



COMMISSION ON HUMAN RIGHTS

CITIZEN'S CHARTER



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I. MANDATE

The Commission on Human Rights (CHR) is an independent National Human Rights Institution (NHRI) created under the 1987 Philippine Constitution, established on 05 May 1987 by virtue of Executive Order No. 163.

The Commission is mandated to conduct investigations on human rights violations against marginalized and vulnerable sectors of the society, involving civil and political rights.

CHR is an “A” accredited NHRI, fully complying with the Paris Principles adopted by the United Nations General Assembly in 1995. As an NHRI, the Commission upholds six fundamental characteristics — independence, pluralism, broad mandate, transparency, accessibility, and operational efficiency.

II. VISION

A just and humane Philippine society of persons equal in opportunity, living a life of dignity, and forever vigilant against abuses and oppression.

III. MISSION

As conscience of government and the people, we seek truth in human rights issues. As beacon of truth, we make people aware of their rights, and guide government and society towards actions that respect the rights of all, particularly those who cannot defend themselves — the disadvantaged, marginalized, and vulnerable.

IV. SERVICE PLEDGE

We, the Commission on Human Rights, believing in the values of Dignity, Service, and Accountability, commit to deliver prompt, accessible, responsive, and excellent public services for the protection and promotion of human rights of Filipino citizens within and outside our country’s borders.

We pledge to:

- 1) Ensure that our services comply with our Constitutional mandates, local and international statutory and regulatory requirements, and universal human rights standards.



- 2) Put the satisfaction of our clients and stakeholders above all others by ensuring that our services are delivered to the highest level of urgency and excellence with the least amount of effort required from them and regardless of their gender, sexuality, ethnicity, age, disability, religious or political beliefs, or socioeconomic standing.
- 3) Continually forward recommendations to the Congress to impress upon our lawmakers the need for a human rights-centered policy development.
- 4) Attend to all applicants, requesting parties or clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break



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CENTRAL/REGIONAL OFFICES

FRONTLINE SERVICES



1. Issuance of Clearance Services For the Central Office

The Commission on Human Rights (CHR) issues clearance to military/police officers, security sector, government employees and private citizen after thorough data check and verification and certify that the client has: no record of human rights violations, with record of human rights violation or with pending resolution of human rights violation.

Certifications are issued for their promotions, nominations, confirmations, schooling (both local and abroad), as requirement for their United Nations Mission, travel abroad, retirement and other similar purposes.

Office or Division:	Internal Legal Services Division (ILSD) – Central Office; Clearance Unit (CU); Regional Office (RO)	
Classification:	Complex	
Type of transaction:	G2C – Government to Citizen and G2G – Government to Government	
Who may avail:	Military and Police Officers, Government Employees, and Private Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>PNP</u>		
1. Accomplished CHR Clearance Application Form (1 original)	Clearance Unit/Downloadable from CHR website	
2. Passport-size ID Picture in uniform (2 pieces, original)	PNP Applicant	
3. PNP Personal Data Sheet (1 original)	PNP Applicant	
4. Service Record (1 original/authenticated)	PNP Applicant	
5. Documentary Stamp (1 piece, PHP 25.00)	Bureau of Internal Revenue	
<u>AFP</u>		
1. Accomplished CHR Clearance Application Form (1 original)	Clearance Unit/Downloadable from CHR website	
2. Passport-size ID Picture in uniform (2 pieces, original)	AFP Applicant	
3. Summary of Information (1 original/authenticated)	AFP Applicant	
4. Statement of Service (1 original/authenticated)	AFP Applicant	



5. Documentary Stamp (1 piece, PHP 25.00)		Bureau of Internal Revenue		
<u>Government Employees / Private Citizens</u>				
1. Accomplished CHR Clearance Application Form (1 original)		Clearance Unit/Downloadable from CHR website		
2. Passport-size ID Picture (2 pieces, original)		Government Employees / Private Citizens		
Note: Applicants belonging to the Security Sectors must be in uniform when picture is taken				
3. Personal Data Sheet / Bio-data (1 original/authenticated)		Government Employees / Private Citizens		
4. Service Record / Certificate of Employment (1 original/authenticated)		Government Employees / Private Citizens		
5. Government / Company ID (1 photocopy)		Government Office where applicant is currently employed / Company where the applicant is currently employed		
6. Documentary Stamp (1 piece, PHP 25.00)		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application and submit the required documents to the Clearance Unit	1. Check for completeness	None	15 Minutes	<i>Chief</i> Internal Legal Services Division (ILSD)
2. Wait for the availability of clearance	2. Verify from case database	None	2 Hours	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.1. If applicant has a case: Transmittal to RO concerned	None	2 Days (mailing)	<i>Chief</i> Internal Legal Services Division (ILSD)



	2.2. Verification from case records	None	2 Hours	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.3. Issuance of Certification re: case/s of applicant, if any, and transmit to CO	None	2 Days (mailing)	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.4. Upon receipt of ROs response, or if applicant has no case/s, prepare Clearance/ Certification	None	2 Hours	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.5. Sign Clearance/ Certification (certifying verification)	None	10 Minutes	<i>Director</i> Office of the Commission Secretary
	2.6. Sign Clearance/ Certification (recommending approval)	None	30 Minutes	<i>Executive Director</i> Office of the Executive Director
	2.7. Sign Clearance/ Certification (final approval)	None	30 Minutes	<i>Chairperson</i> Office of the Chairperson
	2.8. Issue Control Number and record in the logbook	None	10 Minutes	<i>Chief</i> Internal Legal Services Division (ILSD)
3. Receive Clearance/ Certification	3. Release Clearance/ Certification	None	5 Minutes	<i>Chief</i> Internal Legal Services Division (ILSD)
TOTAL:		None	4 Days, 7 Hours, 40 Minutes	



2. Issuance of Clearance Services For Regional Offices

The Commission on Human Rights (CHR) issues clearance to military/police officers, security sector, government employees and private citizen after thorough data check and verification and certify that the client has: no record of human rights violations, with record of human rights violation or with pending resolution of human rights violation.

Certifications are issued for their promotions, nominations, confirmations, schooling (both local and abroad), as requirement for their United Nations Mission, travel abroad, retirement and other similar purposes.

Office or Division:	Internal Legal Services Division (ILSD) – Central Office; Clearance Unit (CU); Regional Office (RO)	
Classification:	Complex	
Type of transaction:	G2C – Government to Citizen and G2G – Government to Government	
Who may avail:	Military and Police Officers, Government Employees, and Private Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>PNP</u>		
1. Accomplished CHR Clearance Application Form (1 original)	Clearance Unit/Downloadable from CHR website	
2. Passport-size ID Picture in uniform (2 pieces, original)	PNP Applicant	
3. PNP Personal Data Sheet (1 original)	PNP Applicant	
4. Service Record (1 original/authenticated)	PNP Applicant	
5. Documentary Stamp (1 piece, PHP 25.00)	Bureau of Internal Revenue	
<u>AFP</u>		
1. Accomplished CHR Clearance Application Form (1 original)	Clearance Unit/Downloadable from CHR website	
2. Passport-size ID Picture in uniform (2 pieces, original)	AFP Applicant	
3. Summary of Information (1 original/authenticated)	AFP Applicant	
4. Statement of Service (1 original copy/authenticated)	AFP Applicant	



5. Documentary Stamp (1 piece, PHP 25.00)		Bureau of Internal Revenue		
<u>Government Employees / Private Citizens</u>				
1. Accomplished CHR Clearance Application Form (1 original)		Clearance Unit/Downloadable from CHR website		
2. Passport-size ID Picture (2 pieces, original)		Government Employees / Private Citizens		
Note: Applicants belonging to the Security Sectors must be in uniform when picture is taken				
3. Personal Data Sheet / Bio-data (1 original)		Government Employees / Private Citizens		
4. Service Record / Certificate of Employment (1 original/authenticated)		Government Employees / Private Citizens		
5. Government / Company ID (1 photocopy)		Government Office where applicant is currently employed / Company where the applicant is currently employed		
6. Documentary Stamp (1 piece, PHP 25.00)		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application and submit the required documents to the Records Section of the Regional Office	1. Check for completeness	None	15 Minutes	<i>Admin Officer IV</i> Regional Office



2. Wait for the availability of clearance	2. Verification from case records and Issue Certification of No Pending Case (or Pending Case, if any)	None	1 Hour	<i>Admin Officer IV</i> Regional Office
	2.1. Transmit CHR Application documents to CHR Central Office with the signed Certification	None	1 Day	<i>Admin Officer IV</i> Regional Office
	2.2. Receive and record application	None	5 Minutes	<i>Admin Officer IV</i> Regional Office
	2.3. Verification from case database	None	2 Hours	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.4. If applicant has a case: Transmittal to RO concerned	None	2 Days (mailing)	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.5. Verification from case records and Issuance of Certification of No Pending Case (or Pending Case, if any)	None	1 Hour	<i>Admin Officer IV</i> Regional Office
	2.6. Transmit Certificate to Central Office	None	1 Day	<i>Admin Officer IV</i> Regional Office
	2.7. Upon receipt of ROs response, or if applicant has no case/s, prepare	None	2 Hours	<i>Chief</i> Internal Legal Services Division (ILSD)



	Clearance/ Certification			
	2.8. Sign Clearance/ Certification (certifying verification)	None	10 Minutes	<i>Director</i> Office of the Commission Secretary
	2.9. Sign Clearance/ Certification (recommending approval)	None	30 Minutes	<i>Executive Director</i> Office of the Executive Director
	2.10. Sign Clearance/ Certification (final approval)	None	30 Minutes	<i>Chairperson</i> Office of the Chairperson
	2.11. Issue Control Number and record in the logbook	None	10 Minutes	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.12. Mail the Clearance/ Certification to the concerned Regional Office	None	1 Day	<i>Chief</i> Internal Legal Services Division (ILSD)
3. Receive Clearance/ Certificatio n	3. Release Clearance/ Certification	None	5 Minutes	<i>Admin Officer IV</i> Regional Office
TOTAL:		None	5 Days, 7 Hours, 45 Minutes	



3. Legal Advice and Counseling (Updated Process for Walk-in Clients)

The Commission on Human Rights (CHR) provides free legal advice and counseling to victims/complainants particularly vulnerable/disadvantaged groups, e.g. abused children; persons deprived of liberty (prisoners/detainees); indigenous peoples; internally displaced persons; persons with disabilities; and other human rights victims. Assistance includes the preparation of pleadings, provision of simple legal advice and issuance of endorsement letter if the issue/concern of the client does not fall within the CHR's mandate/jurisdiction.

Office or Division:	Legal Division (External Legal Services); Legal and Investigation Division (Regional Office)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original)		Individual/Organization		
2. Accomplished Referral Slip (1 original)		CHAD Office / Regional PACD		
3. Duly filled out CHR Form 9 or Form 10 (if complainant/victim is a minor), if complainant/victim wants to file a case (1 original)		CHR Regional Office – Investigation Division		
4. If a case has been filed and the same has been resolved/decided, the Resolution/Decision of the DOJ/Ombudsman/Court/Quasi-Judicial Body (1 photocopy)		Department of Justice/Ombudsman/Court/Quasi-Judicial Body		
5. Court Certification of No Pending Case (1 picture/photocopy)		Appropriate Court (Supreme Court/Court of Appeals/Court of Tax Appeals/Sandiganbayan/Regional Trial Court/Municipal Trial Court/Metropolitan Trial Court/Municipal Circuit Trial Court)		
6. DOJ certification of no pending case / order of dismissal of cases (1 picture/photocopy)		Department of Justice		
7. Ombudsman certification of no pending case / resolution dismissing the criminal and administrative cases filed against the petitioner / respondent (1 picture/photocopy)		Ombudsman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Proceed to the Legal and Investigation Division (Regional Office) or to the designated table for Legal Division (Central Office) at the <i>Bulwagang Ka Pepe</i>, CHR Lobby.</p>	<p>1. Assign Lawyer</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Director</i> Legal Office (if Central Office) / <i>Director</i> Regional Office</p>
<p>2. Provide details / information regarding the issue / concern and fill up Form 9 (Complaint Form) or Form 10 (if complainant / victim is a minor), if complainant / victim wants to file a case</p>	<p>2. Discuss and evaluate the issue / concern with the client</p>	<p>None</p>	<p>5 Minutes (In practice, the Legal Division lawyers provide immediate advice / assistance to the client, but the length of time needed in completing the required advice / assistance depends on the complexity of the legal issues involved)</p>	<p><i>Chief</i> Legal Division (if Central Office) / <i>Chief</i> Legal and Investigation Division (if Regional Office)</p>



3. Receive legal advice / endorsement letter addressed to the concerned office (original copy)	3. Prepare endorsement letter to be signed by the Assisting Lawyer, or the Legal Division Chief, or the Regional Director, if the issue/concern of the client does not fall within the CHR's mandate/ jurisdiction	None	10 Minutes (In practice, the Legal Division lawyers provide immediate advice / assistance to the client, but the length of time needed in completing the required advice / assistance depends on the complexity of the legal issues involved)	<i>Director</i> Legal Office (if Central Office) / <i>Director</i> Regional Office
TOTAL:		None	20 Minutes	

Note: This is an updated process adopted (for walk-in clients) in consideration of the declaration of a State of Public Health Emergency.



4. Legal Advice and Counseling (Via Online or Phone Call)

The Commission on Human Rights (CHR) provides free legal advice and counseling to victims/complainants particularly vulnerable/disadvantaged groups, e.g. abused children; persons deprived of liberty (prisoners/detainees); indigenous peoples; internally displaced persons; persons with disabilities; and other human rights victims. Assistance includes the preparation of pleadings, provision of simple legal advice and issuance of endorsement letter if the issue/concern of the client does not fall within the CHR's mandate/jurisdiction.

