICS.</p> <p>Issuance of PPE and copy of PAR/ICS to end-user/accountable officer.</p>			
Total	None		<b>8 days, 3 hours and 2 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 18. Property Transfer

Property Transfer from one Accountable Officer/Agency/Fund Cluster to another Accountable Officer/Agency/Fund Cluster.

<b>Office/Division/Unit</b>	Supply, Property and General Services Unit (SPGSU)			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Property Transfer Report (PTR) - <i>Four (4) copies</i>		SPGSU		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of PTR to the Designated Property Officer	The Property Officer will approve the PTR  Cancellation and replacement of old PAR or ICS	None	30 minutes	Property Officer
2. Acknowledgement of transferred property	Endorsement of property to Accountable Officer/ End-user	None	5 minutes	SPGSU Staff
3. Acceptance of property by signing of PAR/ICS	Provide the PAR/ICS	None	5 minutes	Accountable Officer
	Receives and keep the signed copy of PAR/ICS for filing.	None	5 minutes	SPGSU Staff
Total		None	<b>45 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 19. Lost, Stolen, Damaged and Destroyed Property

Reporting of Lost, Stolen, Damaged and Destroyed PPE.

<b>Office/Division/Unit</b>	Supply, Property and General Services Unit (SPGSU), Accounting Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Report of Lost, Stolen, Damaged and Destroyed (RLSDD) - <i>Four (4) Notarized copies</i>			SPGSU	
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit four (4) copies of the RLSDD to the SPGSU.	<p>Receives Notice of Loss for adjustment in the record.</p> <p><i>*The Accountable Officer can also apply for the relief of liability with attached supporting evidence/s within thirty (30) days or such longer period as the Commission/Auditor may in particular case allow;</i></p> <p><i>If the Accountable Officer found to be responsible for the incident, he/she shall replace or remunerate the value of the property based on the book value of the property lost, stole, damaged or destroyed.</i></p>	None	5 minutes	SPGSU Staff
	<p>Circulation of documents</p> <p>Furnish copies of the document to the COA Auditor, Chief Accountant, and Property Officer</p>	None	30 minutes	SPGSU Staff



	<p>Preparation of JEV</p> <p>A JEV will be prepared based from the RLSDD for unrecognition in the books of account.</p> <p>Signs the “Prepared by” portion of the JEV</p>	None	30 minutes	Designated Accounting Staff
	<p>Reviews the correctness of the accounting entry and completeness of the supporting documents.</p> <p>Signs the portion indicating “Certified Correct by.”</p> <p>Forwards the signed JEV to the Bookkeeper to record on the General Ledger.</p>	None	20 minutes	Chief Accountant
Total		None	<b>1 hour, 25 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client’s Satisfaction Survey Form**



## 20. Unserviceable Property or Property No Longer Needed

Reporting of unserviceable property or property no longer needed.

<b>Office/Division/Unit</b>	Supply, Property and General Services Unit (SPGSU)			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
List of Unserviceable Property/ Property No Longer Needed				SPGSU
Property Ledger Card				
Photo Documentation				
Inventory and Inspection Report of Unserviceable Property (IIRUP)				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
	Preparation of the List of Unserviceable Property/ Property No Longer Needed that will be recommended for disposal with attached copy of Property Ledger Card and Photo Documentation	None	30 minutes	Designated Property Officer
	Endorse to the Disposal Committee for inspection and appraisal if necessary.	None	15 minutes	Designated Property Officer
	Once reported/ tagged as unserviceable/ property no longer needed and the mode of disposition has been identified, prepare the Inventory and Inspection Report of	None	45 minutes	Designated Property Officer



	Unserviceable Property (IIRUP) in three (3) copies to be signed by the Designated Property Officer, Head of Agency and Disposal Committee.			
	Upon disposition, if donation, the approved IIRUP shall be supported with documentary requirements such as the Letter from the Donee, Deed of Transfer, Invoice Receipt, photo documentation and Property Gate Pass	None	1 day	Designated Property Officer
	Submit the original IIRUP to Accounting Unit, Copy 2 for Supply and Property Custodian's File and Copy 3 for COA, TSO for inspection of PPE that requires evaluation of experts.	None	20 minutes	Designated Property Officer
Total		None	1 day, 1 hour and 50 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 21. Repair of Property, Plant and Equipment

