



BUREAU OF COMMUNICATIONS SERVICES

CITIZEN'S CHARTER
3rd Edition (Revised)
2020



BUREAU OF COMMUNICATIONS SERVICES

CITIZEN'S CHARTER



I. Mandate

The BCS develops and provides communications services relating to policy formulation, communication planning, project development, research and evaluation, and the coordination of information planning within the framework of the overall thrust and priorities of the national development plan.

II. Vision

A vital government information arm dedicated to accurate, relevant, and responsible communications services in support of the Presidency.

III. Mission

To continuously provide the public with information on the President's thrusts, priorities, and accomplishments through publications, audio-visual content, events, and other communication support services.

IV. Service Pledge

We, at the Bureau of Communications Services, are committed to consistently provide quality communication development and production services to disseminate accurate, relevant, and responsible information to our target audiences in the pursuit of national development by:

- ▶ Meeting the requirements of both internal and external stakeholders;
- ▶ Implementing sustained quality management system to best comply with the Bureau's mandate;
- ▶ Ensuring that the Bureau's workforce is qualified, competent, and well equipped; and,
- ▶ Improving continually the effectiveness of our quality management system.

All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



LIST OF SERVICES

External Services	Page Number
1. Management and Support to Events	7
2. Production of IEC Materials - Digital	9
3. Production of IEC Materials - Printed	12
4. Production of Photo Exhibit	16
5. Production of Promotional Merchandises	18
Internal Services	
1. Receiving of Documents	23
2. Request for Certificate of Last Payment	24
3. Request for Certificates from Personnel Section	26
4. Request for Documents from Accounting Section	28
5. Request for Information Technology Services	30
6. Request for In-house Printing Services	31
7. Request for Payslip (Online transaction)	33
8. Request for Photo and Video Documentation	34
9. Request for Photocopying Documents	35
10. Request for Purchase	36
11. Request for Repair/Maintenance	39
12. Request for Requisition and Issuance	41
13. Request for Retrieval of Records	42
14. Request for Routing of Outgoing Documents (Messengerial)	43
15. Request for Status of Funds	44
16. Request for Service Record (External Client)	45
17. Request for Service Record (Internal Client)	48
18. Request for Uploading or Posting of Content for the BCS Website and Social Media	50
19. Request for Validation of Availability of Allotment (Purchase Request)	51
20. Request for Various Office Issuances (Special Order, Travel Order, and Office Order)	52
21. Request for Vehicle Service	55
22. Request for Whitelisting for Land Bank Salary Loan Application	57



External Services



1. Management and Support to Events

The events management and support services of BCS include project conceptualization and planning, budget preparation, venue coordination, and logistics management, speaker contracting, registration management, event promotion, event venue design, floor management, event documentation, and auxiliary events.

Office or Division:	Special Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other government agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the BCS Director. Scanned request letters can be e-mail through (please see e-mail address at list of office on page 61.)	1.1 Receive the request letter.	None	2 minutes	Office of the Director
	1.2 Review and approve the request.	None	30 minutes	<i>Director,</i> Office of the Director
	1.3 Forward approved request to concerned implementing Division.	None	5 minutes	Office of the Director
	1.4 Prepare a project cost estimate.	None	1 day	<i>Division Chief,</i> Special Operations Division
	1.5 Transmit cost estimate to client.	None	20 minutes	Special Operations Division



2. Review and approve cost estimate.		None	1 day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 days & 3 minutes	Property and Supply Section
	3.2 Undertake logistical preparations.	None	6 days	Special Operations Division
	3.3 Ingress	None	4 hours	
	3.4 Implement event.	None	1 day	
	3.5 Egress	None	4 hours	
4. Answer feedback form. (optional)	4.1 Receive feedback form.	None	5 minutes	Special Operations Division
TOTAL			19 working days, 1 hour, and 5 minutes	



2. Production of Information, Education, and Communication (IEC) Materials – Digital

The Bureau provides digital production services for its clients that seek to engage and educate the people on the topic/issue of choice of the client. This service includes, but are not limited to, audio-visual presentations, social cards, layout services, and digital design.

Office or Division:	Special Operations Division / Special Production Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other government agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the BCS Director. Scanned request letters can be e-mail through (please see e-mail address at list of office on page 61.)	1.1 Receive the request letter.	None	2 minutes	Office of the Director
	1.2 Review and approve the request.	None	30 minutes	<i>Director</i> , Office of the Director
	1.3 Forward approved request to concerned implementing Division.	None	5 minutes	Office of the Director
	1.4 Prepare a project cost estimate.	None	1 day	<i>Division Chief</i> , Special Operations Division and/or



				<i>Division Chief,</i> Special Production Division
	1.5 Transmit cost estimate to client.	None	20 minutes	Special Operations Division and/or Special Production Division
2. Review and approve cost estimate.		None	1 day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 days & 3 minutes	Property and Supply Section
	3.2 Develop digital IEC materials.	None	7 days	Special Operations Division and/or Special Production Division
	3.3 Deliver digital IEC materials.	None	1 day	Special Operations Division and/or Special Production Division
4. Receive digital IEC materials.		None	1 Hour	



5. Answer feedback form. (optional)	5.1 Receive feedback form.	None	5 minutes	Special Operations Division and/or Special Production Division
	TOTAL		19 working days, 2 hours, and 5 minutes	



3. Production of Information, Education, and Communication (IEC) Materials - Printed

The Bureau provides printed production services for its clients that seek to engage and educate the people on the topic or issue of choice of the client. This service includes printing of information, education, and communication materials such as posters, flyers, pamphlets, and brochures.