Office or Division:	Legal Division (External Legal Services); Legal and Investigation Division (Regional Office)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 scanned copy)		Individual/Organization		
2. If a case has been filed and the same has been resolved/decided, the Resolution/Decision of the DOJ/Ombudsman/Court/Quasi-Judicial Body (1 picture/photocopy)		Department of Justice/Ombudsman/Court/Quasi-Judicial Body		
3. Court Certification of No Pending Case (1 picture/photocopy)		Appropriate Court (Supreme Court/Court of Appeals/Court of Tax Appeals/Sandiganbayan/Regional Trial Court/Municipal Trial Court/Metropolitan Trial Court/Municipal Circuit Trial Court)		
4. DOJ certification of no pending case / order of dismissal of cases (1 picture/photocopy)		Department of Justice		
5. Ombudsman certification of no pending case / resolution dismissing the criminal and administrative cases filed against the petitioner / respondent (1 picture/photocopy)		Ombudsman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to elawyer@ld.chrp@gmail.com or call the Legal Division at (02) 8926-0454 to request for legal advice	Assign Lawyer	None	5 Minutes	<i>Director</i> Legal Office (if Central Office) / <i>Director</i> Regional Office



<p>2. Provide details / information regarding the issue / concern and send pertinent documents via email, as may be required.</p>	<p>Discuss and evaluate the issue / concern with the client</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Chief</i> Legal Division (if Central Office) / <i>Chief</i> Legal and Investigation Division (if Regional Office)</p>
<p>3. Receive legal advice / Confirm schedule as to the availability of the endorsement letter addressed to the concerned office (original copy)</p>	<p>Prepare endorsement letter to be signed by the Assisting Lawyer, or the Legal Division Chief, or the Regional Director, if the issue/concern of the client does not fall within the CHR's mandate/ jurisdiction and advise client of its availability.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Director</i> Legal Office (if Central Office) / <i>Director</i> Regional Office</p>
TOTAL:		<p>None</p>	<p>25 Minutes</p>	

Note: This is a new process adopted in consideration of the declaration of a State of Public Health Emergency.

5. Request for Data, Statistics, Information/Documents

The Commission on Human Rights (CHR) provides requested data, statistics, information or documents from CHR data bank to interested clients/organizations.

Office or Division:	Management Information Systems Division (MISD)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished MISD ICT Request Form (1 original)		MISD Office		
2. Official Request Letter duly endorsed by concerned CHR Receiving Office (1 original)		Requesting Individual/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit Request Letter to the Office of the Executive Director	1. Receive letter and endorse the request (duly approved by the Executive Director) to MISD for processing	None	10 Minutes	<i>Executive Assistant IV</i> Office of the Executive Director
2. Accomplish the Request Form at the MISD Office and wait for the request to be processed	2. Receive the Request Form and process the request	None	10 Minutes	<i>Chief MISD</i>
3. Receive the requested data, statistics, or information from the endorsing office	3. Release the requested data, statistics, or information to the	None	10 Minutes	<i>Chief MISD</i>



	endorsing office			
TOTAL:		None	30 Minutes	





6. Request for Information, Education and Campaign (IEC) Materials

The Commission on Human Rights (CHR) develops and disseminates HR IEC materials both at the central and regional level.

Upon request, the CHR shares human rights advocacy and campaign materials to interested clients.

Office or Division:	Human Rights Education and Promotion Office (HREPO - Central Office); Promotion and Advocacy Division (Regional Offices)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form (1 original)		HREPO (CO) / Promotion and Advocacy Division (RO)		
2. Request Letter (1 original)		Requesting Individual/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Visitor's Logbook at the CHAD (if Central Office) / PACD (if Regional Office)	1. Inquire on the purpose of the visit (What service does the client wish to avail?) Endorse client to the action unit: a. HREPO -- for Central Office b. Promotion and Advocacy Division -- for Regional Offices	None	5 Minutes	<i>Officer-In-Charge</i> Citizen's Assistant Help and Action Division (CHAD), if Central Office / <i>Director</i> Regional Office



<p>2. Provide details on the requested IEC materials and submit requirements to HREPO (if Central Office) or Promotion and Advocacy Division (if Regional Office)</p>	<p>2. Inquire from the client the details of requested IEC Materials and receive requirements</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Director</i> HREPO (if Central Office) / <i>Chief</i> Promotion and Advocacy Division (if Regional Office)</p>
<p>3. Receive the IEC material/s from HREPO (if Central Office) or Promotion and Advocacy Division (if Regional Office)</p>	<p>3. Provide requested IEC materials/s if available</p>		<p>10 Minutes</p>	<p><i>Director</i> HREPO (if Central Office) / <i>Chief</i> Promotion and Advocacy Division (if Regional Office)</p>
TOTAL:		<p>None</p>	<p>20 Minutes</p>	

7. Request for Interviews

The Commission on Human Rights (CHR) recognizes the importance of letting the public know its mandate, vision, mission and service pledge, as well as its stand on pressing human rights issues.

Through its spokesperson or any designated officer/s, CHR grants interviews on human rights issues to all forms and channels of media, including traditional and social media channels.

Office or Division:	Strategic Communication Division (SCD) - Central Office; Promotion and Advocacy Division - Regional Offices			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original)		Requesting Individual/Organization		
2. Media Request Form (1 original)		SCD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete details to: SCD – if for Central Office; or Promotion and Advocacy Division – if for concerned Regional Office	1. Receive and acknowledge receipt of request	None	2 Minutes	<i>Chief/OIC of SCD</i> (if Central Office) <i>or</i> <i>Chief</i> Promotion and Advocacy Division (if Regional Office)
2. Provide additional details on the request, if necessary	2. Gather/confirm all relevant pieces of information request received	None	10 Minutes	<i>Chief/OIC of SCD</i> (if Central Office) <i>or</i> <i>Chief</i> Promotion and Advocacy Division (if Regional Office)



3. Await update / feedback on the request for interview	3. Endorse/route to appropriate CHR office or representative	None	30 Minutes	<i>Chief/OIC of SCD (if Central Office)</i> <i>or</i> <i>Chief Promotion and Advocacy Division (if Regional Office)</i>
4. Receive update/feedback on the request	4. Provide update on the request and proceed with appropriate action/s determined relative to the request	None	3 Minutes	<i>Chief SCD (if Central Office) /</i> <i>Chief Promotion and Advocacy Division (if Regional Office)</i>
TOTAL:		None	45 Minutes	



8. Request for Technical Assistance (Training/Resource Person)

The Commission on Human Rights (CHR), through its Education and Promotion Office, provides technical services to government agencies and academic institutions in the development of Human Rights (HR) education and training programs or integration of HR in existing learning modules, develop and pilot new or alternative teaching methods, approaches and tools.

CHR's pool of Trainers, Resource Persons/Subject Matter Experts (SMEs) and Facilitators and the Speaker Bureau conduct trainings and act as resource speakers.

Office or Division:	Human Rights Promotion and Education Office (HREPO); Promotion and Advocacy Division (Regional Offices)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form (1 Original)		CHAD Office / Regional PACD		
2. Invitation / Request Letter (1 Original)		Requesting Individual/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Visitor's Log/Transmit Letter Request to CHAD (if Central Office) or PACD (if Regional Office)	1. CHAD/ PACD Officer to inquire on the purpose of the visit and endorse/ guide client to action unit; or Record and endorse the letter to: a) HREPO -- for Central Office b) Promotion and	None	10 Minutes	<i>Officer-In-Charge</i> CHAD (if Central Office) / <i>Director</i> Regional Office



	Advocacy Division – for Regional Office			
2. Wait for the request to be processed	2. Process the request	None	10 Minutes	<i>Director</i> HREPO (if Central Office) / <i>Chief</i> Promotion and Advocacy Division (if Regional Office)
3. Receive feedback / response about the request	3. Provide feedback to the client	None	10 Minutes	<i>Director</i> HREPO (if Central Office) / <i>Chief</i> Promotion and Advocacy Division (if Regional Office)
TOTAL:		None	30 Minutes	

Note: This is the original process (applicable to walk-in clients).



9. Request for Technical Assistance (Training/Resource Person) – Via Email

The Commission on Human Rights (CHR), through its Education and Promotion Office, provides technical services to government agencies and academic institutions in the development of Human Rights (HR) education and training programs or integration of HR in existing learning modules, develop and pilot new or alternative teaching methods, approaches and tools.

CHR's pool of Trainers, Resource Persons/Subject Matter Experts (SMEs) and Facilitators and the Speaker Bureau conduct trainings and act as resource speakers.

Office or Division:	Human Rights Promotion and Education Office (HREPO); Promotion and Advocacy Division (Regional Offices)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Invitation/letter request (1 scanned copy)		Requesting Individual/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Invitation / letter request thru email to HREPO (if Central Office) or Promotion and Advocacy Division (if Regional Office)	1. Process the request and provide feedback to the client	None	1 Day	<i>Director</i> HREPO (if Central Office) / Director Regional Office
TOTAL:		None	1 Day	

Note: This is a new process (via email) adopted in consideration of the declaration of a State of Public Health Emergency.



CENTRAL/REGIONAL OFFICES

NON-FRONTLINE SERVICES



10. Civil Society Organization (CSO) Accreditation for Partnership Endeavors for CHR Go Just Projects

The Commission on Human Rights (CHR) engages with civil society organizations (CSOs) to serve as partners in the delivery of human rights services. This CSO Accreditation for Partnership Endeavors provides opportunities for organizations (civil society, non-governmental, faith-based, academe) to officially take part in the various initiatives of the CHR to protect and to promote human rights in the country. This service ensures that CSOs are properly accorded and recognized as the CHR's partners in compliance with government rules and/or policies.

Office or Division:	Project Management Division – Planning and Management Office (PMD-PMO)	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizen	
Who may avail:	Civil Society Organizations/Non-Governmental Organizations/ Peoples' Organizations/Faith-Based Organizations/Academic Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For CSO/PO operating for more than three (3) years:		
1. Duly accomplished CSO Application Form (1 original/scanned/soft copy)	CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com	
2. Certificate of Registration (1 original/scanned copy)	<ul style="list-style-type: none"> • Securities and Exchange Commission (SEC); • Cooperative Development Authority (CDA); • Department of Social Welfare and Development (DSWD); or • Other government agencies 	
3. Authenticated copy of the latest Articles of Incorporation, or the Articles of Cooperation, as the case may be, showing the original incorporators/organizers (1 original/scanned copy)	CSO Applicant as submitted to the SEC	
4. Secretary's Certificate for incumbent officers (1 original/scanned/soft copy)	CSO Applicant's Secretary	
5. Certificate of Filing or Certificate of Approval (1 original/scanned copy)	SEC or CDA	
6. General Information Sheet in the case of SEC registration (1 original/scanned copy)	SEC	
7. Organizational Structure	CSO Applicant	



(1 original/scanned/soft copy)	
8. List of Officers with Address and Bio-Data (1 original/scanned/soft copy)	CSO Applicant
9. Location Map (1 original/scanned/soft copy)	CSO Applicant
10. Omnibus Sworn Statement (with form from CHR) (1 original/scanned/soft copy)	CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com
11. Financial Reports, preferably audited by an independent Certified Public Accountant, for the past 3 years preceding the date of project implementation (1 original/scanned copy)	CSO Applicant
12. Undertaking from the Head of the organization to put up equity of at least 20% of project cost (1 original/scanned/soft copy)	CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com
13. Certificate of Good Standing (if any) (1 original/scanned copy)	Government Agency from which the organization received public funds
14. Philippine Government Electronic Procurement System (PhilGEPS) Online Registration (1 printed/scanned copy)	PhilGEPS
For CSO/PO operating for less than three (3) years:	
1. Duly accomplished Application Form (1 original/scanned/soft copy)	CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com
2. Certificate of Registration (1 original/scanned copy)	<ul style="list-style-type: none"> • SEC; • CDA; • DSWD; or • Other government agencies
3. Authenticated copy of the latest Articles of Incorporation, or the Articles of Cooperation, as the case may be, showing the original incorporators/organizers (1 original/scanned copy)	CSO Applicant as submitted to the SEC
4. Secretary's Certificate for incumbent officers (1 original/scanned/soft copy)	CSO Applicant's Secretary
5. Certificate of Filing or Certificate of Approval (1 original/scanned copy); or	SEC or CDA
6. General Information Sheet in the case of SEC registration	SEC



(1 original/scanned copy)				
7. Organizational Structure (1 original/scanned/soft copy)	CSO Applicant			
8. List of Officers with Address and Bio-Data (1 original/scanned/soft copy)	CSO Applicant			
9. Location Map (1 original/scanned/soft copy)	CSO Applicant			
10. Omnibus Sworn Statement (with form from CHR) (1 original/scanned/soft copy)	CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com			
11. Report of accomplishment or any equivalent proof certified by its President and Secretary that it had previously implemented similar projects (if any) (1 original/scanned/soft copy)	CSO Applicant			
12. Financial report/s for the year/s it has been in operation (1 original/scanned copy)	CSO Applicant			
13. Bank Book of an existing bank account with complete bank information of the organization (1 photocopy or scanned copy)	CSO Applicant's Servicing Bank			
14. List and/or photographs of similar projects and their status, the applicant or proponent is implementing or has previously undertaken including sources of funds (1 original/scanned/soft copy)	CSO Applicant			
15. Philippine Government Electronic Procurement System (PhilGEPS) Online Registration (1 printed/scanned copy)	PhilGEPS			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form and documentary requirements to the Project Management Division (PMD) through face-	1. Receive and pre-screen accomplished Application Form and the documentary requirements from the CSO/non-governmental	None	10 minutes	<i>Chief</i> Project Management Division (PMD)



to-face transaction or via email.	organization (NGO). <i>Note: on the assumption that requirements submitted are complete</i>			
2. Wait for result or advice through email or other forms of online messaging	2. Conduct documentary review	None	3 Working Days	Chief PMD / Social Mobilization Team (SMT)
	2.1. Evaluate and recommend the accreditation to Chairperson	None	5 Working Days	CHR Bids and Awards Committee (CHR BAC) *
3. Receive Certificate of Partnership Accreditation from PMD through face-to-face transaction, email or other forms of online messaging	3. Issue Certificate of Partnership Accreditation to the CSO	None	1 Working Day	Members/Directors, CHR BAC; CHR Office of the Chairperson; CHR PMO-PMD *
	3.1. Post CSO Accreditation on CHR website or in a conspicuous place within CHR	None	1 Working Day	Director Planning and Management Office (PMO)
TOTAL:		None	10 Working Days, 10 minutes	

* reflects "Person/s in-charge of actual task" (as BAC is an independent body)

Note: This is an updated process adopted in consideration of the declaration of a State of Public Health Emergency.

11. Financial Assistance Services

The Commission on Human Rights (CHR) provides financial assistance to victims of human rights violations. This service is a form of remedy provided with a certain amount of monetary assistance to aid them in the pursuit of truth and justice.