Request for repair of property, plant and equipment

<b>Office/Division/Unit</b>	SPGSU, Budget Unit, Accounting Unit and Cash Unit			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	G2B			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Repair (RFR)		SPGSU		
Summary of Canvass (SOC)				
Repair Order (RO)				
Disbursement Voucher (DV)				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit Request for Repair (RFR) to SPGSU	Receive the RFR.	None	5 minutes	Designated SPGSU Staff
	Endorse RFR to Inspector.			
	Pre-inspect the property for repair.	None	10 minutes	Designated Inspector
	Prepare Summary of Canvass (SOC)	None	1 day	Designated SPGSU Staff
	Canvas from three (3) Suppliers.			
	Prepare SOC for approval.			
	Sign SOC	None	5 minutes	Designated SPGSU Head
	Approval of Chief Administrative Officer	None	5 minutes	Chief Administrative Officer
	Preparation of Repair Order (RO)	None	15 minutes	Designated SPGSU Staff
	Prepares Repair Order (RO)			
	Certification of Availability of Funds	None	10 minutes	Chief Accountant
	Approval of Repair Order (RO)	None	45 minutes	Chairperson





	Confirmation of RO	None	1 day	Supplier
	Payment for the repair Preparation of DV	None	20 minutes	Designated SPGSU Staff
	Processing of Payment	None	3 days	Budget Unit, Accounting Unit, Cash Unit
	Total	None	<b>5 days, 1 hour, 45 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 22. Payment of Billings

Preparation and processing of billing statements

<b>Office/Division/Unit</b>	SPGSU, Budget Unit, Accounting Unit, Cash Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2G, G2B			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing Statement		SPGSU		
Disbursement Voucher (DV)				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submission of Billing Statement.	Receives billing from service providers/ suppliers.	None	2 minutes	Designated SPGSU Staff
	Validates correctness of the details and amount reflected in the Billing Statement	None	15 minutes	Designated SPGSU Staff
	Prepares the DV and forwards to SPGSU Head for approval.  SPGSU Head signs DV	None	30 minutes	Designated SPGSU Staff/ SPGSU Head
2. Receives payment.	Processing and releasing of payment	None	3 days	Budget Unit, Accounting Unit, Cash Unit
Total		None	<b>3 days, 47 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 23. Dispatching of Vehicles

Dispatching of vehicles to drivers

<b>Office/Division/Unit</b>	SPGSU			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Trip Ticket		SPGSU		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Requesting personnel/ unit submits the Trip Ticket  <i>*Trip Ticket must be submitted Five (5) days before the trip.</i>	Receives approved Trip Ticket.	None	5 minutes	Designated SPGSU Staff
	Check the availability of the vehicle	None	15 minutes	Designated SPGSU Staff
	Notifies end-user of the status of their request	None	15 minutes	Designated SPGSU Staff
Total		None	<b>35 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 24. Reproduction/ Duplication of Various Documents (Bulk Request of Reproduction)

Request for reproduction/duplication of various documents

<b>Office/Division/Unit</b>	SPGSU			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Internal			
<b>Who may avail</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		SPGSU		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Requesting personnel/ unit submits slip	Receives Request Slip	None	5 minutes	Designated SPGSU Staff
	Approval of SPGSU Head	None	15 minutes	Designated SPGSU Staff
	Reproduction of document	None	15 minutes	Designated SPGSU Staff
Total		None	<b>35 minutes</b>	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



Office of the Chairperson

**PUBLIC  
INFORMATION UNIT  
(PIU)**



## 25. PCUP Website and Facebook Page Posting/Sharing Information

Creating and enabling effective communication between organization, news/social media outlets and the general public.

<b>Office/Division/Unit</b>	Office of the Chairperson - Public Information Unit (PIU)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Concerned Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Activity Details/Information <ul style="list-style-type: none"> <li>- Title of activity</li> <li>- Date of activity</li> <li>- Venue where the activity held</li> <li>- Target beneficiaries</li> <li>- Short background of the activity</li> <li>- Videos/Photos (soft copies)</li> </ul>		Media Focal Person or Public Information Officer of: <ul style="list-style-type: none"> <li>- Field Operations Division</li> <li>- Resettlement Unit</li> </ul>		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Get a Posting Request Form at the Public Information Unit (PIU)	Provide Posting Request Form	None	None	PIU Staff
1. Fill-out the Posting Request Form with complete details and submit the same: <ul style="list-style-type: none"> <li>- Title of activity</li> <li>- Date of activity</li> <li>- Venue where the activity held</li> <li>- Target beneficiaries</li> <li>- Short background of the activity</li> <li>- Videos/Photos (soft copies)</li> </ul> <i>COVID-19 Response:</i> <ul style="list-style-type: none"> <li>• Submit complete activity details/information to the Public Information Unit (PIU) through</li> </ul>	Check the completeness of the Posting Request Form, received and secure a copy of videos and photos.  Acknowledge receipt of their email and/or fb message	None	15 minutes	PIU Staff