A. Special Operations Division (SOD)

Office or Division:	Special Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the BCS Director. Scanned request letters can be e-mail through (please see e-mail address at list of office on page 61.)	1.1 Receive the request letter.	None	2 minutes	Office of the Director
	1.2 Review and approve the request.	None	30 minutes	<i>Director</i> , Office of the Director
	1.3 Forward approved request to concerned implementing Division.	None	5 minutes	Office of the Director
	1.4 Prepare a project cost estimate.	None	1 day	<i>Division Chief</i> , Special Operations Division



	1.5 Transmit cost estimate to client.	None	20 minutes	Special Operations Division
2. Review and approve cost estimate.		None	1 day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 days & 3 minutes	Property and Supply Section
	3.2 Develop digital IEC materials.	None	7 days	Special Operations Division
	3.3 Deliver digital IEC materials.	None	1 day	Special Operations Division
4. Receive digital IEC materials.		None	1 hour	
5. Answer feedback form. (optional)	5.1 Receive feedback form.	None	5 minutes	Special Operations Division
	TOTAL		19 working days, 2 hours, and 5 minutes	

B. Special Production Division (SPD)

Office or Division:	Special Production Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request letter		Office of the Director		
Printing Job Order Form		Office of the Special Production Division Chief		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request	1.1 The Office of the	None	3 days	<i>Director, Office</i>



letter addressed to the Office of the Director. Scanned request letters can be e-mail through (please see e-mail address at list of office on page 61.)	Director receives the request letter and determines if the printing request is within the mandate.	(materials and other project cost will be assumed by SPD since the printing request is within the mandate)		of the Director
	1.2 Once approved by the Office of the Director, the printing request is forwarded to the Office of the Special Production Division (SPD) Chief.	None		<i>Director, Office of the Director</i> <i>Division Chief, Special Production Division</i>
2. Fill out Printing Job Order Form.	2.1. Check the details of the printing request and ensure that the printing request is executed based on the scope of work and required specifications.	None	2 days	<i>Division Chief / Publication Production Chief, Special Production Division</i>
3. Approve prototype.	3.1. Print prototype.	None	2 hours	Printing Staff, Special Production Division
	3.2. Receive approved prototype.	None	4 hours	Requesting government agency
	3.3. Mass produce requested item (s).	None	3 days	Printing Staff, Special Production Division



	3.4. Deliver printed item (s).	None	1 day	Circulation Staff, Special Production Division
4. Receive printed item(s).		None	3 minutes	
5. Answer feedback form. (optional)	5.1. Receive feedback form.	None	7 minutes	Circulation Staff, Special Production Division
TOTAL		None	11 working days, 6 hours, & 10 minutes	

Note: Number of days and hours may vary depending on the number of personnel physically reporting for work



4. Production of Photo Exhibit

BCS produces photo exhibits as a communication strategy that reaches out target audiences to effectively communicate the client’s message. Photo exhibits can be made using the standard 96in x 38in versa board material. They can also be made using the BCS-developed ComPack which uses a more lightweight 78in x 24in corrugated cardboard material.

Office or Division:	Special Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the BCS Director. Scanned request letters can be e-mail through (please see e-mail address at list of office on page 61.)	1.1 Receive the request letter.	None	2 minutes	Office of the Director
	1.2 Review and approve the request.	None	30 minutes	<i>Director,</i> Office of the Director
	1.3 Forward approved request to concerned implementing Division.	None	5 minutes	Office of the Director
	1.4 Prepare a project cost estimate.	None	1 day	<i>Division Chief,</i> Special Operations Division



	1.5 Transmit cost estimate to client.	None	20 minutes	Special Operations Division
2. Review and approve cost estimate.		None	1 day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 days & 3 minutes	Property and Supply Section
	3.2 Develop photo exhibit.	None	6 days	Special Operations Division
	3.3 Deliver photo exhibit.	None	1 day	Special Operations Division
4. Receive photo exhibit.		None	1 hour	
5. Answer feedback form. (optional)	5.1 Receive feedback form.	None	5 minutes	Special Operations Division
	5.2 Retrieve photo exhibit panel (<i>if BCS's versa boards were used</i>).	None	1 day	Special Operations Division
	TOTAL		19 working days, 2 hours, and 5 minutes	



5. Production of Promotional Merchandises

BCS produces personalized and customized merchandise directed at promoting the government's key message or kickstarting an information campaign. This service includes the conceptualization and planning, design, mass production, and packaging of promotional items depending on the requirements of the government agency.