Office or Division:	Regional Offices	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizen	
Who may avail:	Individuals/Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
The required documents depend on the type of claim filed.		
<u>VAWC</u>		
1. Proof of relationship of the parties - Aside from marriage or birth certificate;(1 original copy) - Affidavit of 2 disinterested parties (1 original copy each)	Individual/Organization Philippine Statistical Office (PSA) From the organization	
2. Birth certificate of minor children (1 original copy, 1 photocopy)	Philippine Statistical Office (PSA)	
3. Medical certificate (1 original copy, 1 photocopy)	Attending Physician	
4. CHR Form 9/10, accomplished by the client (1 original)	CHR Regional Office – Investigation Division	
<u>Child Abuse</u>		
1. Birth Certificate of the Child Victim (1 original copy, 1 photocopy)	Philippine Statistical Office (PSA)	
2. Medical Certificate (1 original copy, 1 photocopy)	Attending Physician	
3. CHR Form 9/10, accomplished by the client (1 original)	CHR Regional Office – Investigation Division	
<u>Rehabilitation</u>		
1. Certificate of release from detention (1 original copy, 1 photocopy)	Detention facility where the victim/complainant was detained	
2. Certificate of detention (1 original copy, 1 photocopy)	Detention facility where the victim/complainant was detained	
3. Copy of decision (1 original copy, 1 photocopy)	Court that handled the decision	
4. CHR Form 9/10, accomplished by the client (1 original)	CHR Regional Office – Investigation Division	



<u>EJK/Torture/Physical Injury/HRV Cases</u>	
1. Death Certificate (1 Original, 1 Photocopy)	Philippine Statistical Office (PSA)
2. Medical Certificate (1 Original, 1 Photocopy)	Attending Physician
3. Proof of relationship	Individual/Organization
4. Police Report/Record (1 Original, 1 Photocopy)	PNP Station where the incident took place
5. CHR Form 9 (1 original)	CHR Regional Office
<u>Community Assistance</u>	
1. Barangay Certificate (1 Original, 1 Photocopy)	Barangay where the client resides
2. Proof of residency (1 Original, 1 Photocopy)	Individual/Organization
3. Department of Social Welfare and Development (DSWD) Certification (1 Original, 1 Photocopy)	Nearest DSWD Office where the client reside
4. Police Report (1 Original, 1 Photocopy)	Philippine National Police (PNP) Station where the incident took place
5. CHR Form 9 (1 Copy)	CHR Regional Office
Other Requirements (as may be applicable):	
1. Any valid identification card (1 original / certified true copy), or <u>in the absence thereof</u> , barangay certificate attesting to the identity of the claimant (1 original / certified true copy)	Social Security System (SSS) Commission on Election (Comelec) Philippine Postal Corporation Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Philippine Health Insurance Corporation (Philhealth) Bureau of Internal Revenue (BIR) Professional Regulation Commission (PRC) Barangay where the client resides
2. Death certificate of the victim (1 original / certified true copy)	Philippine Statistical Office (PSA)
3. In case of enforced disappearance, any competent proof establishing the same (1 original / certified true copy)	Philippine National Police or from relative/s
4. Autopsy report, if a skeletal analysis of the remains of the victim was conducted (1 original / certified true copy)	Attending medico-legal
5. Marriage contract, if the claimant is the spouse (1 original / certified true copy)	Philippine Statistical Office (PSA)



6. Birth certificate of the claimant/s, if the claimant/s is/are the child/children or legal heir/s of the victim (1 original / certified true copy)	Philippine Statistical Office (PSA)			
7. Investigation report of law enforcement agencies or government security forces, if any, as the case may be (1 original / certified true copy)	Law enforcement agencies or government security forces which conducted investigation			
8. Photographs, if any (1 original / certified true copy)	Client			
9. Judgment of acquittal by a court, in case of unjust imprisonment (1 original / certified true copy)	Court that handled the decision			
Secondary Requirements (as may be applicable):				
10. <u>If a claimant has no birth certificate due to non-registration of his/her birth,</u> a) baptismal certificate (1 original / certified true copy), b) voter's affidavit (1 original / certified true copy), or c) other public document attesting to the identity and relationship of the claimant to the victim (1 original / certified true copy)	Church where the client was baptized Commission on Election (Comelec) or Barangay where the client votes Individual/Organization			
11. If there is a discrepancy in the name of the victim/claimant as appearing in the documents submitted, the victim/claimant should likewise submit an <u>affidavit of at least two (2) disinterested persons</u> , stating that the victim/claimant refers to one and the same person (1 original / certified true copy)	Individual/Organization			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon case evaluation, the Legal Division	1. From the finality of the resolution,	None	2 Days, 2 Hours	<i>Commission Secretary,</i>



<p>(Regional Office) prepares the corresponding case resolution (indicating therein whether an HRV/A is found to have been committed and whether financial assistance is to be granted to the beneficiary / ies), for submission to the Regional Director.</p>	<p>issue a memorandum -directive directing the Investigator on case to coordinate with and assist the beneficiary / ies in the production of documentary requirements necessary to the claim of financial assistance.</p>			<p>Office of the Commission Secretary</p>
<p>2. Receive advice from the concerned CHR Regional Office to submit requirements for the release of financial assistance.</p>	<p>2. Coordinate with the beneficiary/ies for the preparation and production of the documentary requirements.</p>	<p>None</p>	<p>10 Working Days</p>	<p><i>Chief</i> Investigation Division (RO)</p>
<p>3. Submit the necessary documentary requirements to the Regional Office concerned within 15 working days from receipt of advice. Otherwise, shall be</p>	<p>3. Receive the documentary requirements.</p>	<p>None</p>	<p>15 Working Days</p>	<p><i>Chief</i> Investigation Division (RO)</p>



<p>deemed non-compliance and shall allow the Regional Office to archive the financial assistance aspect of the case.</p>				
<p>4. Await release of financial assistance.</p>	<p>4. Evaluate the authenticity and sufficiency of the submitted documentary requirements, then, transmit to the Administrative and Finance Unit of the Regional Office concerned a copy of the Resolution and the documentary requirements submitted by the beneficiary / ies.</p>	<p>None</p>	<p>2 Working Days</p>	<p><i>Commission Secretary, Office of the Commission Secretary</i></p>
	<p>4.1. Issue the necessary documents, such as the disbursement vouchers corresponding to the Financial Assistance Check and the document indicating the approval of the said</p>	<p>None</p>	<p>15 Working Days</p>	<p><i>Admin Officer IV Admin and Finance Unit (RO)</i></p>



	voucher, among others, and shall issue the corresponding Financial Assistance Check.			
5. Claim the check and submit original or certified true copy of the documents, as may be required.	5. Send a Notice to the beneficiary / ies to claim the said check and bring original or certified true copy of the documents, as may be required.	None	3 Working Days	<i>Commission Secretary, Office of the Commission Secretary</i>
TOTAL:		None	47 Working Days, 2 Hours	



12. Forensic Service

In aid of its independent investigation and resolution of cases on human rights, the Commission on Human Rights (CHR) employs forensic services and procedures to include exhumation/autopsies, medico-legal examinations and medical opinions in court hearings.

Office or Division:	Investigation Office - Forensic Division			
Classification:	Highly Technical			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request (1 original)		CHR Regional Office – Office of the Director		
2. Mission Order (1 original, 1 photocopy)		Investigation Office – Office of the Director		
3. Travel Order (1 original, 1 photocopy)		Investigation Office – Office of the Director		
4. Consent Form (1 original)		Investigation Office – Forensic Division		
5. Medico-Legal Form (1 original, 1 photocopy)		Investigation Office – Forensic Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned CHR Office submits official request to Forensic Division	1. Receive official request from requesting CHR Office	None	5 Minutes	<i>Chief</i> Forensic Division
2. Await feedback from Forensic Division	2. Evaluate the request	None	5 Minutes	<i>Director</i> Investigation Office
	2.1. If there is a need for forensic examination, assign mission team	None	5 Minutes	<i>Director</i> Investigation Office
	2.2. Coordinate with the requesting CHR Office	None	10 Minutes	<i>Director</i> Investigation Office



	2.3. Prepare required administrative documents	None	10 Minutes	<i>Director Investigation Office</i>
	2.4. Proceed to the Mission location	None	48 hours (depends on the location)	<i>Director Investigation Office</i>
	2.5. Meet with the subject or complainant	None	5 Minutes	<i>Chief Forensic Division</i>
	2.6. If consent is granted, conduct interview and examination	None	3 hours (If autopsy)	<i>Chief Forensic Division</i>
	2.7. Examine data gathered	None	30 Minutes	<i>Chief Forensic Division</i>
	2.8. If items need laboratory examination, transmit items for laboratory examination	None	1 Hour	<i>Chief Forensic Division</i>
	2.9. Laboratory Examination Process	None	1 Hour (dependent of examination requested)	<i>External Service Provider</i>
	2.10. Review result of the examination	None	1 Hour	<i>Chief Forensic Division</i>
	2.11. Prepare Final Report	None	1 Hour	<i>Chief Forensic Division</i>
	2.12. Conduct administrative and technical review	None	15 Minutes	<i>Director Investigation Office</i>



	2.13. Revise/correct the report, if needed	None	30 Minutes	Chief Forensic Division
	2.14. Conduct First (1st) Complete Review	None	30 Minutes	Chief Forensic Division
	2.15. Conduct final review of the report	None	15 Minutes	Director Investigation Office
	2.16. Prepare the release of the report	None	5 Minutes	Chief Forensic Division
3. Receive feedback from Forensic Division	3. Inform CHR requesting office of issues and concern	None	5 Minutes	Chief Forensic Division
	3.1. Prepare Administrative Report	None	15 Minutes	Chief Forensic Division
TOTAL:		None	7 Days, 2 Hours, 5 Minutes	

*48 hours counted as 6 days (48 hours / 8 hours = 6 days)



13. Investigation /Quick Response Operation (Core) Services

The CHR provides prompt investigation of cases of human rights violations and abuses whether based on complaint of clients or on official act taken without formal request from another party. This service contributes to the resolution of violations of human rights as well as the provision of effective remedies to victims.

Office or Division:	Protection Office/Regional Office			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mission Order (1 original, 1 photocopy)		Protection Office – Office of the Director CHR Regional Office – Office of the Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information on complaint for possible human rights violation to the Protection Office / Regional Office	1. Sources / originating points of Quick Response Operation (QRO)	None	5 Minutes	<i>Chief</i> Investigation Division (if Central Office) / <i>Chief</i> Investigation Division (if Regional Office)
2. Wait for result or advice	2. Review / evaluation by the Chief Investigator	None	10 Minutes	<i>Chief</i> Investigation Division (if Central Office) / <i>Chief</i> Investigation Division (if Regional Office)
	2.1. Endorsement to the Director, Protection Office / Regional Office	None	5 Minutes	<i>Chief</i> Investigation Division (if Central Office) / <i>Chief</i>

				Investigation Division (if Regional Office)
	2.2. Preparation / issuance of Mission Order	None	5 Minutes	<i>Admin Officer IV</i> Protection Office/Regional Office
	2.3. Dispatch of Quick Response Team (QRT) at the earliest possible time	None	1 Hour (depends on the location)	<i>Chief</i> Investigation Division (if Central Office) / <i>Chief</i> Investigation Division (if Regional Office)
	2.4. Preparation and submission of QRT report	None	2 Hours	<i>Chief</i> Investigation Division (if Central Office) / <i>Chief</i> Investigation Division (if Regional Office)
	2.5. Review of QRT report by the Chief Investigator	None	1 Hour	<i>Director</i> Investigation Office (if Central Office) / <i>Director</i> Regional Office
	2.6. Endorsement to the Director, Protection Office / Regional Director for the disposition	None	1 Hour	<i>Director</i> Investigation Office (if Central Office) / <i>Director</i> Regional Office
	TOTAL:	None	5 Hours, 25 minutes	



14. Policy Advisory Services (Core)– Policy Paper Development (Position Paper and Advisories) and/or Human Rights Situation Thematic Reports

The Commission on Human Rights (CHR) provides technical assistance services to concerned stakeholders for the development and advocacy of human rights policies, laws, and other mechanisms.

Office or Division:	Human Rights Policy Advisory Office (HRPAO)			
Classification:	Highly Technical			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned CHR Commissioner / Office submits request / requires HRPAO to issue human rights policy advisory / position paper on particular issues and concerns. Most often, the Policy Office also decides on its own to draft a Policy Advisory as needed to inform the government or the public of the various human rights standards	1. In case of absence or insufficiency of data, does consultation, etc. (other modes of information gathering)	None	1 Day	<i>Executive Director</i> Office of the Executive Director



affecting the issues.				
2. Await status of draft policy advisory	2. Drafting of position paper/ advisory	None	2 Days	<i>Director</i> HRPAO
	2.1. Review of the Division Chief / Director	None	1 Day	<i>Executive Director</i> Office of the Executive Director
	2.2. Peer review of draft position paper/ advisory	None	2 Days	<i>Executive Director</i> Office of the Executive Director
	2.3. Editing and Submission for Approval of draft position paper/ advisory	None	1 Day	<i>Focal Commissioner</i> Office of the Commissioner
3. Receive the draft Policy Advisory	3. Submission of approved position paper/ advisory to concerned offices/ agencies	None	1 Day	<i>Executive Director</i> Office of the Executive Director
TOTAL:		None	8 working days	



CENTRAL OFFICE

INTERNAL SERVICES



15. Application for Leave

Service of the Human Resource Development Division (HRDD) to CHR Central Office employees in processing the leave application and leave credits.

Office or Division:	General Administration Office - Human Resource Development Division (GAO-HRDD)			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Leave Form (2 original)		GAO-HRDD		
2. Medical Certificate – for sick leave of five (5) consecutive days or more (1 original)		Attending Physician		
3. Approved Authority to Travel – for vacation leave outside of the country (1 original)		Commission en Banc		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Application for Leave Form in at least two (2) copies with the REQUIRED attachments if necessary e.g. medical certificate, etc.	1. Process the application for leave 1.1. Update the leave card of the applicant	None	15 Minutes	<i>Chief HRDD</i>
2. Await feedback from HRDD regarding application for leave	2. Certify the leave credits of the applicant	None	5 Minutes	<i>Director GAO</i>
	2.1. Countersign under the name of the Office Director	None	5 Minutes	<i>Director Office where the employee-applicant is assigned</i>



	2.2. Affix signature	None		<i>Executive Director</i> Office of the Executive Director
	2.3. Sign / approve the application for leave	None	5 Minutes	<i>Chairperson</i> Office of the Chairperson
3. Receive copy of the duly approved Application for Leave	3. Retain one (1) copy of the signed Application for Leave 3.1. Provide the other copy of the signed Application for Leave to the employee-applicant	None	10 Minutes	<i>Chief HRDD</i>
TOTAL:		None	40 Minutes	

Note:

Processing Time is estimation only with the following conditions:

1. No "cause of delay" for the service to be performed; and
2. single transaction only.



16. Application for Monetization of Leave

Service of the Human Resource Development Division (HRDD) to CHR Central Office employees in processing the leave application for monetization.