<p><a href="mailto:pcup.media2019@gmail.com">pcup.media2019@gmail.com</a> and/or @PCUPOfficial (FB Messenger, PCUP-PIO GC, etc.):</p> <ul style="list-style-type: none"> <li>- Title of activity</li> <li>- Date of activity</li> <li>- Venue where the activity held</li> <li>- Target beneficiaries</li> <li>- Short background of the activity</li> <li>- Videos/Photos (soft copies)</li> </ul>				
<p>2. Get the receiving copy of Posting Request Form from the Public Information Unit (Unit)</p>	<p>Provide a photo copy of Posting Request Form with received stamp with necessary details (e.g. name of receiver, date received and time)</p>	<p>None</p>	<p>2 minutes</p>	<p>PIU Staff</p>
	<p>Draft Press Release (PR), article, story and graphics based on the given data/information of the activity</p>	<p>None</p>	<p>1 day</p>	<p>PIU Staff</p>
	<p>Forward the draft Press Release (PR), article, story and graphics to the Office of the Chairperson for approval</p>	<p>None</p>	<p>1 day</p>	<p>Office of the Chairperson</p>
	<p>Post and share the approved Press Release (PR), article, story and graphics in the PCUP Official Website/FB Page</p>	<p>None</p>	<p>30 minutes</p>	<p>PIU Staff</p>



Total	None	2 days and 47 minutes	
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**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**





Office of the Chairperson

# **LEGAL UNIT**



## 26. Policy Formulation

Pursuant to Executive Order No. 82 dated December 8, 1986, PCUP serves as the direct link of the urban poor to the government in policy formulation and program implementation addressed to their needs.

Refers to recommending policies and programs relating to the urban poor, in consultation with latter such as:

- a. Coordinating the speedy implementation of government policies and programs for the urban poor; and
- b. Recommending appropriate actions thereon to the President or other concerned Government Agencies.
- c. PCUP prepares and submits Position Papers on Senate Bills and House Bills that affect the urban poor and formulates policies responsive to the needs of the urban poor.

<b>Office/Division</b>	Office of the Chairperson (OC)			
<b>Classification</b>	Highly Technical Transaction			
<b>Type of Transaction</b>	Government to Government (G2G)			
<b>Who may avail</b>	Field Operations Division, Units and other concerned personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recommendations during Consultation/Dialogues		Office of the Commissioners in coordination with Field Operations Division, Units and other concerned personnel		
Accomplished Policy Form		Office of the Commissioners		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Identification of urgent policy issue, evaluation of policy options and recommendation of solutions to identified problems	Conduct research and ensure complete staff work on matters under study, position paper, proposed resolution, measures, other programs and projects being crafted	None	3 working days	Technical Persons
2. The proponent will formulate and recommend poverty alleviation and people's empowerment policies and programs	Accomplish the Policy Form, stating therein the Title of the Policy, Executive Summary, Problems Description, Policy Option, Recommendation and Appendices or other documents that may be attached to support the Policy Proposal;	None	7 working days	Technical Persons
3. Coordination with other Units/Offices	The Technical Team will ensure complete staff work, conduct research, evaluate and verify the Policy	None	7 working days	Technical Persons and the



	Proposal submitted with the concerned units/offices			concerned units/offices
4. Integration of Comments/Inputs	Consolidate the comment and the proposed revision will be submitted to the Legal Unit	None	2 working days and 50 minutes	Technical Persons
5. Submission and endorse to the Legal Unit	Submit the Resolutions or Policy Measures proposed for adoption for legal opinion/review.	None	10 minutes	Technical Assistant/Staff
<i>End of Transaction</i>				
		None	20 days	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 27. Policy Review

Pursuant to Executive Order No. 82 dated December 8, 1986, PCUP serves as the direct link of the urban poor to the government in policy formulation and program implementation addressed to their needs; and

Pursuant further to Subsection 1.A of Section 1 of Commission Resolution No. 03, s. 2018, the Legal Service Unit shall conduct and prepare comments on executive and legislative referrals/matters affecting legal matters.

<b>Office/Division/Unit</b>	Legal Unit			
<b>Classification</b>	Highly Technical Transaction			
<b>Type of Transaction</b>	Government to Client (G2C)			
<b>Who may avail</b>	Concerned Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Draft Concept Note and Resolution		OC, OComm or concerned Units and Divisions		
Accomplished Policy Form		OComm or concerned Units and Divisions		
References		Republic Acts, Executive Orders, Memorandum Circulars and other related laws and World Wide Web		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Issuance of the Acknowledgement Receipt	Write the proponent acknowledging the receipt of the Policy Proposal	None	1 hour	Available Lawyer/ Attorney
2. Review the Policy Recommendation	Conducts further research and complete staff work  Coordinated and link with other government agencies for the purpose of research, study, compilation of proposed bills or existing laws, among others, for review such as but not limited to the House of Representatives, House of Senate, offices engaged in statistics and other similar bodies that may be of help to the development of the urban poor.	None	15 days	Available Lawyer/ Attorney



• Drafting Policy Recommendations	Review and Consolidation of Policy Proposals for consideration by the proponent	None	4 days	Available Lawyer/ Attorney
• Endorsement to the Proponent for revision	Endorse for the preparation of resolution, measures by the proponent	None	30 minutes	Available Lawyer/ Attorney
<b>TOTAL</b>			19 days, 1 hour and 30 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## Field Operations Division (FOD)

- **FOD – National Capital Region**
- **FOD – Luzon**
- **FOD – Visayas**
- **FOD – Mindanao**



## 1. Application for Accreditation of Urban Poor Organization

Accreditation refers to the process of recognizing a legitimate urban poor organization and federation for purposes of ensuring community action, advancing their community interests and participating in policy formulation, program planning, implementation, monitoring and evaluation.