Office or Division:	Special Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the BCS Director. Scanned request letters can be e-mail through (please see e-mail address at list of office on page 61.)	1.1 Receive the request letter.	None	2 minutes	Office of the Director
	1.2 Review and approve the request.	None	30 minutes	<i>Director,</i> Office of the Director
	1.3 Forward approved request to concerned implementing Division.	None	5 minutes	Office of the Director
	1.4 Prepare a project cost estimate.	None	1 day	<i>Division Chief,</i> Special Operations Division



	1.5 Transmit cost estimate to client.	None	20 minutes	Special Operations Division
2. Review and approve cost estimate.		None	1 day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 days & 3 minutes	Property and Supply Section
	3.2 Produce prototype.		4 hours	
4. Approve prototype.	4.1 Receive approved prototype.		30 minutes	
	4.2 Mass produce promotional merchandise.	None	7 days	Special Operations Division
	4.3 Deliver promotional merchandise.	None	1 day	Special Operations Division
5. Receive promotional merchandise.		None	1 hour	
6. Answer feedback form. (optional)	6.1 Receive feedback form.	None	5 minutes	Special Operations Division
	TOTAL		19 working days, 6 hours, and 35 minutes	



Internal Services



1. Receiving of Documents

Receiving of incoming official documents.

Office or Division:	FAD-Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the document/s together with the receiving copy.	1.1 Receive and check the completeness of the document/s then sign the receiving copy	None	3 minutes	Administrative Officer III
2. Secure the signed receiving copy.	2.1 Return the signed receiving copy.	None	1 minute	AA VI
	2.2 Record the received document/s in the logbook.	None	2 minutes	AA VI
	2.3 Deliver the received document/s to the intended recipient.	None	3 minutes	AA VI
TOTAL			9 minutes	



2. Request for Certificate of Last Payment

Issuance of Certificate of Last Payment of BCS employees transferred to other government agency.

A. Face-to-Face Transaction

Office or Division:	Finance and Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Section Request Form		Cash Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and signs Cash Section request form and submit to Cash Section Chief.	1.1 Receives and approves the Cash Section request form and endorses to Cash Section Assistant for the preparation of the certificate.	None	1 day	Cash Section Chief/ Assistant
	1.2 Prepares the certificate and have it signed and certified by the Cash Section Chief and Chief Accountant.	None		Cash Section Chief/ Assistant & Chief Accountant
	1.3 Informs the client that the certificate is ready for release.	None		Cash Section Chief/ Assistant & Chief Accountant
TOTAL			1 day	



B. Online Transaction

Office or Division:	Finance and Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Letter		Online (bcsfad.cashsection@yahoo.com)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to bcsfad.cashsection@yahoo.com requesting for Certificate of Last Payment.	1.1 Acknowledge receipt of the email, approve the request and endorse to Cash Section Assistant for the preparation of the request.	None	3 days	Cash Section Chief/ Assistant
	1.2 Prepares the certificate and have it signed and certified by the Cash Section Chief and Chief Accountant.	None		Cash Section Chief/ Assistant & Chief Accountant
	1.3 Email the scanned copy of the Certificate to the requester.	None		Cash Section Chief/ Assistant & Chief Accountant
TOTAL			3 days	



3. Request for Certificates from Personnel Section

Request for various certifications (Certificate of Employment, Certificate of No-Pending Case, Certificate of Accuracy & Veracity, etc.)

A. Face-to-Face Transaction

Office or Division:	FAD-Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Action Request Form		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Personnel Action Request Form.	1.1 Accepts the Personnel Action Request Form and checks all the data if complete.	None	1 minute	Administrative Assistant II (AA II)
	1.2 Prepares the requested certificate and submits to Personnel Section Chief for checking.	None	10 minutes	AA II
	1.3 Signs the certificate	None	1 minute	Chief, Personnel Section
	1.4 If correct/no error, logs in the logbook and releases to requesting employee.	None	2 minutes	AA II
TOTAL			14 minutes	



B. Online Transaction

Office or Division:	FAD-Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request by email to bcshuman-resource@gmail.com or fb messenger	1.1 Check email / messenger request and all the data if complete.	None	2 minutes	Administrative Assistant II (AA II)
2. Give details of their request e.g. complete name, purpose, etc.	2.1 If incomplete data send back reply to requestor.	None	1 minute	AA II
	2.2 If all data is complete, prepares the requested certificates.	None	10 minutes	AA II
	2.3 Submit the issuances on-line to Personnel Section Chief for checking.	None	1 minute	AA II
	2.4 Checks and approve on-line for e-signature	None	2 minutes	Chief Personnel Section
	2.5 Received approval and releases the certificate through on-line.	None	2 minutes	AA II
TOTAL			18 minutes	



4. Request for Documents from Accounting Section

Request of various accounting documents such as copy of payroll, BIR 2316, certification of payments made on remittances, amongst others.