Office or Division:	General Administration Office - Human Resource Development Division (GAO-HRDD)			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Leave Form (2 original)		GAO-HRDD		
2. Memorandum/Request (1 original)		Employee-applicant		
3. Medical Certificate, in case of medical reason (1 original)		Attending Physician of employee-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Application for Leave Form in at least two (2) copies with the REQUIRED attachments e.g. medical certificate, declaration of calamity or emergency situation etc. 1.1. Request / Memorandum for Monetization of Available Leave Credits	1. Process the application for leave 1.1. Update the leave card of the applicant	None	15 Minutes	<i>Chief HRDD</i>
2. Await feedback from HRDD regarding	2. Certify the leave credits of the applicant	None	5 Minutes	<i>Director GAO</i>



application for monetization of leave	2.1. Countersign under the name of the Office Director	None	5 Minutes	<i>Director</i> Office where the employee-applicant is assigned
	2.2. Affix signature			<i>Executive Director</i> Office of the Executive Director
	2.3. Sign / approve the application for leave	None	5 Minutes	<i>Chairperson</i> Office of the Chairperson
3. Receive copy of the duly approved Application for Leave Monetization	3. Retain one (1) copy of the signed Application for Leave Monetization 3.1. Provide the other copy of the signed Application for Leave Monetization to the employee-applicant	None	10 Minutes	<i>Chief HRDD</i>
4. Wait for the release of the monetized value of requested leave credits	4. Prepare the voucher of the monetized value of requested leave credits	None	10 Minutes	<i>Chief HRDD</i>
TOTAL:		None	50 Minutes	

Note:

Processing Time is estimation only with the following conditions:

1. No "cause of delay" for the service to be performed; and
2. single transaction only.
3. DBM approval of Monetization is already issued

17. Data Statistics – Complex and without available report design

Support service of the Management Information Systems Division (MISD) to the Commission with regards to their request for case data statistics, usually included in the reports submitted to external clients like Congress, etc.

Office or Division:	Planning and Management Office – Management Information Systems Division			
Classification:	Complex			
Type of transaction:	G2G – Government to Government			
Who may avail:	Direct Client: CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished MISD ICT Service Request Form (1 original)		PMO-MISD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ICT Service Request Form. Provide details of the data being requested	1. Discuss with the client for further clarification of the request;	None	30 Minutes	Chief MISD
2. Wait for the request to be processed	2. Design the needed report format	None	5 Days	Chief MISD
	2.1. Run the statistical report for the data requested	None	30 Minutes	Chief MISD
	2.2. Submit the requested data to the client	None		
3. Provide feedback on the service provided by filling out the Customer Satisfaction Survey form	3. Receive the duly accomplished Customer Satisfaction Survey form	None		
TOTAL:		None	5 Days, 1 Hour	

Note: This is for complex data statistics, in which report format needs to be designed.



18. Data Statistics – Simple and without available report design

Support service of the Management Information Systems Division (MISD) to the Commission with regards to their request for case data statistics, usually included in the reports submitted to external clients like Congress, etc.

Office or Division:	Planning and Management Office – Management Information Systems Division			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	Direct Client: CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished MISD ICT Service Request Form (1 original)		PMO-MISD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ICT Service Request Form. Provide details of the data being requested	1. Discuss with the client for further clarification of the request	None	20 Minutes	Chief MISD
2. Wait for the request to be processed	2. Design the needed report format	None	1 Day	Chief MISD
	2.1. Run the statistical report for the data requested	None	30 Minutes	Chief MISD
	2.2. Submit the requested data to the client	None		
3. Provide feedback on the service provided by filling out the Customer Satisfaction Survey form	3. Receive the duly accomplished Customer Satisfaction Survey form	None		
TOTAL:		None	1 Day, 50 Minutes	

Note: This is for simple data statistics, in which report format needs to be designed.

19. Data Statistics – Simple with available report design

Support service of the Management Information Systems Division (MISD) to the Commission with regards to their request for case data statistics, usually included in the reports submitted to external clients like Congress, etc.

Office or Division:	Planning and Management Office – Management Information Systems Division			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	Direct Client: CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished MISD ICT Service Request Form (1 original)		PMO-MISD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ICT Service Request Form. Provide details of the data being requested	1. Discuss with the client for further clarification of the request	None	30 Minutes	Chief MISD
2. Wait for the request to be processed	2. Run the statistical report for the data requested	None		
	2.1. Submit the requested data to the client	None		
3. Provide feedback on the service provided by filling out the Customer Satisfaction Survey form	3. Receive the duly accomplished Customer Satisfaction Survey form	None		
TOTAL:		None	30 Minutes	

Note: This is for simple data statistics with report design available.



20. ICT Troubleshooting - Complex

Support service provided by the Management Information Systems Division (MISD) to CHR Central Office which usually involves research of solutions and series of trial-and-error processes to address complex problems or issues encountered on the use of ICT equipment/applications. Examples are data retrieval and hardware problems, among others.

Office or Division:	Planning and Management Office – Management Information Systems Division			
Classification:	Complex			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished MISD ICT Service Request Form (1 original)		PMO-MISD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ICT Service Request Form	1. Assess the request of the client	None	5 Days	Chief MISD
	1.1. Identify the issues / concern of the client	None		
	1.2. Identify the source or cause of the problem	None		
	1.3. Resolve identified issues/concerns	None		
2. Provide feedback on the service provided by filling out the Customer Satisfaction Survey form	2. Receive the duly accomplished Customer Satisfaction Survey form	None		
TOTAL:		None	5 Days	



21. ICT Troubleshooting – Simple

Support service provided by the Management Information Systems Division (MISD) to CHR Central Office with regards to simple requests / problems / issues encountered by officials and staff on the use of office ICT equipment such as internet access, unstable/lost internet connection, and malware infection, among others

Office or Division:	Planning and Management Office – Management Information Systems Division			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished MISD ICT Service Request Form (1 original)		PMO-MISD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ICT Service Request Form	1. Assess the request of the client 1.1. Identify the issues / concern of the client 1.2. Identify the source or cause of the problem 1.3. Resolve identified issues/concerns	None None None None	1 Hour	<i>Chief MISD</i>
2. Provide feedback on the service provided by filling out the Customer Satisfaction Survey form	2. Receive the duly accomplished Customer Satisfaction Survey form	None		
TOTAL:		None	1 Hour	



22. Processing of Disbursement Voucher

The Disbursement Voucher (DV) is a form used to pay an obligation to employees / individuals / agencies / suppliers for goods purchased or services rendered. It is prepared by the requesting office and forwarded to the Financial Management Office (FMO) for processing.

Office or Division:	Accounting and Budget Divisions, Financial Management Office
Classification:	Simple
Type of transaction:	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)
Who may avail:	CHR employees / CHR Central and Regional Offices/Internal and External Claimants/Creditors
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<u>PETTY CASH FUND</u>	
Petty Cash (PC) Custodian Grant of PC Fund:	
1. Authority to handle cash advance stating the amount and the purpose for which it was granted (1 original)	Office of the Chairperson or Officer-In-Charge
2. Certification from Accountant that previous cash advance has been liquidated (applicable to all CA) (1 original)	FMO-Accounting Division
3. Approved application for bond and/or fidelity bond for accountability of more than P 5,000.00 (not applicable for travels) (1 original)	GAO-GSD-Cash Unit
4. Approved budgetary requirements (1 original)	Implementing Office
Liquidation:	
1. Petty Cash Fund Record (1 original)	Petty Cash Custodian (Central Office; Regional Office)
2. Petty Cash Vouchers duly accomplished and signed (1 original)	Petty Cash Custodian (Central Office; Regional Office)
3. Approved purchase request with certificate of Emergency Purchase, if necessary (1 original)	Implementing Office
4. Bills, receipts, sales invoices (1 original)	Individuals / agencies / suppliers
5. Attendance Sheet (1 original)	Implementing Office
6. Certificate of Inspection and Acceptance/ Inspection and Acceptance Report (1 original)	GAO-GSD
7. Certificate of Actual Expenses Incurred (1 original)	Implementing Office



<ol style="list-style-type: none"> 8. Approved trip ticket, for gasoline expenses (1 original) 9. Canvass from at least 3 suppliers for the purchases involving P1,000 and above, except for purchases made while on official travel (1 original) 10. Summary / Abstract of Canvass (1 original) 11. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original) 12. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original) 13. OR in case of refund (1 original) 	<p>GAO-GSD</p> <p>Implementing Office to secure from GAO-Procurement Division (PD)</p> <p>GAO-PD</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>GAO-GSD-Cash Unit</p>
<p><u>SDO GRANT</u></p> <p>SDO Grant of Cash Advance:</p> <ol style="list-style-type: none"> 1. Authority to handle cash advance stating the amount and the purpose for which it was granted (1 original) 2. Certification from Accountant that previous cash advance has been liquidated (applicable to all CA) (1 original) 3. Approved application for bond and/or fidelity bond for accountability of more than P 5,000.00 (not applicable for travels) (1 original) 4. Approved budgetary requirements (1 original) 	<p>Office of the Chairperson or Officer-In-Charge</p> <p>FMO-Accounting Division</p> <p>GAO-GSD-Cash Unit</p> <p>Implementing Office</p>
<p>Liquidation/Reimbursement:</p> <ol style="list-style-type: none"> 1. Report of Disbursement (1 original) 2. Approved purchase request with certificate of Emergency Purchase, if necessary (1 original) 3. Cash Vouchers duly accomplished and signed (1 original) 4. Bills, receipts, sales invoices (1 original) 5. Certificate of Inspection and Acceptance (1 original) 6. Report of Waste Materials in case of replacement/repairs (1 original) 7. Approved trip ticket, for gasoline expenses (1 original) 	<p>Special Disbursing Officer Implementing Office to secure from GAO-PD</p> <p>Special Disbursing Officer</p> <p>Individuals / agencies / suppliers</p> <p>GAO-GSD/Implementing Office (GAM 2016 Appendix 62)</p> <p>GAO-GSD</p> <p>GAO-GSD</p>



<ol style="list-style-type: none"> 8. Canvass from at least 3 suppliers for the purchases involving P1,000 and above, except for purchases made while on official travel (1 original) 9. Summary/Abstract of Canvass (1 original) 10. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original) 11. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original) 12. OR in case of refund (in case of CA) (1 original) 	<p>Implementing Office to secure from GAO-PD</p> <p>Implementing Office to secure from GAO-PD</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>GAO-GSD-Cash Unit</p>
<p><u>LOCAL TRAVEL</u></p> <p>Grant of Cash Advance for Local Travel:</p> <ol style="list-style-type: none"> 1. Certification from Accountant that previous cash advance has been liquidated (applicable to all CA) (1 original) 2. Approved Travel Order (TO) (1 original) 3. Duly approved Itinerary of Travel (IoT) (1 original) 4. For plane fare, quotations of 3 travel agencies or its equivalent (1 original) 	<p>FMO-Accounting Division</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p>Liquidation:</p> <ol style="list-style-type: none"> 1. Liquidation Report (GAM, Appendix 44) (1 original) 2. Travel Order (1 photocopy) 3. Previously approved IoT (1 photocopy) 4. Revised IoT, if the previous approved itinerary was not followed (1 original) 5. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original) 6. Trip Ticket (If Service Vehicle is used) (1 original) 7. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original) 8. Certificate of Attendance/Appearance (1 original) 	<p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p>



<p>9. OR in case of refund (1 original)</p> <p>10. Post-activity report as per Resolution CHR (V) No. AM 2017-186 (1 original)</p> <p>11. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original)</p> <p>12. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original)</p> <p>13. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original)</p>	<p>GAO-GSD-Cash Unit Implementing Office</p> <p>Implementing Office to secure from the Chairperson or OIC</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p>Reimbursement:</p> <p>1. Approved Travel Order (TO) (1 original)</p> <p>2. Duly approved Itinerary of Travel (IoT) (1 original)</p> <p>3. For plane fare, quotations of 3 travel agencies or its equivalent (1 original)</p> <p>4. Trip Ticket (If Service Vehicle is used) (1 original)</p> <p>5. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original)</p> <p>6. Certificate of Attendance/Appearance (1 original)</p> <p>7. OR in case of refund (1 original)</p> <p>8. Post-activity report as per Resolution CHR (V) No. AM 2017-186 (1 original)</p> <p>9. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original)</p> <p>10. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original)</p> <p>11. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original)</p>	<p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office to secure from GAO-PD</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>GAO-GSD-Cash Unit Implementing Office</p> <p>Implementing Office to secure from the Chairperson or OIC</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p>Airline Ticket:</p>	



<ol style="list-style-type: none"> 1. Statement of Account (SOA)/Billing, or Invoice (1 original) 2. Flight itinerary issued by the airline/travel agency (1 original) 3. Approved Travel Order (TO) (1 original) 4. Duly approved Itinerary of Travel (IoT) (1 original) 5. For plane fare, quotations of 3 travel agencies or its equivalent (1 original) 6. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original) 7. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original) 8. Certificate of Attendance/Appearance (1 original) 	<p>Airline/Travel Agency</p> <p>Airline/Travel Agency</p> <p>Individual/office who requested for local travel</p> <p>Individual/office who requested for local travel</p> <p>Individual/office who requested for local travel</p> <p>Airline/Shipping line/Bus Company</p> <p>Implementing Office</p> <p>Official Participant to secure from place of destination where the official travel took place</p>
<p><u>FOREIGN TRAVEL</u></p> <p>Grant of Cash Advance for Foreign Travel:</p> <ol style="list-style-type: none"> 1. Certification from Accountant that previous cash advance has been liquidated (1 original) 2. Travel Order (TO) / Authority to Travel (1 original) 3. Duly approved Itinerary of Travel (IoT) (1 original) 4. Letter of Invitation from host country/organization (1 original) 5. For plane fare, quotations of 3 travel agencies or its equivalent (1 original) 6. Flight itinerary issued by the airline/travel agency (1 original) 7. UNDP rate for DSA for the country of destination (1 printout) 8. Dollar to peso exchange rate (1 photocopy/printout) 9. Invitation to the agency inviting participants (1 original) 10. Acceptance of the nominees as participants (1 original) 11. Program Agenda and Logistics Information (1 original) 	<p>FMO-Accounting Division</p> <p>Office of the Chairperson or OIC</p> <p>Implementing Office</p> <p>Host country/organization</p> <p>Unit/office requesting for foreign travel</p> <p>Airline/Travel Agency</p> <p>http://icsc.un.org</p> <p>Newspapers/internet</p> <p>Host country/organization</p> <p>Host country/organization</p> <p>Host country/organization</p>
<p>Liquidation:</p>	