<b>Office/Division</b>	Field Operations Divisions ( <i>NCR, Luzon, Visayas, and Mindanao</i> )				
<b>Classification</b>	Highly Technical Transaction				
<b>Type of Transaction</b>	Government to Citizen (G2C)				
<b>Who may avail</b>	Urban Poor Organization ( <i>Composed of not less than fifteen (15) members</i> )				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Application Form (Form A) ( <i>One (1) Original</i> )			PCUP - Technical Operation Support Group (TOSG) PCUP – Area Coordinator (AC)		
List of Officers with photo, addresses and contact numbers (Form B) ( <i>One (1) Original</i> )			PCUP - TOSG PCUP – AC		
List of Members with signature (Form C) ( <i>One (1) Original</i> )			PCUP - TOSG PCUP – AC		
Brief History of Organization (Form D) ( <i>One (1) Original</i> )			PCUP - TOSG PCUP – AC		
Constitution and By Laws (CBL) ( <i>One (1) Photocopy</i> )			Urban Poor Organization (UPO)		
Minutes of Adoption of CBL ( <i>not required if registered with SEC, HLURB, DOLE, CDA and other government bodies</i> ) ( <i>One (1) Photocopy</i> )			UPO		
Minutes of the Election of the Officers and Attendance Sheet ( <i>One (1) Photocopy</i> )			UPO		
Financial Statement signed by the Treasurer and President ( <i>One (1) Original</i> )			UPO		
<i>Optional:</i> Certificate of Registration with SEC, HLURB, CDA or other government bodies ( <i>One (1) Photocopy</i> )			UPO		
<i>For UPO:</i> Sketch of the Area / Site			UPO		
Official Receipt of Application Fee of One Hundred Pesos (P100.00)			Cashier		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Action taken during COVID-19</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Get Application Forms A, B, C, D, E from the AC / TOSG	Provide Application Forms A, B, C, D, E	Provision of Application Forms A, B, C, D, E through online	None		UPO



1. Submission of complete documents and filled out application form to the AC/TOSG	Review of the completeness of documentary requirements		None	20 minutes	AC / TOSG
	Receive the complete documents of AC/TOSG		None	10 minutes	AC / TOSG
2. Preparation of the UPO for the conduct of ocular inspection, data validation, social investigation and Basic Orientation Seminar (BOS)	Conduct of ocular inspection, data validation, social investigation and BOS	Basic Orientation Seminar (BOS) done online	None	7 days	AC / TOSG
3. Payment of Accreditation Fee of One Hundred Pesos (P100.00)	AC / TOSG shall forward the payment to the Cashier for the Official Receipt (OR) indicating the name of the UPO and Application Control Number	Waiting for Relax Accreditation Guidelines	P100.00	10 minutes	UPO / AC / TOSG / Cashier
	Evaluation of the completeness of documents and encoding of application		None	30 minutes	TOSG / Accreditation Officer
	Study/deliberation of the merits of the application and endorsement to the Office of the Chairperson (OC) with recommendation		None	2 days	Accreditation Committee (AComm)





	<ul style="list-style-type: none"> <li>If the application is approved: <i>Application will be endorsed to the OC</i></li> </ul>		None	30 minutes	(AComm)
	<ul style="list-style-type: none"> <li>If the application is denied: <i>Application is returned to the applicant for completion of lacking requirements and reapplication for accreditation</i></li> </ul>		None	5 days	AC/TOSG/ AComm
	PCUP Chairperson to sign the Certificate of Accreditation		None	1 day	Office of the Chairperson (OC)
	OC to release the Certificate of Accreditation		None	1 day	OC
4. Receiving of the Certificate of Accreditation and the OR	FODs to transmit the Certificate of Accreditation and OR to the UPO		None	3 days	AC
<b>TOTAL</b>			P100.00	19 Days, 1 hour and 40 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 2. Application for Accreditation of Federation

The main objective for Accreditation of Federation is to foster collective action and partnership with a wider and stronger mass-based support in order to help address encompassing urban poverty issues.