Office or Division:	Finance and Administrative Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accounting Request Form		Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out accounting request form from accounting office / request documents through email	1.1 Receives the request form physically/ through email	None	1 minute	Administrative Assistant I (AA I)
	1.2 Prepares the document requested	None	1 day	AA I
	1.3 Signs the documents that need signature	None	1 minute	Accountant III
	1.4 Scan signed document (if through email)	None	5 minutes	AA I
	1.5 Logs in the logbook or prepares a receiving copy	None	1 minute	AA I
	1.6 Releases the document to the requestor and asks him/her sign in the logbook or on the receiving copy/ Email scanned document to requestor (if through email)	None	5 minutes	AA I



2. Receives the document and signs the receiving copy or logbook / Acknowledge receipt of document emailed.				
TOTAL			1 day, 12 minutes	



5. Request for Information Technology Services

SOD performs various IT services for its internal clients, including PC troubleshooting, internet connection diagnostics and troubleshooting, LAN installation, cabling services, as well as the installation of Wi-Fi, operating systems, and software, among others.

Office or Division:	Special Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BCS units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Ticket		Special Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Job Order Ticket.	1.1 Accept the Job Order Ticket.	None	5 minutes	Special Operations Division
	1.2 If meritorious, the request is approved by the SOD Chief.	None	5 minutes	<i>Division Chief</i> , Special Operations Division
	1.3 Perform IT service.	None	1 day	<i>IT personnel</i> , Special Operations Division
TOTAL			1 day, 10 minutes	



6. Request for In-house Printing Services

Special Production Division (SPD)

The Special Production Division processes the printing requests of BCS units and employees for official use.

Office or Division:	Special Production Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BCS Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printing Job Order Form		Office of the Special Production Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Printing Job Order form.	1.1 Accept the accomplished Printing Job Order form.	None (materials and other project cost will be assumed by SPD since the printing request is within the mandate)	Two (2) hours	<i>SPD Chief / Publication Production Chief, Special Production Division</i>
	1.2 Check the details of the printing request and ensure that the printing request is executed based on the scope of work and required specifications.	None		
	1.3 Print prototype.	None	Four (4) hours	<i>Printing staff, Special Production Division</i>



2. Approve prototype.	2.1 Receive approved prototype.	None	5 minutes	Requesting BCS unit SPD Chief/ Publication Production Chief, Special production Division
	2.2 Mass produce requested item (s).	None	Six (6) working days	<i>Printing staff</i> , Special Production Division
	2.3 Deliver the printed item(s).	None	1 hour	<i>Circulation section staff</i> , Special Production Division
3. Receive printed item(s)		None	One (1) minute	
TOTAL		None	6 days, 10 hours, & 7 minutes	

Note: Number of days and hours may vary depending on the number of personnel physically reporting for work



7. Request for Payslip (Online transaction)

Request for payslip.

Office or Division:	Finance and Administrative Division-Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Letter		Online (bcsfad.cashsection@yahoo.com)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to bcsfad.cashsection@yahoo.com requesting for Payslip.	1.1 Acknowledge receipt of the email, approve the request and endorse to Cash Section Assistant for the preparation of the request.	None	3 days	Cash Section Chief/ Assistant
	1.2 Prepares the payslip and have it checked by the Cash Section Chief.	None		Cash Section Chief/ Assistant
	1.3 Email the scanned copy of the payslip to the requester.	None	1 day	Cash Section Chief/ Assistant
TOTAL			3 days	



8. Request for Photo and Video Documentation

SOD takes photos and videos of Bureau events.

Office or Division:	Special Operations Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BCS units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Ticket		Special Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Job Order Ticket.	1.1 Accept the Job Order Ticket.	None	5 minutes	Special Operations Division
	1.2 If meritorious, the request is approved by the SOD Chief.	None	5 minutes	<i>Division Chief,</i> Special Operations Division
	1.3 Undertake photo or video documentation.	None	1 day	<i>Photographer/ Videographer,</i> Special Operations Division
	1.4 Post-process the photo or video taken.	None	2 days	<i>Photographer/ Videographer,</i> Special Operations Division
	1.5 Send final output to requesting unit.	None	10 minutes	<i>Photographer/ Videographer,</i> Special Operations Division
2. Receive photo or video.		None	2 minutes	
TOTAL			3 days, 22 minutes	



9. Request for Photocopying Documents

All documents incoming/issued by the Bureau that requested photocopying.

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Photocopy Request Form		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Photocopy Request Form along with the document/s to be photocopied.	1.1 Receive and check the completeness of the Photocopy Request Form.	None	1 minute	Administrative Aide VI (AA VI)
	1.2 Check the document/s then approve the request.	None	2 minutes	Administrative Officer III
	1.3 Photocopy the document/s.	None	2 minutes	AA VI
2. Receive the original and photocopied document/s then sign on the request form to acknowledge receipt.	2.1 Return the original and photocopied document/s.	None	1 minute	AA VI
TOTAL			6 minutes	



10. Request for Purchase

Purchase Request applies or process for purchasing of equipment, supplies and materials and other goods needed by divisions/sections which are not available on stock. It shall be prepared by the end-user stating the specifications of the requested item, quantity and there must be a brief explanation of the purpose why the supplies/goods/equipment is/are being requested.