<ol style="list-style-type: none"> 1. Liquidation Report (GAM, Appendix 44) (1 original) 2. Authority to Travel (1 original) 3. Previously approved IoT (1 photocopy) 4. Revised IoT, if the previous approved itinerary was not followed (1 original) 5. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original) 6. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original) 7. OR in case of refund (1 original) 8. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original) 9. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original) 10. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original) 	<p>Implementing Office</p> <p>Office of the Chairperson or OIC Unit/office requesting for foreign travel</p> <p>Unit/office requesting for foreign travel</p> <p>Airline/Shipping line/Bus Company</p> <p>Unit/office requesting for foreign travel</p> <p>GAO-GSD-Cash Unit Unit/office requesting for foreign travel</p> <p>Individuals / agencies / suppliers</p> <p>Individuals / agencies / suppliers</p>
<p>Reimbursement:</p> <ol style="list-style-type: none"> 1. Travel Order (TO) / Authority to Travel (1 original) 2. Duly approved Itinerary of Travel (IoT) (1 original) 3. Letter of Invitation from host country/organization (1 original) 4. For plane fare, quotations of 3 travel agencies or its equivalent (1 original) 5. Flight itinerary issued by the airline/travel agency (1 original) 6. UNDP rate for DSA for the country of destination (1 printout) 7. Dollar to peso exchange rate (1 photocopy/printout) 8. Invitation to the agency inviting participants (1 original) 9. Acceptance of the nominees as participants (1 original) 10. Program Agenda and Logistics Information (1 original) 11. Authority to Travel (1 original) 	<p>Office of the Chairperson or OIC</p> <p>Unit/office requesting for foreign travel</p> <p>Host country/organization</p> <p>Unit/office requesting for foreign travel</p> <p>Airline/travel agency</p> <p>http://icsc.un.org</p> <p>Newspaper/internet</p> <p>Host country/organization</p> <p>Host country/organization</p> <p>Host country/organization</p> <p>Office of the Chairperson or OIC</p>



<p>12. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original)</p> <p>13. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original)</p> <p>14. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original)</p> <p>15. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original)</p> <p>16. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original)</p>	<p>Airline/Shipping line/Bus Company</p> <p>Unit/office requesting for foreign travel</p> <p>Unit/office requesting for foreign travel</p> <p>Individuals / agencies / suppliers</p> <p>Individuals / agencies / suppliers</p>
<p>Airline Ticket:</p> <p>1. Statement of Account (SOA)/Billing, or Invoice (1 original)</p> <p>2. Flight itinerary issued by the airline/travel agency (1 original)</p> <p>3. Travel Order (TO) / Authority to Travel (1 original)</p> <p>4. Duly approved Itinerary of Travel (IoT) (1 original)</p> <p>5. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original)</p> <p>6. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original)</p>	<p>Airline/Travel Agency</p> <p>Airline/Travel Agency</p> <p>Office of the Chairperson or</p> <p>Commissioners or Executive Director for local travel</p> <p>Unit/office requesting for travel</p> <p>Airline</p> <p>Unit/office requesting for travel</p>
<p><u>FUND TRANSFERS TO NGOs/POs</u></p> <p>Release of Funds:</p> <p>1. Approved summary of budgetary requirements (1 original)</p> <p>2. Certification from Accountant that previous fund transfers have been liquidated and accounted for in the books (1 original)</p> <p>3. Duly notarized MOA/Trust Agreement (1 original)</p>	<p>Unit/office requesting for fund transfer</p> <p>FMO-Accounting Division</p> <p>Unit/office requesting for fund transfer</p>

<p>4. Other relevant requirements under GPPB Resolution No. 12-2007 dated June 29, 2007 (1 original)</p>	<p>Unit/office requesting for fund transfer</p>
<p>Liquidation:</p> <ol style="list-style-type: none"> 1. Liquidation Report (GAM, Appendix 44) (1 original) 2. Final fund utilization report, indicating the summary of expenses and the status report of accomplishments, certified by the accountant, approved by the Pres/Chairman of the NGO/PO and verified by the internal auditor or equivalent official (1 original) 3. List of beneficiaries of previous releases w/signatures (1 original) 4. Pictures of implemented projects (1 original) 5. Inspection report and certificate of project completion by the Agency (CHR) (1 original) 6. OR in case of refund (1 original) 	<p>Unit/office requesting for fund transfer</p> <p>NGO</p> <p>NGO</p> <p>NGO</p> <p>Unit/office requesting for fund transfer</p> <p>Unit/office requesting for fund transfer to NGO/PO</p>
<p>Staggered Release of Funds:</p> <ol style="list-style-type: none"> 1. Duly approved schedule of fund release (1 original) 2. Interim fund utilization report on the previous release, indicating the summary of expenses and the status report of accomplishments, certified by the accountant, approved by the Pres/Chairman of the NGO/PO and verified by the internal auditor or equivalent official (1 original) 3. List of beneficiaries of previous releases w/signatures (1 original) 	<p>Unit/office requesting for fund transfer to NGO/PO</p> <p>NGO</p> <p>NGO</p>
<p><u>FUND TRANSFERS TO IMPLEMENTING AGENCIES (IA)</u></p> <p>Transfer:</p> <ol style="list-style-type: none"> 1. Duly notarized MOA/Trust Agreement (1 original) 2. Approved Program of Work (for infrastructure project) (1 original) 3. Approved Project Expenditures or Estimated Expenses indicating the 	<p>Unit/office requesting for fund transfer to IA</p> <p>Unit/office requesting for fund transfer to IA</p> <p>Unit/office requesting for fund transfer to IA</p>



<p>project objective and expected output (for other projects) (1 original)</p> <ol style="list-style-type: none"> 4. Certification from Accountant that previous fund transfers have been liquidated and accounted for in the books (1 original) 5. Copy of the OR issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post audit activities) (1 original) 	<p>FMO-Accounting Division</p> <p>Implementing Agencies</p>
<p>Liquidation:</p> <ol style="list-style-type: none"> 1. Report of Checks Issued and Report of Disbursements certified correct by the Accountant approved by the Head of IA and duly received by COA (1 original) 2. Credit Notice issued by the Auditor of the IA (1 original) 3. OR issued for the refund of unexpended/unutilized balance of fund transferred (1 original) 	<p>GAO-GSD-Cash Unit</p> <p>Unit/office requesting for fund transfer to Implementing Agencies (IA)</p> <p>GAO-GSD-Cash Unit</p>
<p><u>SALARY</u></p> <p>First Salary:</p> <ol style="list-style-type: none"> 1. Duly approved Appointment (1 certified true copy) 2. Oath of Office (1 certified true copy) 3. Certificate of Assumption (1 original) 4. Statement of Assets, Liabilities and Net Worth (1 original) 5. Approved DTR (1 original) 6. BIR Form 1902 and 2305 (1 original) 7. GSIS, HDMF and PHIC numbers (1 original) 8. Agency Remittance Advice (1 original) 9. PHIC form Er2 (1 original) 	<p>HRDD (validated by Civil Service Commission)</p> <p>HRDD</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>HRDD</p> <p>HRDD / PhilHealth Website</p>
<p>Additional Requirements for Transferees:</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountabilities from the previous office (1 original) 2. Pre-audited disbursement voucher of last salary received from previous office duly and/or Certification by the Chief Accountant of last salary 	<p>Previous office/agency</p> <p>Previous office/agency</p>



<p>received from previous office verified by the assigned auditor thereat (1 certified true copy)</p> <p>3. BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) (1 original)</p> <p>4. Certificate of Available Leave Credits (1 original)</p> <p>5. Service Record (1 original)</p>	<p>Previous office/agency</p> <p>Previous office/agency</p> <p>Previous office/agency</p>
<p>Salary if deleted from the Payroll:</p> <p>1. Approved DTR (1 original)</p> <p>2. Notice of Assumption (1 original)</p> <p>3. Approved application for Leave, Clearances, Medical Certificate, if on sick leave for five days or more (1 original)</p>	<p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p>
<p>Salary Differential (Promotion/Step Increment)</p> <p>1. Approved appointment or Notice of salary adjustment (1 certified true copy)</p> <p>2. Certificate of Assumption (1 original)</p> <p>3. Approved DTR (1 original)</p>	<p>HRDD</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p>
<p>Last Salary:</p> <p>1. Clearance from money, property and legal accountabilities (1 original)</p> <p>2. Approved DTR (1 original)</p>	<p>Employee (to be submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p>
<p>Salary due to heirs of deceased employees:</p> <p>1. Clearance from money, property and legal accountabilities (1 original)</p> <p>2. Approved DTR (1 original)</p> <p>3. Death Certificate authenticated by PSA (1 original)</p> <p>4. Marriage contract authenticated by PSA (1 original)</p> <p>5. Birth Certificates of surviving legal heirs authenticated by PSA (1 original)</p> <p>6. Designation of next-of-kin (1 original)</p> <p>7. Waiver of right of children 18 years old and above (1 original)</p>	<p>HRDD (accomplished by concerned heirs)</p> <p>HRDD (accomplished by concerned heirs)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Beneficiary (to be verified by HRDD)</p> <p>Heirs of deceased employee (submitted to HRDD)</p>
<p>Maternity Leave:</p>	



<ol style="list-style-type: none"> 1. Approved application for leave (1 certified true copy) 2. Maternity leave clearance (1 certified true copy) 3. Medical Certificate for maternity leave (1 original) 	<p>HRDD (accomplished by concerned employee or spouse)</p> <p>HRDD, accomplished by concerned employee or spouse</p> <p>Attending Physician/OB-Gynecologist</p>
<p>General Claims through ATM:</p> <ol style="list-style-type: none"> 1. Salary Payroll (1 original) 2. Payroll register (1 original) 	<p>Employee HRDD</p>
<p><u>ALLOWANCES, HONORARIA & OTHER FORMS OF COMPENSATION</u></p> <p><i>RATA (Individual Claim):</i></p> <ol style="list-style-type: none"> 1. Copy of office order/Appointment (1st pay) (1 original) 2. Certificate of Assumption (1st pay) (1 original) 3. Approved DTR (1 original) 	<p>Office of the Commission Secretary (copy furnished HRDD)</p> <p>HRDD (submitted by employee)</p> <p>Employee (submitted to HRDD)</p>
<p><i>Clothing/Uniform Allowance (Individual Claim):</i></p> <ol style="list-style-type: none"> 1. Approved appointment of new employees (1 certified true copy) 2. Certificate of assumption of new employees (1 original) 3. Certificate of non-payment from previous agency (transferee) (1 original) 	<p>Civil Service Commission (CSC)</p> <p>Civil Service Commission (CSC)</p> <p>Previous office/agency</p>
<p><i>Subsistence and Laundry Allowance:</i></p> <ol style="list-style-type: none"> 1. Payroll of personnel entitled to claim (1 original) 2. Approved DTR (1 original) 3. Authority to collect (initial) (1 original) 	<p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>HRDD</p>
<p><i>Overtime Pay (OT):</i></p> <ol style="list-style-type: none"> 1. OT authority stating the necessity and urgency of the work to be done, and the duration of overtime work (1 original) 2. OT work program (1 original) 3. Quantified OT accomplishment duly signed by the employee and supervisor (1 original) 4. Certificate of service or duly approved DTR (1 original) 	<p>Implementing Office duly approved by the Chairperson</p> <p>Office of the Employee Office of the Employee</p> <p>Office of the Employee</p>



<p>Terminal Leave Benefits:</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountability (1 original) 2. Employees leave card as at last date of service duly audited by Personnel Division and COA or Certificate of leave credits issued by HRDD (1 certified photocopy) 3. Approved leave application (1 original) 4. Complete service record (1 original) 5. Statement of Assets, Liabilities and Net Worth (SALN) (1 original) 6. Appointment/ Notice of Salary Adjustment (NOSA) showing the highest salary received (1 certified photocopy) 7. Employees letter of resignation duly accepted by HOA (resignation) (1 original) 8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency (1 original) 	<p>Employee (submitted to HRDD)</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p>
<p>Monetization:</p> <ol style="list-style-type: none"> 1. Approved leave application with leave credit balance certified by HRDD (1 original) 2. Request for leave covering more than 10 days duly approved by HOA (1 original) 3. Clinical abstract/medical procedures in case of health, medical and hospital needs ((50% or more) (1 original) 4. Barangay certification in case of need for financial assistance brought about by calamities, typhoons, fire etc. (50% or more) (1 original) 	<p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Attending Physician/hospital</p> <p>Barangay where the employee resides</p>
<p>Honoraria – Personnel involved in Procurement:</p> <ol style="list-style-type: none"> 1. Officer order creating and designating BAC composition (1 original) 2. Minutes of BAC Meeting (1 original) 	<p>Office of the Commission Secretary</p> <p>BAC Secretariat</p>



<ol style="list-style-type: none"> 3. Notice of award to the winning bidder of procurement activity being claimed (1 original) 4. Certification that the procurement involves competitive bidding (1 original) 5. Attendance sheet listing names of attendees to BAC Meeting (1 original) 	<p>BAC Secretariat</p> <p>BAC Secretariat</p> <p>BAC Secretariat</p>
<p>Honoraria – Lecturer/Coordinator:</p> <ol style="list-style-type: none"> 1. Office order (1 original) 2. Coordinators report on lecturers schedule (1 original) 3. Course syllabus/Program of lecturers (1 original) 4. Duly approved DTR in case of claims by the coordinator/facilitator (1 original) 	<p>CHR Resolution Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p>Honoraria – Special Projects:</p> <ol style="list-style-type: none"> 1. Performance evaluation plan formulated by project management used as basis for rating the performance of members (1 original) 2. Office order designating members of the special project (1 original) 3. Terms of reference (1 original) 4. Certificate of completion of project deliverables (1 original) 5. Special project plan (1 original) 6. Authority to collect honoraria (1 original) 7. Certificate of acceptance by the HOA of deliverables per project component (1 original) 	<p>Implementing Office thru PMD</p> <p>CHR Resolution</p> <p>Implementing Office Implementing Office</p> <p>Implementing Office CHR Resolution</p> <p>The Chairperson or OIC</p>
<p>Loyalty Cash Award/Incentive:</p> <ol style="list-style-type: none"> 1. Service record (1 original) 2. Certificate of non-payment from previous office (transferee) (1 original) 3. Certification from HRDD that the claimant has not incurred more than 50 days authorized vacation leave w/o pay w/in the 10 year period or aggregate of more than 25 days authorized vacation leave w/o pay w/in 5 year period (1 original) 	<p>HRDD Previous Office (submitted to HRDD)</p> <p>Human Resource Development Division (HRDD)</p>