<b>Office/Division</b>	Field Operations Divisions ( <i>NCR, Luzon, Visayas, and Mindanao</i> )				
<b>Classification</b>	Highly Technical Transaction				
<b>Type of Transaction</b>	Government to Citizen				
<b>Who may avail</b>	Federation <ul style="list-style-type: none"> <li>• <i>Composed of at least five (5) members Organizations</i></li> <li>• <i>Must have been in operation as an organization for at least one (1) year, and</i></li> <li>• <i>Must have program/s or advocacies for the urban poor</i></li> </ul>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Application Form (Form A) <i>(One (1) Original)</i>			PCUP - Technical Operation Support Group (TOSG) PCUP – Area Coordinator (AC)		
List of Officers with photo, addresses and contact numbers (Form B) <i>(One (1) Original)</i>			PCUP - TOSG PCUP – AC		
List of UPO Members with signature (Form C) <i>(One (1) Original)</i>			PCUP - TOSG PCUP – AC		
Constitution and By-Laws (CBL) <i>(One (1) Photocopy)</i>			Federation		
Certificate of Registration ( <i>SEC, HLURB, CDA and other government bodies</i> ) <i>(One (1) Photocopy)</i>			Federation		
Board Resolution (indicating support of all member UPOs for the accreditation of their Federation)			Federation		
<i>If the applicant Federation is national in scope it shall submit proof of Notice of filing of Application for Accreditation to all other Field Operations Divisions of the Commission</i>			Federation		
Sketch of the Federation's Main Office <i>(One (1) Original)</i>			Federation		
Official Receipt of Application Fee of One Hundred Pesos (P100.00)			Cashier		
Client Steps	Agency Actions	Action taken during COVID-19	Fees to be Paid	Processing Time	Person Responsible
Get Application Forms A, B, C from the AC / TOSG	Provide Application Forms A, B, C	Provision of Application Forms A, B, C, D, E through online	None		Federation



1. Submission of complete documents and filled out application form to the AC/TOSG	Review of the completeness of documentary requirements		None	20 minutes	AC / TOSG
	Receive the complete documents of AC/TOSG		None	10 minutes	AC / TOSG
<ul style="list-style-type: none"> <li>Preparation of the Federation for the conduct of ocular inspection, data validation, social investigation and Basic Orientation Seminar (BOS)</li> </ul>	Conduct of ocular inspection, data validation, social investigation and BOS	Basic Orientation Seminar (BOS) done online	None	7 days	AC / TOSG
<ul style="list-style-type: none"> <li>Payment of Accreditation Fee of One Hundred Pesos (P100.00)</li> </ul>	AC / TOSG shall forward the payment to the Cashier for the Official Receipt (OR) indicating the name of the Federation and Application Control Number	Waiting for Relax Accreditation Guidelines	P100.00	10 minutes	Federation / AC / TOSG / Cashier
	Evaluation of the completeness of documents and encoding of application		None	30 minutes	TOSG / Accreditation Officer
	Study/deliberation of the merits of the application and endorsement to the Office of the Chairperson (OC) with recommendation		None	2 days	Accreditation Committee (AComm)
	<ul style="list-style-type: none"> <li>If the application is approved: <i>Application will be endorsed to the OC</i></li> </ul>		None	30 minutes	(AComm)



	<ul style="list-style-type: none"> <li>If the application is denied: <i>Application is returned to the applicant for completion of lacking requirements and reapplication for accreditation</i></li> </ul>		None	5 days	AC/TOSG/ AComm
	PCUP Chairperson to sign the Certificate of Accreditation		None	1 day	Office of the Chairperson (OC)
	OC to release the Certificate of Accreditation		None	1 day	OC
<ul style="list-style-type: none"> <li>Receiving of the Certificate of Accreditation and the OR</li> </ul>	FODs to transmit the Certificate of Accreditation and OR to the UPO		None	3 days	AC
<b>TOTAL</b>			P100.00	19 Days, 1 hour and 40 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



### 3. Social Enterprise Development and Sustainability

Assist the urban poor in accessing resources for livelihood projects and institute social reforms in partnership with public and/or private sectors to empower the urban poor communities.

<b>Office/Division/Unit</b>	Office of the Chairperson - Project Development and Resource Mobilization			
<b>Classification</b>	Highly Technical Transaction			
<b>Type of Transaction</b>	Government to Client (G2C)			
<b>Who may avail</b>	Urban Poor Associations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Client		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. UPO submits Request Letter to PCUP.	PDRMU accepts the request from the Records Unit and interview the client.	None	1 hour	PDRMU Staff
2. UPO meets with the PCUP in the community ( <i>1<sup>st</sup> meeting</i> )	For a project request, PDRMU conducts initial orientation in the community and assess on its readiness to handle a social enterprise.  For implemented project, monitors, evaluates and assess other needs on capability/capacity building.	None	1 day	PDRMU Staff
3. UPO meets with PCUP ( <i>2<sup>nd</sup> meeting</i> )	For a project request, PDRMU goes back to the community and helps the UPO on project identification.	None	1 day	PDRMU Staff
	PDRMU prepares for a training module on proposal preparation and/or training needs analysis.	None	5 days	PDRMU Staff
4. UPO meets with PCUP ( <i>3<sup>rd</sup> meeting</i> )	PDRMU assist the UPO to prepare the budget for the proposed project through a write-shop held in the community.	None	1 day	PDRMU Staff
5. UPO identifies the attendance for the training and/or writeshop	PDRMU conducts Basic Orientation, a write-shop on proposal making and Cooperative Pre-Registration Seminar	None	5 days	PDRMU
6. PCUP waits for approval	PDRMU finalizes the project proposal and consolidates other	None	2 days	PDRMU Staff