Office or Division:	Finance and Administrative Division – Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property and Supply Request Form		Property and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepared and submits to Property and Supply Section the approved Purchase Request (with Budget Stamp and HOA's signature)	1.1. Receives three (3) copies of the approved Purchase Request (PR) with attached supporting documents from the Requisitioning unit.	None	Turn around time 30 minutes	Administrative Aide VI (AA VI)
	1.2. Assigns Control Number and record in the PR logbook. Attach BCS BAC-PR Resolution and BAC Transparency Form	None	Turn around time 30 minutes	AA VI
	1.3. Reviews and examine the completeness of the entries or specifications and attachments.	None	Turn around time 30 minutes	Administrative Officer III
	1.4. Routes to BAC Chairman and members to sign the BCS BAC-	None	Turn around time 1 CD	AA IV / BAC Chairman / BAC Members / Admin. Officer V (Budget)



	PR Resolution to determine the mode of procurement and to Budget Section to sign the BAC Transparency Form			
	1.5. Forwards to the Head of Agency or Director for the approval of BAC-PR Resolution.	None	Turn around time 3 CDs	AA IV / Director IV
	1.6.a. Less Than P50,000.00 Receives the approved documents and prepare Request for Quotation and send to at least three (3) suppliers. b. More Than P50,000.00 Receives the approved documents. Prepare Request for Quotation and shall be posted in the Philgeps website and send the RFQs to at least three (3) suppliers. c. Public Bidding (P1,000,000 above) Receives the approved documents shall be posted in the Philgeps website. (RA 9184 and its IRR)	None	Turn around time 4 CDs 4 CDs 36 - 136 CDs	Administrative Assistant III (ADAS III) / AO III / BAC Chairman / BAC Members / HOPE
	1.7. Receives at least three (3) quotation from suppliers and prepare Abstract of Canvass	None	Turn around time 1 CD	ADAS III



	1.8. Routes to BAC Chairman and members to sign the AOC.	None	Turn around time 1 CD	AA IV / AO III / BAC Chairman / BAC Members
	1.9. Prepares PO/ WO and forwards to Budget Section for ORS preparation	None	Turn around time 1 CD	ADAS III / AO III
	1.10. Receives approved PO/JO and notify the winning bidder through phone/email/fax to receive and affix conforme signature and delivers the goods/services.	None	“Depends on the delivery terms as stated in the Contract/PO/WO (7,15,40,45 CDs)	ADAS III
	1.11. Receives the goods or services together with the Inspection Team.	None	Turn around time 1 CD	AO III / Inspection Team
	1.12. Prepares IAR right after the delivery.	None	Turn around time 1 CD	ADAS III / AO III / Inspection Team
	1.13. Prepares Disbursement Voucher and forwards to the Accounting Section together with all the required attachment for the processing of payment.	None	Turn around time 1 CD	ADAS III / AO III
TOTAL				



11. Request for Repair/Maintenance

Request for repair or maintenance.

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair and Accomplishment Form F-FGS-011		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures, Fill-up legibly the request form F-FGS-011.	1.1 Receive the documents	None	2 minutes	Chief, General Services Section or Designated Personnel in the office
	1.2 Schedule time of inspection.	None	Open	Chief, General Services Section or Designated Personnel in the office
	1.3 Conduct Inspections or checks the nature of repair /maintenance to be done.	None		Chief, General Services Section or Designated Personnel in the office
	1.4 Process documents	None	5 minutes	Chief, General Services Section or Designated Personnel in the office
2. Follow-up for the status of request.	2.1 Informs the requesting party as	None	5 minutes	Chief, General Services



	to the status of their respective request/ or action taken.			Section or Designated Personnel in the office
TOTAL			12 minutes	



12. Request for Requisition and Issuance

Requisition and Issue Slip (RIS) form shall be used for requesting of supplies/goods/semi-expendable items and other equipment on stock. It shall be prepared by requisitioner stating the specifications of the requested item, quantity and there must be a brief explanation of the purpose why the supplies/goods/ semi-expendable items and other equipment is/are being requested.

Office or Division:	Finance and Administrative Division – Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property and Supply Request Form		Property and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Requisition and Issue Slip (RIS) form.	1.1 Receives approved Requisition and Issue Slip (RIS) in three (3) copies from Requisitioning Unit.	None	1 minute	Administrative Aide VI (AA VI)
	1.1 Reviews and verifies RIS as to completeness of information.	None	1 minute	AA VI
	1.2 Assigns control number. Logs in RIS Logbook.	None	1 minute	AA VI
	1.3 Issues stocks to the requesting personnel.	None	1 minute	AA VI
	1.4 Requests requisitioner to sign in the “Received by” and files the RIS.	None	1 minute	AA VI
2. Receives the document and signs the receiving copy or logbook.				
TOTAL			5 minutes	



13. Request for Retrieval of Records

Documents and Records for Retrieval.