<p><u>OTHER EXPENSES</u></p> <p>Utility Expenses:</p> <ol style="list-style-type: none"> 1. Statement of Account/Bill (1 original) 2. Invoice/Official Receipt (1 original) 	<p>Utility Provider (thru GAO)</p> <p>Utility Provider (thru GAO)</p>
<p>Telephone/Communication Services:</p> <ol style="list-style-type: none"> 1. Statement of Account/Bill (1 original) 2. Certificate of actual expenses incurred (1 original) 3. Certification by agency head or authorized representatives that all NDD, National Operator Assisted Calls and International Operator Assisted Calls are official calls (1 original) 	<p>Telecommunication Company (thru GAO)</p> <p>GSD-GAO</p> <p>GSD-GAO</p>
<p>Janitorial/Security/Hauling and Similar Services:</p> <ol style="list-style-type: none"> 1. Accomplishment Report (1 original) 2. Contractor's bill (1 original) 3. Certificate of Acceptance (1 original) 4. Record of Attendance/Service (1 original) 5. Proof of remittance to concerned government agency and/or GOCC's (BIR/SSS/HDMF) (1 original) 6. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal on 1st payment only (1 original) 7. Duly Notarized Contract (1st payment) (1 original) 8. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 	<p>Contractor (thru GAO)</p> <p>Contractor (thru GAO)</p> <p>GSD-GAO</p> <p>Contractor (thru GAO)</p> <p>Contractor (thru GAO)</p> <p>Contractor (thru GAO)</p> <p>GSD-GAO</p> <p>GSD-GAO</p>
<p>Contract of Service:</p> <ol style="list-style-type: none"> 1. Contract of Service with Non-Disclosure Agreement (1 original) 2. Curriculum Vitae for 1st payment (1 original) 3. Approved DTRs or Record of Attendance/Service (1 original) 	<p>Form from Legal Office (duly signed by the parties)</p> <p>Contractor</p> <p>Contractor</p>



<ol style="list-style-type: none"> 4. Accomplishment Report (1 original) 5. Certification from End-User for Service Completion and Acceptance (1 original) 6. Sworn declaration of gross receipts not exceeding 250k-BIR Annex B2 [for initial payment or initial exemption from tax] (1 original) 7. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 	<p>Contractor, signed by head of implementing office Implementing Office</p> <p>Contractor / Employee – JO (submitted to HRDD and FMO)</p> <p>BAC Secretariat and Concerned End-User</p>
<p><u>CONSULTING SERVICES</u></p> <p>Initial Payment:</p> <ol style="list-style-type: none"> 1. BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract (1 original) 2. Notice to Proceed, indicating the date of receipt by the contractor (1 original) 3. Notice of Award (1 original) 4. Terms of Reference or appropriate approved documents indicating the expected outputs/deliverables (Contract of Service) (1 original) 5. Curriculum vitae of the consultants and staff (1 original) 6. Approved Consultancy Progress/Final Reports, and/or output required under the contract (Accomplishment Report) (1 original) 7. Certification from End-User as to compliance by the consultant on the TOR or Certificate of Service Completion and Acceptance (1 original) 8. TIN Number (1 photocopy) 9. Non-disclosure Agreement (NDA) (1 original) 	<p>BAC Secretariat</p> <p>BAC Secretariat</p> <p>BAC Secretariat BAC Secretariat and Concerned End-User</p> <p>Provider of consulting services</p> <p>Concerned End-User</p> <p>Concerned End-User</p> <p>Provider of consulting services Provider of consulting services</p>
<p>Additional Requirements for Trust Funds:</p>	



<ol style="list-style-type: none"> 1. Budgetary Requirements (1 original) 2. Activity Request Form (1 original) 	<p>Implementing Office Implementing Office</p>
<p>Succeeding Payment:</p> <ol style="list-style-type: none"> 1. Approved Consultancy Progress/Final Reports, and/or output required under the contract (Accomplishment Report) (1 original) 2. Certification from End-User as to compliance by the consultant on the TOR or Certificate of Service Completion and Acceptance (1 original) 3. Non-disclosure Agreement (NDA) (1 original) 	<p>Prepared by Contractor and approved/accepted by implementing office</p> <p>Implementing Office</p> <p>Provider of consulting services, issued by implementing office</p>
<p><u>SUPPLIES, MATERIALS, EQUIPMENT AND MOTOR VEHICLES</u></p> <ol style="list-style-type: none"> 1. Certificate of Exclusive Distributorship, if applicable (1 original) 2. Inspection and Acceptance Report (1 original) 3. For Equipment, Property Acknowledgment Receipt (1 original) 4. Warranty security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (1 original) 5. Request for purchase of supplies, materials and equipment duly approved by proper authorities (1 original) 6. List of recipients for goods directly received by end-users and/or Requisition and Issue Slip (if applicable) (1 original) 7. Duly approved Purchase Order/Notarized Contract (1 original) 8. Canvass/Price quotations from at least 3 bonafide suppliers (1 original) 9. Sales Invoice (1 original) 10. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in 	<p>Supplier / Dealer / Distributor and BAC Secretariat if the mode of procurement is Direct Contracting Implementing Office, GSD, MISD (for IT equipment)</p> <p>GSD (CHR-GAO-GSD-FR-005 – based on GAM 2016 Appendix 71) Supplier / Dealer / Distributor</p> <p>Implementing Office</p> <p>GSD</p> <p>BAC Secretariat and Concerned End-User</p> <p>Concerned End-User (form is available from GAO-PD) Supplier/Vendor BAC Secretariat if the contract was processed through procurement law</p>



<p>the technical evaluation thereof (1 original)</p>	
<p><u>REPAIR AND MAINTENANCE OF PROPERTY AND EQUIPMENT</u></p> <ol style="list-style-type: none"> 1. Pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent of repair to be done (1 original) 2. Report of Waste Materials (1 original) 3. Warranty Certificate (1 original) 4. Bill/Invoices (1 original) 5. Canvass from at least 3 suppliers for the purchases involving P1,000 and above (1 original) 6. Post-Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative (1 original) 7. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal (1 original) 8. Request for purchase of supplies, materials and equipment duly approved by proper authorities (1 original) 9. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 10. Concept Notes (if applicable) (1 photocopy) 	<p>GAO-GSD/PMO-MISD (for IT equipment)</p> <p>GAO-GSD GAO-GSD, issued by repair service provider Supplier / Provider of repair and maintenance services (thru the Implementing Office)</p> <p>Implementing Office to secure from GAO-PD</p> <p>GAO-GSD/PMO-MISD (for IT equipment)</p> <p>GAO-GSD</p> <p>GAO-GSD (Asset Management Unit)</p> <p>BAC Secretariat if the contract was processed through procurement law</p> <p>Implementing Office</p>
<p><u>VENUE/CATERING</u></p> <ol style="list-style-type: none"> 1. Inspection and Acceptance Report prepared by the property inspector and signed by the Head of Agency or his authorized representative (1 original) 	<p>Implementing Office</p>



<ol style="list-style-type: none"> 2. Certification from the contractor as to the number of pax served (1 original) 3. Statement of Room List (if live-in) (1 original) 4. Duly approved Purchase Order/Notarized Contract (1 original) 5. Waiver of the winning bidder if applicable (1 original) 6. Confirmation of venue (1 original) 7. Statement of Account/Invoices/Bills (1 original) 8. Purchase Request duly approved by proper authorities (1 original) 9. Personnel Order authorizing conduct of activity (1 original) 10. Duly signed Attendance Sheet (1 original) 11. Canvass paper for venues from at least 3 suppliers (1 original) 12. Certificate of Actual Expenses Incurred (1 original) 13. Certification from End-User as to compliance or Certificate of Completion and Acceptance (1 original) 14. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal (1 original) 15. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 16. Concept Notes (if applicable) (1 photocopy) 	<p>Contactor</p> <p>BAC Secretariat and Concerned End-User/ Accommodation service provider</p> <p>Implementing Office</p> <p>BAC Secretariat and End-User and Venue Venue</p> <p>End-User and Winning Bidder</p> <p>Procurement Division</p> <p>Implementing Office</p> <p>Concerned Office and HRDD</p> <p>Unit/office in-charge of the meeting/event or Implementing Office</p> <p>Implementing Office (form from GAO-PD)</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>BAC Secretariat</p> <p>BAC Secretariat and Concerned End-User</p> <p>Unit/office requesting for venue/catering</p>
<p><u>RENTAL CONTRACTS</u></p> <ol style="list-style-type: none"> 1. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative (1 original) 	<p>Implementing Office</p>



<ol style="list-style-type: none"> 2. Duly signed Trip Ticket (1 original) 3. Van Rental Form (1 original) 4. Certification of Operator as to No. of Days travelled and No. of Vehicles used (1 original) 5. Statement of Account/Invoices/Bills (1 original) 6. Purchase Request duly approved by proper authorities (1 original) 7. Duly approved Purchase Order/Contract (1 original) 8. Personnel Order authorizing conduct of activity (1 original) 9. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal (1 original) 10. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 11. Concept Notes (if applicable) (1 photocopy) 	<p>Implementing Office (submitted to GAO-GSD) GAO-GSD Operator</p> <p>Operator (submitted to GAO-GSD)</p> <p>Procurement Division</p> <p>BAC Secretariat and Concerned End-User</p> <p>Concerned Office</p> <p>BAC Secretariat</p> <p>BAC Secretariat and Concerned End-User</p> <p>Implementing Office</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Office prepares the Routing Slip, Obligation Request and Status (ORS) and Disbursement Voucher (DV) in 3 copies including copies of Payroll, Contract/Purchase Order (PO) and other Supporting Documents (SDs) and submits to Accounting Division.	1. Receive Routing Slip, ORS and DV with complete SDs, and determine availability of cash.	None	15 minutes	<i>Chief/OIC</i> Accounting Division
	1.1. Retrieve the RANCA / RANTA, enter the data in the RANCA and determine	None		

	<p>availability of NCA. If NCA balance is insufficient, notes that cash is not yet available and returns the DV and SDs to the Requesting Office.</p>			
	<p>1.2. If NCA is sufficient to cover the disbursement, record in the RANCA / RANTA the DV date and number and amount under the "Utilized" column and indicate NCA balance.</p>	None		
	<p>1.3. Check Box C (Cash Available) of the DV and make initials.</p>	None		
	<p>1.4. Forward the Routing Slip, ORS, DV</p>	None		

	and SDs for review of the designated Accounting Staff.			
2. Await feedback and status of request from FMO.	2. Review completeness and propriety of SDs based on the CHR DV Checklist.	None	20 minutes	Chief/OIC Accounting Division
	2.1. If there are lacking documents, return to the requesting office for compliance.	None		
	2.2. If complete, attach Certification from the Accountant that the previous Cash Advance (CA) has been liquidated and accounted for in the books (if with unliquidated CA, issue the	None		



	same, showing the details of the CA)			
	2.3. Check Box C (Supporting documents complete and amount claimed proper) of the DV and make initials.	None		
	2.4. Forward the Routing Slip, ORS, DV and SDs to Budget Division.	None		
	2.5. Receive Routing Slip (RS), ORS/BU RS and DV with complete SDs and stamp "Received" on the face of the DV	None	15 minutes	<i>Chief</i> Budget Division
	2.5.1. Assign DV number and record in the logbook as to fund	None		

	<p>source the DV number and date, creditor/payee, particulars and amount, affix initials in the RS and forward the documents to the Budget Staff for processing (after indicating the DV number in every sheet of the SDs).</p>			
	<p>2.6. Verify availability of allotment based on the appropriate RAOD</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Chief</i> Budget Division</p>
	<p>2.6.1. If allotment is available,</p>	<p>None</p>		

	<p>assigns number on the ORS and records in the appropriate RAOD, affix initials in Section B of the ORS and RS and forward all copies of the documents to the Head of the Budget Division for signature.</p>			
	<p>2.6.2. If allotment is not available, return the documents to the</p>	<p>None</p>		



	requesting office.			
	2.7. Review the ORS and SDs as to fund source, UACS code and amount.	None	20 minutes	<i>Director/OIC</i> Financial Management Office
	2.7.1. If in order, sign the certification in Section B of the ORS and affix initials in the RS.	None		
	2.7.2. Forward the ORS and SDs to the Budget Staff	None		
	2.8. Record the ORS in the logbook and retain original copy of the ORS for maintenance / monitoring of ORS/BURS status	None	10 minutes	<i>Chief</i> Budget Division



	and affix initials in the RS			
	2.9. Prepare Journal Entry Voucher (JEV) and write the JEV no. in the lower right corner of the DV.	None	15 minutes	<i>Chief Accounting Division</i>
	2.9.1. On the reparation of JEV, under the supporting Documents tab, enter the details for indexing of payments.	None		
	2.9.2. Proceed to JEV printing and attach to DV.	None		
	2.10. Review DV and SDs.	None	20 minutes	<i>Director/OIC Financial Management Office</i>
	2.10.1. Retrieve Index of Payments	None		

	<p>nts on eNGA S and determ ine if claim is in order. If with prior payme nt on the same claim, return the DV, SDs and ORS informi ng the reques ting office / party of prior payme nt made. If in order, proces s and verify ORS agains t DV.</p>			
	<p>2.10.2. In the verific ation of ORS agains t DV, if the amoun ts in the</p>	<p>None</p>		



	<p>ORS and DV are the same, processes the DV. If the amounts in the ORS and DV differ, notify Budget Staff for correction of ORS.</p>			
	<p>2.10.3. Forward to Accounting Staff.</p>	<p>None</p>		
	<p>2.11. Make a copy of DV, necessary SDs to be filed in their respective claimant folder. Then, record and release DV, Routing Slip, ORS and SDs to the</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Chief Accounting Division</i></p>



	Budget Division			
	2.12. Trace the record of the DV control number in the logbook and release / forward approved DV, Routing Slip, ORS and SDs to Authorized Signatory for approval of Box D.	None	20 minutes	<i>Chief Budget Division</i>
	2.13. Receive Routing Slip, ORS, DV and SDs	None	20 minutes	<i>Chairperson or Authorized Representative</i>
	2.13.1. Review and Sign Box D of DV.	None		
	2.13.2. Forward to Cash Unit (General Services Division, General Administration Office)	None		



	for preparation of checks /List of Due and Demandable Accounts Payable (LDDAP)/Advice to Debit Account (ADA).			
TOTAL:		None	3 Hours, 10 Minutes	

Note: Processing Time is based on "single" transaction. No cause of delay.



23. Request for Courier Service

Courier services provided by the General Services Division (GSD) to the different Offices in the CHR Central Office.