	requirements, prepares endorsement letter and submit to implementing/funding agencies			
	PDRMU follows-up the Proposal submitted to the implementing agency and assist the UPO on the completion of requirements, <i>(if needed)</i>	None	1 day	PDRMU Staff
	PDRMU regularly meets with the UPO to assist and monitor the UPO's documentation of their registration to the Cooperative Development Authority (CDA)	None	3 days	PDRMU staff
	<b>TOTAL</b>		19 days and 1 hour	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



#### 4. Endorsement for Medical Assistance

Medical Assistance is coordinated with government agencies like the DSWD or DOH, Philippine Charity Sweepstakes Office (PCSO), foundations, hospitals, clinics, laboratories for the walk-in clients needing assistance.

<b>Office/Division</b>	Office of the Chairperson			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Government to Client (G2C)			
<b>Who may avail</b>	Walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter <i>One (1) original</i>		Client/Patient		
Medical Abstract <i>One (1) original</i>		Client's/Patient's Physician		
Final Billing or Hospital/Clinic Quotation		Hospital where the Patient is admitted		
Photo of Client/Requesting Party		Client/Patient or Requesting Party		
For Private: <i>Hospital Certification</i>		Client/Patient		
Barangay Indigency		Barangay where the Client/Patient resides		
LGU Social Worker Case Study		LGU where the Client/Patient resides		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit Request Letter addressed to the PCUP Chairperson	A Public Assistance Officer shall attend to the client and determine the request	None	10 minutes	Public Assistance Officer
2. Records Unit receive the request letter from the client	Records Unit forward the request to FPHR	None	10 minutes	Records Unit
3. The Client goes to the Focal Person for Health Referrals (FPHR) as referred by the Public Assistance Officer.	The FPHR shall conduct an in-depth interview of the Client and inform him/her of the requirements for medical assistance	None	30 minutes	Focal Person for Health Referrals
	The FPHR shall prepare an Endorsement Letter to the hospital/clinic/doctor.  <i>Advice the Client to bring his/her requirements.</i>  <i>If not complete, advise the Client to complete</i>	None	30 minutes	Focal Person for Health Referrals



	<p>The FPHR shall submit the letter to the PCUP Chairperson for signature.</p> <p><i>In the absence of the PCUP Chair as the signatory, his designated signatory shall sign the endorsement letter</i></p>	None	30 minutes	Office of the Chairperson
	The Office of the Chairperson shall release the endorsement letter through the Records Officer who will release the letter to the Client	None	30 minutes	Records Section
4. Client receives the PCUP Endorsement Letter	The FPHR shall be given a photocopy for follow-up	None	30 minutes	FPHR
<b>TOTAL</b>		None	2 hours and 50 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**





## 5. Receiving of Incoming Documents

The Records Unit is assigned to receive all incoming documents from all stakeholders and matters related to the urban poor.

<b>Office/Division/Unit</b>	Records Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Government to Client			
<b>Who may avail</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter with the following details:		All details shall be provided by the client		
a. Complete Name				
b. Complete Address				
c. Contact Number				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign in the Client Log Book in the office lobby	Provide the log book to the client	None	5 minutes	Public Assistance Officer
2. Submit the documents to the Records Unit  <i>*Make sure that all details required are indicated in the document</i>	Receive the documents and check for completeness  Stamp the document with "received" and fill out the necessary details	None	5 minutes	Records Officer
3. Get the receiving copy from the Records Officer	Provide photocopy of the original document  <i>*Forward to Unit/Division Concern</i>  <i>*Keep file for Records</i>	None	5 minutes	Records Officer
<b>TOTAL</b>		None	15 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 5.1 Receiving of Incoming Documents

The Records Unit is assigned to receive all incoming documents from all stakeholders and matters related to the urban poor.