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Bureau of Communications Services’ employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Document Retrieval Request Form		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Document Retrieval Request Form.	1.1 Receive the request form.	None	1 minute	Administrative Aide VI (AA VI)
	1.2 Check the completeness of the request form then approve the request.	None	1 minute	Administrative Officer III (AA III)
	1.3 Retrieve the records.	None	1 day	AA III or AA VI
2. Receive the requested document(s) and sign in the request form to acknowledge receipt of the document requested.	2.1 Release the requested document(s). a.) log the records in the logbook for charge out; and, b.) photocopy the requested document if needed.	None	3 minutes	AA VI
TOTAL			1 day and 5 minutes	



14. Request for Routing of Outgoing Documents (Messengerial)

Release official document/s to its proper recipients.

Office or Division:	Finance and Administrative Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Bureau of Communications Services' employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Messengerial Request Form		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Messengerial Request Form along with the official document(s) to be delivered.	1.1 Accept the request form.	None	1 minute	Administrative Aide VI (AA VI)
	1.2 Check the completeness of the document(s) then approve and process the request.	None	2 minutes	AA VI
	1.3 Record in the logbook the outgoing document(s).	None	1 minute	AA VI
	1.4 Deliver the outgoing document(s).	None	1 day	AA VI
2. Secure the Receiving Copy of the delivered document(s).	2.1 Return the signed Receiving Copy.	None	1 minute	AA VI
TOTAL			1 day and 5 minutes	



15. Request for Status of Funds

The Budget Section provides the current Status of Funds for each division as per the Division Chief's request.

Office or Division:	Finance and Administrative Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BCS requesting unit/section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Status of Funds Request Form		Budget Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Status of Funds Request Form.	1.1 Receive the request form.	None	1 minute	Administrative Aide VI (AA VI)
	1.2 Review the current available funds allocated for the requesting division per disbursements and OBRS issued.	None	1 to 2 days	Budget Section Chief
	1.3 Print the report.	None	1 minute	Budget Section Chief
	1.4 Once completed, log the report in the 'Outgoing' logbook and release to the requesting unit.	None	1 minute	AA VI
TOTAL			2 days and 3 minutes	



16. Request for Service Record (External Client)

Request for Service Record by former BNFI/BCS employees.

A. Face-to-Face Transaction

Office or Division:	Finance and Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Action Request Form		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Personnel Action Request Form.	1.1 Accept the Personnel Action Request Form and check the completeness of data.	None	1 minute	Administrative Assistant II (AA II)
	1.2 Locate index card of former employee for data.	None	5 minutes	AA II
	1.3 If the record is not available, request assistance from Records Section for the retrieval of 201 file of former employee.	None	1 day	Records Section
	1.4 Prepare the requested service record.	None	5 minutes	AA II
	1.5 Submit the Service Record to Personnel Section Chief for checking.	None	1 minute	AA II
	1.6 Sign the Service Record.	None	1 minute	Chief, Personnel Section



	1.7 If there is no error in the Service Record, log in the logbook and release the Service Record to the requesting employee.	None	2 minutes	AA II
TOTAL			1 day & 15 minutes	

B. Online Transaction

Office or Division:	Finance and Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request by email to bcshuman-resource@gmail.com	1.1 Check email request and all the data if complete.	None	1 minute	Administrative Assistant II (AA II)
2. Give details of their request e.g. complete name, date of employment, position, etc.	2.1 Locate index card of former employee for data.	None	5 minutes	AA II
	2.2 If no record available, request assistance of Records Section for archived 201 file of former employee.	None	1 day	Records Section
	2.3 Prepare the requested service record.	None	5 minutes	AA II



	2.4 Submit the Service Record to Personnel Section Chief for checking.	None	1 minute	AA II
	2.5 Sign the Service Record.	None	1 minute	<i>Chief, Personnel Section</i>
	2.6 Scan the service record and create file	None	1 minute	AA II
	2.7 Email back the requestor and attached the scanned service record	None	1 minute	AA II
TOTAL			1 day & 15 minutes	



17. Request for Service Record (Internal Client)

Request for Service Records by BCS employees. (Internal Client)

A. Face-to-Face Transaction

Office or Division:	Finance and Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Action Request Form		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Personnel Action Request Form.	1.1 Accept the Personnel Action Request Form and check the completeness of data.	None	1 minute	Administrative Assistant II (AA II)
	1.2 Locate index card of current employee for data.	None	2 minutes	AA II
	1.3 Update the index card and prepare the requested service record.	None	5 minutes	AA II
	1.4 Submit the Service Record to the Personnel Section Chief for checking.	None	1 minute	AA II
	1.5 Sign the Service Record.	None	1 minute	Chief, Personnel Section
	1.6 If there is no error in Service Record, log in the logbook and release the Service Record to the requesting employee.	None	2 minutes	AA II