Office or Division:	General Administration Office – General Services Division (GAO-GSD)			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	Various Offices in the CHR-Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Courier Service Request Form (1 original)		GAO-GSD		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Courier Service Request Form and submit to GSD together with the documents for mailing	1. Receive request for courier service	None	5 Minutes	Chief GSD
	1.1. Verify document type whether “Urgent” or “Regular” as indicated in the Courier Service Request Form by the requesting office	None	1 Minute *	Chief GSD
	1.2. Assign control number for each document	None	1 Minute *	Chief GSD
	1.3. Record each document	None	1 Minute *	Chief GSD
2. Await feedback on the status of request	2. Assign mode of delivery whether thru Personal Delivery, PhiPost or Private Courier, i.e. LBC/JRS	None	1 Minute *	Chief GSD
	2.1. Carry out dispatch of documents	None	4 Hours (if Personal Delivery) 2 Hours (if thru PhiPost and	Chief GSD



			<i>Private Courier)</i>	
	2.2. Get tracking number in case of private courier or acknowledgment receipt if personally delivered	None	9 Minutes	Chief GSD
3. Receive copy of proof of delivery	3. Provide copy of proof of delivery	None	5 Minutes	Chief GSD
TOTAL:		None	4 Hours, 23 Minutes <i>(if Personal Delivery)</i> 2 Hours, 23 Minutes <i>(if thru PhilPost and Private Courier)</i>	

Note: Total Processing Time assumes “single” document
 Total Processing Time does not include “actual dispatch/delivery” of documents by PhilPost and Private Courier
 * reflects processing time per document



24. Request for Issuance of Official Receipt

Service requested by CHR Central Office Employees from General Services Division-Cash Unit for the purpose of documenting the return/reversion of unused/excess amount of cash advance. For applicable cases, this is an essential step to complete the liquidation of cash advance, reversion of tax withheld and refund of excess transfer from Regional Offices and payment of Bid Documents from external clients.

Office or Division:	General Administration Office - General Services Division (Cash Unit)			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Central Office), Regional Office, External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Reimbursement of excess Cash Advance</u>		GAO-GSD (Cash Unit)		
1. Duly accomplished Request Form for Issuance of Official Receipt (O.R.) (1 original)				
<u>Reversion of Tax withheld</u>				
1. Duly accomplished Request Form for Issuance of Official Receipt (O.R.) (1 original)				
2. Disbursement Voucher (1 original)		Requesting Regional Office		
<u>Refund of excess transfer of fund</u>		GAO-GSD (Cash Unit)		
1. Duly accomplished Request Form for Issuance of Official Receipt (O.R.) (1 original)		Requesting Regional Office		
2. Disbursement Voucher (1 original)		GAO-GSD (Cash Unit)		
<u>Payment of Bid Documents</u>		GAO-GSD (Cash Unit)		
1. Duly accomplished Request Form for Issuance of Official Receipt (O.R.) (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished Request Form for	1. Receive the request	None	10 Minutes	Chief GSD



Issuance of O.R. with supporting documents, as may be applicable.	1.1. Check supporting documents or attachments	None		<i>Chief GSD</i>
2. Await request to be processed	2. Receive the unused/excess amount	None	15 Minutes	<i>Chief GSD</i>
	2.1. Prepare the change, if needed	None		<i>Chief GSD</i>
	2.2. Prepare the Official Receipt (O.R.)	None		<i>Chief GSD</i>
	2.3. Record the O.R. in the log book	None		<i>Chief GSD</i>
3. Receive the Official Receipt for the amount returned and sign in the logbook	3. Release the Official Receipt to the concerned employee	None	2 Minutes	<i>Chief GSD</i>
TOTAL:		None	27 Minutes	

Note: Indicated time assumes “single” transaction and no cause of delay.



25. Request for Personnel Records

Service of the Human Resource Development Division (HRDD) to CHR Central Office employees in processing the request of copies of personnel records.

Office or Division:	General Administration Office - Human Resource Development Division (GAO-HRDD)			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form (1 original)		GAO-HRDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Request Form	1. Prepare the Certificate of Employment, Service Records and/or other personnel records, after retrieval and verification of records	None	30 Minutes	<i>Chief HRDD</i>
2. Wait for the requested document	2. Certify as true copy or sign the document	None	5 Minutes	<i>Director GAO</i>
3. Receive the requested document	3. Release the requested document	None	5 Minutes	<i>Chief HRDD</i>
TOTAL:		None	40 Minutes	

Note:

Processing Time is estimation only with the following conditions:

1. No "cause of delay" for the service to be performed; and
2. single transaction/request only.



26. Request for Repair and Fabrication Services

Repair and fabrication services provided by the Building Maintenance and Improvement Unit (BMU) of GAO-GSD to employees and offices of the CHR Central Offices on official purposes.

Office or Division:	General Administration Office – General Services Division (GAO-GSD)			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR Employees/Office (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished form/s based on following classification:				
1. Building Maintenance and Improvement Request Form (1 original)		Building Maintenance and Improvement Unit (GAO-GSD)		
2. Fabrication and Installation Request Form (1 original)		Building Maintenance and Improvement Unit (GAO-GSD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed form/s to GSD - BMU	1. Receive and check the completeness of details in the request form/s	None	5 Minutes	Chief GSD
2. Await feedback on the request	2. Record Request Form/s	None	2 Minutes	Chief GSD
	2.1. Check the availability of Job Order maintenance staff / Technicians	None	5 Minutes	Chief GSD
	2.2. Recommend approval of request	None	5 Minutes	Chief GSD
	2.3. Approve the request	None	5 Minutes	Director GAO
	2.4. Assign Job control number and personnel for the task	None	10 Minutes	Chief GSD



	2.5. Assess the requested service to determine materials needed and cost	None	3 Hours	Chief GSD
	2.6. Schedule the requested service, once materials are available	None	10 Minutes	Chief GSD
3. Provide feedback on the service provided by filling out the Customer Satisfaction Survey form	3. Receive the duly accomplished Customer Satisfaction Survey Form (after completing the service)	None	5 Minutes	Chief GSD
TOTAL:		None	3 Hours, 47 Minutes	

Note: Total Processing time assumes “single” request and excludes cases where materials are not readily available (or still needs to be procured).

Processing time of “actual conduct of service” is not included in the Total Processing Time (as it varies).

No cause of delay in carrying out the requested service.

27. Request for Transport Services

Transport services provided by the General Services Division (GSD) to employees of CHR Central Offices for official business purposes

Office or Division:	General Administration Office – General Services Division (GAO-GSD)			
Classification:	Simple			
Type of transaction:	G2G			
Who may avail:	CHR employees (Central Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Trip Ticket (1 original) 2. Travel Order for out-of-town travel (1 original)		GAO-GSD Office where the requesting employee is assigned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Trip Ticket for signature of the Director of the requesting office and submit to GSD	1. Receive request for transport service	None	1 Minute	<i>Chief GSD</i>
2. Await feedback on the request	2. Check availability of driver and vehicle	None	5 Minutes	<i>Chief GSD</i>
	2.1. Assign control number, vehicle and driver	None	1 Minute	<i>Chief GSD</i>
	2.2. Approve request	None	3 Minutes	<i>Director GAO</i>
	2.3. Inform the driver of the scheduled travel	None	1 Minute	<i>Chief GSD</i>
3. Provide feedback on the service provided by	3. Receive the duly accomplished Customer	None	1 Minute	<i>Chief GSD</i>



filling out the Customer Satisfaction Survey form	Satisfaction Survey form, after the scheduled travel.			
TOTAL:		None	12 Minutes	

Note: Total Processing Time excludes “actual travel time” (as it varies depending on location of destination)





REGIONAL OFFICES

INTERNAL SERVICES



28. Application for Leave

Support service that covers processing of leave application of Regional Office employees.

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Regional Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Leave (2 original)		Regional Office		
2. Medical Certificate – for sick leave of consecutive five (5) days or more (1 original)		Attending Physician		
3. Approved Authority to Travel – for vacation leave outside of the country (1 original)		Commission en Banc		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application for Leave in at least two (2) copies with the REQUIRED attachments e.g. medical certificate, etc.	1. Receive the accomplished Application for Leave	None	10 Minutes	<i>Chief</i> Admin Support Division (RO)
2. Await feedback regarding application for leave	2. Process the application for leave	None	1 Hour	<i>Chief</i> Admin Support Division (RO)
	2.1. Certify the current leave balance of the applicant	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)
	2.2. Forward the application to immediate supervisor (of the applicant)	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)



	for appropriate action			
	2.3. Act on the recommending for approval	None	5 Minutes	<i>Director</i> Regional Office
	2.4. Sign/approve the application for leave	None	10 Minutes	<i>Commission Secretary</i> Office of the Commission Secretary
3. Receive one (1) copy of the signed Application for Leave	3. Retain one (1) copy of the signed Application for Leave	None	15 Minutes	<i>Chief</i> Admin Support Division (RO)
	3.1. Provide the other copy of the signed Application for Leave to the concerned employee	None		<i>Chief</i> Admin Support Division (RO)
TOTAL:		None	1 Hour, 50 Minutes	



29. Application for Monetization of Leave

Support service that covers processing of leave application of Regional Office employees for monetization

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	CHR employees (Regional Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Leave Form (2 original)		Regional Office		
2. Memorandum/Request (1 original)		Employee-applicant		
3. Medical Certificate, in case of medical reason (1 original)		Attending Physician of employee-applicant		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application for Leave Form in at least two (2) copies) with the REQUIRED attachments eg. Medical Certificate, etc.	1. Process the application for leave	None	30 Minutes	Chief Admin Support Division (RO)
1.1. Request/Memorandum for Monetization of Available Leave Credits	1.1. Update the leave card of the applicant	None		Chief Admin Support Division (RO)
2. Await feedback from AFSD regarding application for monetization of leave	2. Certify the Leave Credits of the applicant	None	10 Minutes	Chief Admin Support Division (RO)
	2.1. Countersign under the name of the Head of Office	None	5 Minutes	Director Regional Office
	2.2. Sign/approve the application	None	5 Minutes	Commission Secretary Office of the



	for leave (monetization)			Commission Secretary
3. Receive copy of the duly approved Application for Leave	3. Retain one (1) copy of the signed Application for Leave	None	15 Minutes	<i>Chief Admin Support Division (RO)</i>
	3.1. Provide the other copy of the signed Application for Leave to the concerned employee	None		<i>Chief Admin Support Division (RO)</i>
4. Wait for the release of monetized value of requested leave credits	4. Submit Transmittal of recommended application to HRDD	None	10 Minutes	<i>Director Regional Office</i>
	4.1. Submit request for funding to the DBM	None	15 Minutes	<i>Chief Human Resource Development Division</i>
	4.2. Prepare the voucher of the monetized value of requested leave credits	None	1 Hour	<i>Chief Human Resource Development Division</i>
	4.3. Facilitate transfer of Funds for Monetization from Central Office	None	15 Minutes	<i>Director Financial Management Office</i>
	4.4. Credit to the payroll of employees the monetized value of leave credits	None	10 Minutes	<i>Director Regional Office</i>
TOTAL:		None	2 Hours, 55 Minutes	



30. Request for Cash Advance for Travel

Pertains to processing of cash advance needs of Regional Office employees who will be on official travel

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Regional Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Travel Order (1 original) 2. Mission Order (1 original) 3. Itinerary of Travel (1 original) 4. Other supporting documents for travel (1 original)		} Regional Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned employee prepares the necessary documents for travel and submits to immediate supervisor for review and endorsement	1. Review and endorse travel documents for approval	None	1 Hour	<i>Director</i> Regional Office
	1.1. Review and approve travel documents	None	2 Hours	<i>Commission Secretary</i> Office of the Commission Secretary
2. Prepare DV and Budget Utilization Request and Status for Cash Advance	2. Verify and certify fund allocation	None	2 Hours	<i>Chief Admin and Finance Support Division (RO)</i>
	2.1. Verify completeness of required documents	None	1 Hour	<i>Chief Admin and Finance Support Division (RO)</i>
	2.2. Submit processed DV and supporting documents for approval of payment	None	5 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
	2.3. Approve DV	None	1 Hour	<i>Commission Secretary</i> Office of the



				Commission Secretary
3. Receive the check	3. Process approved cash advance for travel	None	30 Minutes	<i>Chief</i> Admin and Finance Support Division (RO)
TOTAL:		None	7 Hours, 35 Minutes	



31. Request for Check Preparation

Pertains to preparation and issuance of check by the Disbursing Officer at the regional office level for monthly payables and remittances

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Regional Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ORS (1 original) 2. Disbursement Voucher (1 original) 3. All COA-prescribed supporting documents (1 original)		} Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit/division submits DV, ORS and other supporting documents	1. Receive DV and ORS	None	2 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
	1.1. Approve the DV	None	30 Minutes	<i>Commission Secretary Office of the Commission Secretary</i>
	1.2. Prepare check for the approved DV	None	30 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
	1.3. Sign check for the approved DV	None	5 Minutes	<i>Chief AFSD (RO) / Director Regional Office / Commission Secretary Office of the Commission Secretary</i>
2. Receive the check	2. Release check for the approved DV	None	5 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
TOTAL:		None	1 Hour, 12 Minutes	

32. Request for Courier Service

Courier services provided to the different offices/divisions in the Regional Office

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	Various Offices/Divisions in the CHR-Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Courier Service Request Form (1 original)		Regional Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Courier Service Request Form and submit to AFSD together with the documents for mailing	1. Receive request for courier service and the document/s to be mailed	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)
	1.1. Verify document type whether "Urgent" or "Regular" as indicated in the Courier Service Request Form by the requesting office	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)
	1.2. Assign control number for each document	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)
	1.3. Record each document	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)
2. Await feedback on the status of request	2. Assign mode of delivery whether thru Personal Delivery, PhilPost or Private Courier, i.e. LBC/JRS	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)
	2.1. Carry out dispatch of documents	None	30 Minutes	<i>Chief</i> Admin Support Division (RO)
	2.2. Get tracking number in case of private courier or acknowledge	None	5 Minutes	<i>Chief</i> Admin Support Division (RO)



	nt receipt if personally delivered			
TOTAL:		None	1 Hour	





33. Request for Personnel Records

Service to CHR Regional Office employees in processing the request of copies of personnel records such as Service Records, Certificate of Employment, Certificate of Training/Seminar, PDS, SALN, Appointment, Notice of Salary Adjustment/Increment and the like

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Regional Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form (1 original)		Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form	1. Retrieve the records	None	30 Minutes	Chief Admin Support Division (RO)
	1.1. Verify the records	None		
	1.2. Photocopy the records	None		
2. Wait for the requested document	2. Certify as true copy or sign the document	None	10 Minutes	Chief Admin Support Division (RO)
3. Receive the requested document	3. Release the requested document	None	5 Minutes	Chief Admin Support Division (RO)
TOTAL:		None	45 Minutes	