<b>Office/Division/Unit</b>	Records Unit			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed Documents		Clients		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign in the Client Log Book in the office lobby	Provide the log book to the client	None	5 minutes	Public Assistance Officer
2. Submit the documents to the Records Unit	Receive the documents and check for completeness  Stamp the document with "received" and fill out the necessary details  <i>*Document Tracking Number</i>	None	5 minutes	Records Officer
3. Get the receiving copy from the Records Officer	Provide photocopy of the original document  Forwarded to the Office of the Chairperson  <i>*For Court Cases, forward to FODs (NCR and Luzon)</i>  <i>*For Court Cases, forward to FODs</i>	None	5 minutes	Records Officer



	<i>(Visayas and Mindanao) through email for advance copy</i>  <i>*Keep file for Records</i>			
<b>TOTAL</b>		None	15 Minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 6. Request for Copy of Documents

The Records Unit is assigned to file and retain all documents received and released by the office.

<b>Office/Division/Unit</b>	Records Unit			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction</b>	Government to Government and Government to Client			
<b>Who may avail</b>	Stakeholders and Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter from the Requesting Party with the following details:		Client		
a. Complete Name				
b. Complete Address				
c. Contact Details				
d. Specify what document				
e. Purpose				
Request for Documents Form		Records Unit		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Sign in the Client Log Book in the office lobby	Provide the log book to the client	None	3 minutes	Public Assistance Officer
2. Submit the Letter Request Form to the Records Unit	Receive the documents and check for completeness  Stamp the document with "received" and fill out the necessary details	None	5 minutes	Records Officer
3. Get the receiving copy from the Records Officer	Provide photocopy of the original document	None	2 minutes	Records Officer
	Forward to the Legal Unit for recommendation ( <i>approval / disapproval</i> ), with RFD Form <i>Legal (3 days)</i>	None	3 days	Records Officer



	*Keep file for Records			
	*Waiting for Chairperson's Approval	None	3 days	Records Officer
4. Return to Records Unit to check the status of the request.	Once approved, release the requested document  <i>*if disapproved, release Letter of Disapproval</i>  Provide the logbook for client's signature	None	3 minutes	Records Officer
<b>TOTAL</b>		None	6 days and 13 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## 7. Public Assistance for Walk-in Clients

Queries and concerns of walk-in clients will be entertain by the assigned Public Assistance Officer to formally endorsed to the Division/Unit concern.

<b>Office/Division</b>	Office of the Chairperson			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	Government to Citizen (G2C)			
<b>Who may avail</b>	Walk-in Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Public Assistance Form		Public Assistance Officer		
Client's Letter Form				
Feedback Form				
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client sign in at the Client's Log Book	Give the log book to the client to sign in	None	5 minutes	Public Assistance Officer
2. Fill out the Client's Routing Slip				
3. Talk to the Public Assistance Officer	Listen to the client's concern and provide initial action.  Public Assistance Officer assists the client to write Request Letter in the PCUP Form if he/she has not brought any letter about his/her concern  Refer the client to the concerned Division/Unit	None	30 minutes	Public Assistance Officer
<b>TOTAL</b>		None	35 minutes	

**\*\*\*See Annex A for Feedback and Complaint Mechanism and Annex B for Client's Satisfaction Survey Form**



## Annex A

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback?</b>	Answer the <b>Client's Satisfaction Survey Form</b> provided by the Area Coordinator/Public Assistance Officer.
<b>How feedback is processed?</b>	<p>The FODs/Public Assistance Officer to compile the accomplished Feedback Forms on a monthly basis to be submitted to Research, Planning and Monitoring Division (RPMD) for consolidation.</p> <p>Feedback requiring immediate response are forwarded to the relevant offices, who are required to answer within three (3) working days upon receipt of the feedback.</p> <p>The answer/response of the office is then relayed to the client thru registered mail/email.</p>
<b>How to file complaints?</b>	<p>Answer the <b>Client's Satisfaction Survey Form</b> available at the Public Assistance Desk or provided by the Area Coordinator and forward it to the assigned Complaint Officer or you may drop it at the designated Feedback/Complaint Box that could be found at the Public Assistance Desk.</p> <p>Complaints can also be filed via telephone, email and letter. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident (include the date)</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following:            Telephone Number: <b>(02) 8 362 0220</b>            Email Address: <a href="mailto:citizenscharter.pcup@gmail.com">citizenscharter.pcup@gmail.com</a>            Website: <a href="http://www.pcup.gov.ph">http://www.pcup.gov.ph</a>            Facebook Page: <a href="https://www.facebook.com/PCUPOfficial/">https://www.facebook.com/PCUPOfficial/</a></p>
<b>How complaints are processed?</b>	<p>The Complaints Team opens the Feedback/Complaints Drop Box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Team will conduct an investigation and forward the complaint to the relevant office for their explanation/immediate response.</p> <p>The Complaints Team will create a report after the investigation and shall submit report to the Head of the Agency for appropriate action.</p> <p>For inquiries and follow-ups, clients may contact the following:            Telephone Number: <b>(02) 8 362 0220</b>            Email Address: <a href="mailto:citizenscharter.pcup@gmail.com">citizenscharter.pcup@gmail.com</a>            Website: <a href="http://www.pcup.gov.ph">http://www.pcup.gov.ph</a>            Facebook Page: <a href="https://www.facebook.com/PCUPOfficial/">https://www.facebook.com/PCUPOfficial/</a></p>
<b>Contact Information of PCUP Public Assistance Desk, PCC, CCB and ARTA</b>	<p><b>(02) 8 362 0220</b> – PCUP Public Assistance Desk  <b>8888</b> – Presidential Complaints Center  <b>0908-8816-565</b> – CSC Contact Center ng Bayan  <b>478 – 5093</b> - Anti-Red Tape Authority</p>