2. Receive the Service Record.		None	5 seconds	
TOTAL			12 minutes and 5 seconds	

B. Online Transaction

Office or Division:	Finance and Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request by email to bcshuman-resource@gmail.com or fb messenger	1.1 Check email or on-line request.	None	1 minute	Administrative Assistant II (AA II)
	1.2 Locate Service Record file copy of employee for data updating.	None	15 minutes	AA II
	1.3 Prepare and submit through on-line the Service Record to Personnel Section Chief for checking.	None	2 minutes	AA II
	1.4 Checks the Service Record and approve for e-signature.	None	2 minutes	Chief, Personnel Section
	1.5 Received approval and affixes e-signature of Chief Personnel Section	None	1 minute	AA II
	1.6 E-mail back the employee and attached the service record	None	1 minute	AA II
TOTAL			22 minutes	



18. Request for Uploading or Posting of Content for the BCS Website and Social Media

SOD uploads content to the BCS Website (www.bcs.gov.ph) and Social Media accounts for and in behalf of BCS units.

Office or Division:	Special Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BCS units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Ticket		Special Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Job Order Ticket.	1.1 Accept the Job Order Ticket.	None	5 minutes	Special Operations Division
	1.2 If meritorious, the request is approved by the SOD Chief.	None	5 minutes	<i>Division Chief, Special Operations Division</i>
2. Send content for uploading or posting.	2.1 Upload or post content.	None	10 minutes	<i>Website/ Social Media Administrator, Special Operations Division</i>
TOTAL			20 minutes	



19. Request for Validation of Availability of Allotment (Purchase Request)

The Budget Section approves the Source of Funding for the Availability of Allotment (Purchase Request).

Office or Division:		Budget Section		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Agency Procurement Request/ Purchase Request		Budget Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Approved Agency Procurement Request/ Purchase Request	1.1 Receives the request form.	None	1 minute	Administrative Aide VI (AA VI)
	1.2 Checks if the request is specified in the division's current approved PPMP.	None	15 minutes	Budget Section Chief
	1.3 Signs and fills the required information in the Source of Funding portion in the Purchase Request.	None	10 minutes	Budget Section Chief
	4. Once signed and completed, logs the PR in the 'Outgoing' Log Book and submits to the Supply Section for processing.	None	1 minute	AA VI
TOTAL			27 minutes	



20. Request for Various Office Issuances

Request for Issuance of Special Order, Travel Order and Office Order by Division/ Section concern.

A. Face-to-Face Transaction

Office or Division:	Finance and Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Action Request Form		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Personnel Action Request Form.	1.1 Accept the Personnel Action Request Form and check the completeness of data.	None	1 minute	Administrative Assistant II (AA II)
	1.2 Prepare the Special Order / Travel Order / Office Order.	None	15 minutes	AA II
	1.3 Submit the Special Order/Travel Order/ Office Order to Personnel Section Chief for checking.	None	1 minute	AA II
	1.4 Affix the initial to the document.	None	1 minute	Chief, Personnel Section
	1.5 Receive the document(s) and submit to FAD Chief for his initial.	None	1 minute	AA II
	1.6 Receive the document(s) from	None	2 minutes	AA II



	FAD Chief; log in the logbook and submit to the Office of the Director for approval then forward to Records Section for routing.			
TOTAL			21 minutes	

B. Online Transaction

Office or Division:	Finance and Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request by email to bcshuman-resource@gmail.com or fb messenger	1.1 Check email / messenger request and all the data if complete.	None	2 minutes	Administrative Assistant II (AA II)
2. Give details of their request e.g. complete name, date of event, location, etc.	2.1 If incomplete data send back reply to requestor.	None	1 minute	AA II
	2.2 If all data is complete, prepares the requested issuances.	None	15 minutes	AA II
	2.3 Submit the issuances on-line to Personnel Section Chief for checking	None	1 minute	AA II
	2.4 Checks and approve on-line for release to FAD Chief.	None	2 minutes	Chief Personnel Section



	2.5 Receive the document and submit to FAD Chief through on-line for approval.	None	2 minutes	AA II
	2.6 Receive reply from FAD Chief through online approval.	None	1 minute	AA II
	2.7 Log in to log book and submit to the Office of the Director through on line for approval and affixing e-signature.	None	2 minutes	AA II
	2.8 Releases to Record Section or post it to chat group portal per division	None	1 minute	AA II
TOTAL			27 minutes	



21. Request for Vehicle Service

Request of vehicle service on official errands and appointments.