34. Request for Petty Cash Fund Replenishment

Pertains to replenishment process of petty cash fund at the regional office level. This is initiated or requested upon reaching 75% of Php7,500

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	Petty Cash Custodian (Regional Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PCVs (1 original) 2. Petty Cash Logbook (1 original)		} Regional Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Petty Cash Custodian prepares documents and summarize Accomplished PCVs for replenishment , for submission to Admin and Finance unit, Regional Office.	1. Verify completeness of required documents	None	45 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
	1.1. Prepare DV and BURS	None	30 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
	1.2. Verify and certify fund allocation	None	10 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
	1.3. Approve DV and BURS	None	30 Minutes	<i>Commission Secretary Office of the Commission Secretary</i>
	1.4. Prepare check for PCF replenishment	None	15 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>
	1.5. Sign the check for PCF replenishment	None	5 Minutes	<i>Commission Secretary Office of the Commission Secretary</i>
2. Sign in the DV as proof of receipt and Check Registry Logbook for reference.	2. Release the check for PCF replenishment	None	10 Minutes	<i>Chief Admin and Finance Support Division (RO)</i>



Encash check for PCF replenishment				
TOTAL:		None	2 Hours, 25 Minutes	





35. Request for Transport Services

Transport services provided to employees of CHR Regional Offices for official business purposes

Office or Division:	Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR employees (Regional Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Trip Ticket (1 original)		Regional Office		
2. Travel Order for out-of-town travel (1 original)		Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Trip Ticket for signature of the Chief of the requesting division and submit to AFSD Head	1. Receive request for transport service	None	5 Minutes	<i>Director</i> Regional Office
2. Await feedback on the request	2. Check availability of driver and vehicle	None	5 Minutes	<i>Director</i> Regional Office
	2.1. Assign control number, vehicle and driver	None	5 Minutes	<i>Director</i> Regional Office
	2.2. Approve request	None	5 Minutes	<i>Commission Secretary</i> Office of the Commission Secretary
	2.3. Inform the driver of the scheduled travel	None	5 Minutes	<i>Director</i> Regional Office
TOTAL:		None	25 Minutes	

Note: Total Processing Time excludes “actual travel time” (as it varies depending on location of destination)



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Our client fills up the Customer Feedback Form (CFF) and drop it at the designated drop box in the office where they availed the service or at the Public Assistance and Complaint Desk (PACD) office.</p> <p>The client can directly give to the Head of Office in cases where the client has expressed dissatisfaction or a complaint has been raised for appropriate and immediate action.</p> <p>Contact info: chad.pasco.chr@gmail.com Land Line: (02) 8294 8704 Mobile: (0920) 506 1194 (Smart) (0936) 068 0982 (Globe)</p>
<p>How feedbacks are processed?</p>	<p>Every month (daily or every Friday), the OIC/Division Head of the concerned office opens the Feedback and Redress drop box, monitors and consolidates the submitted feedback forms.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within five (5) days from the receipt of feedback.</p> <p>Status update/reply is relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers or the number of office/division where the feedback was dropped or submitted. All contact numbers are listed below.</p> <p>Contact info: chad.pasco.chr@gmail.com Land Line: (02) 8294 8704 Mobile: (0920) 506 1194 (Smart) (0936) 068 0982 (Globe)</p>
<p>How to file a complaint?</p>	<p>The procedure of filing of complaints and grievances to the Commission on Human Rights (CHR) against CHR services and officials and employees are immediately, efficiently and responsibly addressed or referred to the proper offices.</p> <p>Client fills up the Customer Feedback Form (CFF) and drop it at the designated drop box in the office where they availed the service or at the Public Assistance and Complaint Desk (PACD) office.</p> <p>The client can directly give to the Head of Office in cases where the client has expressed dissatisfaction or a</p>



	<p>complaint has been raised for appropriate and immediate action.</p> <p>Complaints can also be filed via telephone, letter or email. To facilitate in the evaluation of the complaints, the following information are needed:</p> <ul style="list-style-type: none">- Name of person being complained- Details about the incident to include the date/place of incident- Evidence/witness present <p>For inquiries and follow ups, clients may contact the following telephone numbers or the number of office/division where the feedback was dropped or submitted. All contact numbers are listed below.</p> <p>Contact info: chad.pasco.chr@gmail.com Land Line: (02) 8294 8704 Mobile: (0920) 506 1194 (Smart) (0936) 068 0982 (Globe)</p>
<p>How complaints are processed?</p>	<p>The OIC/Division Head opens the Feedback and Redress Box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the OIC/Division Head shall inform the Office of the Executive Director (OED). Concerned office/personnel will be informed via written communication and will be required to answer within five (5) days upon receipt of the memo copy furnished the Human Resources Development Division (HRDD) and Internal Legal Services Division.</p> <p>The OED, HRDD, and Legal offices will assess, evaluate, recommend, and decide on the appropriate action to be taken regarding the complaint based on their findings.</p> <p>The Citizens Help and Action Division (CHAD) will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact us through the following:</p> <p>Landline: (02) 8294 8704 Mobile: 0936 068 0982 (TM) / 0920 506 1194 (Smart) E-mail: chad.pasco.chr@gmail.com</p>



Contact Information of ARTA, PCC,
CCB

ARTA: complaints@arta.gov.ph
(02) 8478-5093
PCC: 8888
CCB: (0908) 881-6565 (SMS)



LIST OF OFFICES

Office	Address	Contact Information
CENTRAL OFFICE		
OFFICE OF THE CHAIRPERSON		
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OFFICE OF THE COMMISSIONERS		
Karen Lucia S. Gomez-Dumpit CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	kgomezdumpit@gmail.com Telefax: (02) 8926 2542
Gwendolyn Ll. Pimentel-Gana CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	gpgchroffice@gmail.com Telefax: (02) 8927 0467
Leah C. Tanodra-Armamento CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.leaharmamento@gmail.com Telefax: (02) 8926 1314
Roberto Eugenio T. Cadiz CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	attyrobertocadiz@yahoo.com Telefax: (02) 8925 3883
OFFICE OF THE EXECUTIVE DIRECTOR		
Atty. Jacqueline Ann C. de Guia Executive Director/Spokesperson	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	oedchr@gmail.com Land Line: (02) 8928 7240 / (02) 8927 5790
Mr. Marc Louis O. Siapno Officer-In-Charge Strategic Communication Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	comms.chr@gmail.com Land Line: (02) 8928 5792
Atty. Kristel Joy Biscayda Officer-In-Charge	SAAC Building, UP Complex, Commonwealth	chad.pasco.chr@gmail.com Land Line: (02) 8294 8704 Mobile: (0920) 506 1194 (Smart) (0936) 068 0982 (Globe)



Citizens' Help and Action Division	Ave., Diliman, QC	
OFFICE OF THE COMMISSION SECRETARY		
Atty. Maria Asuncion I. Mariano-Maravilla Commission Secretary	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	comms.chr@gmail.com Land Line: (02) 8927 0172 Telefax: (02) 8928 8610
Atty. Efren Ephraim G. Lamorena Division Chief Internal Legal Services Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	legaldivisionchrp@yahoo.com.ph Telefax: (02) 8925 3882
Clearance Unit	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	elsl_legaloffice@yahoo.com Telefax: (02) 8282 1877
GENERAL ADMINISTRATIVE OFFICE		
Mr. Onesimo L. Cuyco Director General Administration Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	gao.chrp@gmail.com Land Line: (02) 8928 4798
Ms. Baby Catherine B. Cruz Division Chief Procurement Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	procurement.chr@yahoo.com Land Line: (02) 8936 6107
Ms. Maria Narlita G. Sio Division Chief General Services Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	gao_chr@yahoo.com Land Line: (02) 8925 3880
Ms. Jocelyn L. Reyes Division Chief Human Resources Development Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	personnel_chr@yahoo.com Land Line: (02) 8928 2018
FINANCIAL MANAGEMENT OFFICE		
Ms. Liberty C. Estipona Officer-In-Charge Financial Management Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrfmo@yahoo.com Telefax: (02) 8928 1682
Ms. Prudencia S. Molina Division Chief	SAAC Building, UP Complex, Commonwealth	chrfmo@yahoo.com Telefax: (02) 8925 3887



Budget Division	Ave., Diliman, QC	
Ms. Teresa C. Dolor Officer-In-Charge Accounting Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrmo@yahoo.com Telefax: (02) 8928 1682
PLANNING AND MANAGEMENT OFFICE		
Ms. Mary Joyce Crisanto Director Planning and Management Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	pmopd.chr@gmail.com Telefax: (02) 8925 3884
Ms. Greta B. Tarun Division Chief Planning Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	pmopd.chr@gmail.com Telefax: (02) 8927 2199
Mr. Rudy G. Santos Officer-In-Charge Management Information Systems Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	ismo.chr2011@gmail.com Telefax: (02) 8922 0418
Ms. Princess S. Molleno Officer-In-Charge Project Management Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	projectmanagement.chr@gmail.com Telefax: (02) 8361 7022
PROTECTION CLUSTER OFFICE		
Atty. Jasmin Navarro- Regino Director Protection Cluster Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	legaloffice@yahoo.com Telefax: (02) 8928 0873
Atty. Arlene A. Ven Officer-In-Charge Legal Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	legaldivisionchrp@yahoo.com.ph Telefax: (02) 8926 0454
Atty. Carmencita Rosete Division Chief Investigation Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	investigationoffice.chr@gmail.com Telefax: (02) 8925 3881
Dr. Joseph Andrew D. Jimenez, MD Division Chief Forensic Division	SAAC Building, UP Complex, Commonwealth	Telefax: (02) 8294 8746



	Ave., Diliman, QC	
HUMAN RIGHTS EDUCATION AND PROMOTION OFFICE		
Atty. Francis Tom Temprosa Director Human Rights Education and Promotion Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	Telefax: (02) 8928 4471
Ms. Sylvia Angelique S. Umbac Division Chief Advocacy & Campaign Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	Telefax: (02) 8927 6225
Ms. Epifania O. Garay Officer-In-Charge Education & Training Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	Telefax: (02) 8282 1876
HUMAN RIGHTS POLICY ADVISORY OFFICE		
Atty. Gemma F. Parojinog Officer-In-Charge Human Rights Policy Advisory Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.policy@gmail.com Telefax: (02) 8927 4033 (02) 8927 6254
Atty. Erwin M. Caliba Division Chief Legal, Legislative & Linkages Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.policy@gmail.com Telefax: (02) 8927 4033 (02) 8927 6254
HUMAN RIGHTS CENTERS MANAGEMENT OFFICE		
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PREVENTION CLUSTER OFFICE		
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Atty. Brenda E. Canapi Division Chief Visitorial Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	avo.chr@gmail.com Telefax: (02) 8926 2905



REGIONAL OFFICES		
Atty. Diana B. de Leon Officer-In-Charge CHR National Capital Region	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chr_ncr2017@yahoo.com Land Line: (02) 8928 7098
Atty. Romel P. Daguimol Director CHR Cordillera Administrative Region	CYA Centrum, Military Cut-Off, Baguio City	chrpcar@gmail.com Telefax: (074) 619 9089 Mobile: (0917) 854 3133 (Globe) (0999) 889 5009 (Smart)
Atty. Harold D. Kub- aron Director CHR Region I	Aguila Road, Capitol Hill, Sevilla, San Fernando City, La Union	chr1sflu@yahoo.com Telefax: (072) 607 8706 Mobile: (0943) 853 8383 (RD-Sec) (0909) 938 8672 (Admin)
Atty. Jimmy P. Baliga Director CHR Region II	No. 05 Pababalo St., Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	chrregii@gmail.com Telefax: (078) 304 2047 (078) 304 1947
Atty. Leorae D. Valmonte Officer-In-Charge CHR Region III	Diosdado Macapagal Government Center, Brgy. Maimpis, San Fernando City, Pampanga	chrreg3@yahoo.com Land Line: (045) 961 4830 Telefax:(045) 961 8577 Mobile: (0999) 530 2676 (Smart)
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Atty. Dennis F. Mosquera Officer-In-Charge CHR Region IV-B	SAAC Bldg., UP Complex, Commonwealth Ave., Diliman, Quezon City	chr_mimaropa@gmail.com Land Line: (02) 8928 0848 Mobile: (0995) 653 2923 (Globe) (0928) 867 1087 (Smart)
Atty. Estrella C. Baltazar CHR Region IV-B Mindoro Provincial Office	Provincial Capitol Complex, Calapan City, Oriental Mindoro	chr_mimaropa@gmail.com Land Line: (043) 441 7515 Mobile: (0915) 069 4895 (Globe) (0928) 867 1089 (Smart)



Ms. Marilou V. Sebastian CHR Region IV-B Palawan Provincial Office	Unit No. 7 CNMS Building, Brgy. Tiniguiban, Puerto Princesa City, Palawan	chr_mimaropa@gmail.com Mobile: (0948) 109 2577 (Talk 'N Text) (0975) 458 8762 (Globe-TM)
Atty. Arlene Q. Alangco Director CHR Region V	Regional Government Center, Rawis, Legazpi City, Albay	chr5_legazpi@yahoo.com Land Line: (052) 480 0521
Atty. Donna F. Madrona CHR Region V Naga Sub-Office	PICPA Bldg., City Hall Complex, Magsaysay Ave., Naga City, Bicol	chr5_naga@yahoo.com Land Line: (052) 472 4862
Atty. Jonnie L. Dabuco Director CHR Region VI	Iloilo Sports Complex, Magsaysay Village, La Paz, Iloilo City	chr.region6@yahoo.com Telefax: (033) 329 2282
Mr. Romeo A. Baldevarona CHR Region VI Bacolod Sub-Office	Ground Flr. Negros First Hostel cor. Gatuslao St. and North Capitol Road, Bacolod City	chrbac6.adm_finance@yahoo.com Mobile: (0929) 258 5602 (Smart)
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Mr. Jonathan B. Tibay CHR Region VII Bohol Sub-Office	Door 1-D Sarabia Co. Torralba Bldg. II cor. Espuelas-Doria St., Tagbilaran City	chr7cebucity@yahoo.com Land Line: (038) 411 0966
Mr. Jesus A. Cañete CHR Region VII Dumaguete Sub-Office	DSWD Provincial Office, Capitol Building, Dumaguete City	Land Line: (035) 420 9970
Atty. Desiree V. Pontejos Director CHR Region VIII	Corner Maharlika and Apitong St., Brgy. 92, Tacloban City	chrtac8@yahoo.com Land Line: (053) 321 3903 Telefax: (053) 832 0958



Atty. Joy P. Sodusta CHR Region VIII Calbayog Sub-Office	Corner J.D. Avelino Ave. and Licenciado St., Brgy. West Awang, Calbayog City	chr8calbayog@yahoo.com.ph Land Line: (055) 209 3726
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