3. Check (☑) the appropriate box of your chosen answer based on the following level of satisfaction: (Lagyan ng tsek (☑) ang angkop na kahon ng iyong napiling sagot base sa mga sumusunod na antas ng kasiyahan.)



Quality Service Dimension (Sukat ng Kalidad ng Serbisyo)	Level of Satisfaction (Antas ng Kasiyahan)				
	5	4	3	2	1
a. <b>Responsiveness</b> – Readily respond to clients' request <i>Tugon – Agarang tugon sa kahilingan ng mga kliyente</i>					
b. <b>Reliability (Quality)</b> – Performs appropriate service after the first time of visit <i>Kahusayan (Kalidad)- Naisagawa ng tama ang serbisyo sa unang pagkakataon</i>					
c. <b>Accessibility of Information Materials &amp; Facilities</b> – Availability of information materials related to provided services <i>Akses at Pasilidad- Pagkakaroon ng mga babasahin patungkol sa binigay na serbisyo</i>					
d. <b>Communication</b> – The Citizen Charter shows the services that the client may avail <i>Komunikasyon – Ipinapakita ng Citizen Charter ang mga serbisyo na maaaring matanggap ng kliyente</i>					
e. <b>Costs</b> – Reasonable payment period and acceptable range of costs <i>Gastos/Presyo - Makatwirang panahon ng pagbabayad at katanggap-tanggap na presyo</i>					
f. <b>Integrity</b> – There is honesty, justice, fairness, and trust in their service <i>Integridad - May katapatan, katarungan, patas, at tiwala sa kanilang serbisyo</i>					
g. <b>Assurance</b> – Have the knowledge to answer clients' questions <i>Kasiguraduhan – May kaalaman upang sagutin ang mga katanungan ng mga kliyente</i>					
a. <b>Outcome</b> – The actual service provided <i>Kinalabasan – Tunay na serbisyo ang naibigay.</i>					

4. Overall, are you satisfied with the service received?

(Sa kabuuan, kontento ka ba sa serbisyong natanggap?)

 <input type="checkbox"/>	<b>Check (☑) if you are satisfied with the service</b> (Lagyan ng tsek (☑) kung ikaw ay nasiyahan sa serbisyo)
 <input type="checkbox"/>	<b>Check (☑) if you are not satisfied with the service</b> (Lagyan ng tsek (☑) kung ikaw ay hindi nasiyahan sa serbisyo)



**5. Please write your observations and recommendations.**

*(Maaari po lamang na isulat ang inyong obserbasyon at rekomendasyon.)*

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**Maraming Salamat Po.**

**Consent: I allow PCUP to use my information for the purpose of this survey.**

*(Pahintulot: Pinahihintulutan ko ang PCUP na gamitin ang aking impormasyon para sa mga layunin ng survey na ito.)*

**Identity** *(Pagkakakilanlan):*

**Name** *(Pangalan):* \_\_\_\_\_

**Age** *(Edad):* \_\_\_\_\_

**Sex** *(Kasarian):*  Male (Lalaki)  Female (Babae)

**Office/Residence** *(Opisina/Tirahan):* \_\_\_\_\_

**Telephone** *(Telepono):* \_\_\_\_\_

**Email Address:** \_\_\_\_\_

Para sa agarang pansin sa inyong mga isyu o puna, maring direktang makipag ugnayan sa mga sumusunod:

**(02) 8 362 0220**

– PCUP Public Assistance Desk

**8888**

– Presidential Complaints Center

**0908-8816-565**

– CSC Contact Center ng Bayan

**478-5093**

– Anti-Red Tape Authority



## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
PCUP Central Office PCUP FOD-NCR PCUP FOD-Luzon	9 <sup>th</sup> Floor Sunnymede I.T. Center, 1614 Quezon Avenue, South Triangle, Quezon City 1105	(02) 8 362 0220
PCUP FOD Visayas	Rm 303 A & B, WDC Building, P. Burgos Street, corner Osmeña Boulevard, Cebu City	(032) 254-8651 / 256-2169
PCUP FOD Mindanao	Door 12 Ebro Pelayo Building, Juan Luna Street, Davao City	(082) 227-7988 / 226-2492

**March 2022**

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