Office or Division:	Finance and Administrative Division – General Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Request Form		General Services Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online vehicle request via: (text messaging, messenger, or viber)	1.1 Reply or notify that the online vehicle requests are received. (Online request will serve as advanced notification. They are still required to fill Vehicle Request Form upon their arrival in the office)	None	3 minutes	<i>Chief</i> , General Services Section or Designated Personnel in the office
2. Secure and fill-up the Vehicle Request Form F-FGS-001 provided in front of GSS window.	2.1 Receives the documents. - Verifies the correctness and completeness of data entry -Only complete and legibly filled-up Vehicle Request Form will be accepted.	None	5 minutes	<i>Chief</i> , General Services Section or Designated Personnel in the office
3. Sign the General Services Requestor Logbook provided in front of General Services Section window.	3.1 Checks the data entry vs. submitted vehicle request form. -Review and process the requests.	None	2 minutes	<i>Chief</i> , General Services Section or Designated Personnel in the office



4. Follow-up for the status of vehicle usage.	4.1 Inform the requesting party with the status of their respective request.	None	2 minutes	Chief, General Services Section or designated personnel
TOTAL			14 minutes	



22. Request for Whitelisting for Land Bank Salary Loan Application

Whitelist Land Bank Salary Loan is only for regular employees with not less than a year in the service at the Bureau.

Office or Division:	Finance and Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Section Request Form		Cash Section		
Land Bank Prescribed Whitelist Template		Cash Section		
Xerox Copy of Payroll (1 month)		Accounting Section		
Certification of Accuracy and Veracity of the Whitelist Template		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and sign Cash Section request form and submit to Cash Section.	1.1 Receive and approve the Cash Section request form and issue Whitelist Template.	None	1 day	Cash Section Chief/Assistant
2. Fill out Whitelist Template and have it signed by the Personnel Section Chief.		None		Internal Client
3. Return accomplished Whitelist Template to the Cash Section together with complete requirements.	3.1 Receive accomplished Whitelist Template and encode the information to LBP Mobile Loan Saver (LMLS) Blank Whitelist. Save the file and burn to CD-R and submit to Land Bank of the Philippines.	None	10 minutes	Cash Section Assistant



4. Wait for Land Bank's notification sent via text message and e-mail.				
TOTAL			1 day	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>A client may give his/her feedback about the services of the BCS by accomplishing a feedback form found online at https://bcs.gov.ph/feedback-form/.</p> <p>For feedback requiring answers, a client may contact the Planning Division at 8734-3147 or at planningdivisionbcs@gmail.com.</p>
How feedback is processed?	<p>Every Tuesday and Thursday, a Planning Division staff checks for feedbacks received on the e-mail account planningdivisionbcs@gmail.com.</p> <p>For feedback requiring answers, the Planning Division staff shall forward the feedback to the concerned division and is required to answer within three days upon the receipt of the feedback.</p> <p>Clients may follow up their feedback/inquiries at 8734-3147 or at planningdivisionbcs@gmail.com.</p>
How to file complaints?	<p>A client may file a complaint against BCS by providing the following details via e-mail:</p> <ul style="list-style-type: none"> - Complainant's Information (Full Name, Address, E-mail Address, and Contact Number) - Name of the person being complained - Narrative of the complaint - Evidences <p>This should be sent to planningdivisionbcs@gmail.com.</p>
How complaints are processed?	<p>Every Tuesday and Thursday, a Planning Division staff checks for complaints received on the e-mail account planningdivisionbcs@gmail.com.</p> <p>The staff shall forward the complaint to the relevant office for explanation. The bureau will conduct an investigation and the Planning Division staff will create a report after the investigation to be submitted to the Head of Agency for appropriate action.</p>



	<p>A response will be given to the complainant within 7 working days after the complaint was filed.</p> <p>Clients may follow up about their complaints at 8734-3147 or at planningdivisionbcs@gmail.com.</p>
<p>Contact information of national feedback and complaints centers</p> <p>Anti-Red Tape Authority (ARTA)</p> <p>Presidential Complaints Center (PCC)</p> <p>Contact Center ng Bayan (CCB)</p>	<p>Hotline: 1-ARTA (2782) Email: complaints@arta.gov.ph Website: http://arta.gov.ph/pages/complaintform.php</p> <p>Hotline: 8888 Email: pcc@malacanang.gov.ph Website: https://op-proper.gov.ph/presidential-actioncenter/</p> <p>Hotline: 1-6565 (Ph 5.00 + VAT per call anywhere in the Philippines via PLDT landlines) SMS: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Director	2/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 111 Email address: pduque@bcs.gov.ph bcsdirector.pcoo@gmail.com
Special Production Divison	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8736-5171 to 72 Email address: eileencruzdavid@gmail.com
Special Operations Divison	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8736-6586 Email address: justinerey.bcs@gmail.com
Planning Division	2/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2147 Email address: planning_bcs@yahoo.com
Finance and Administrative Division		
Division Chief	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 517 Email address: traff1300@gmail.com
Accounting Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 517 Email address: krizzel.ann.pacheco@gmail.com
Budget Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 142 Email address: mabiniabroguena@gmail.com



Cash Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 512 Email: mvddios_reyes@yahoo.com
General Services Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 517 Email: rbz_zabala@yahoo.com.ph
Personnel Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 523 Email: ranosamylene_twin@yahoo.com
Property and Supply Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 515 Email: nikkirose8183@gmail.com
Records Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 514 Email: reysondelgado08@yahoo.com

