



BUREAU OF COMMUNICATIONS SERVICES

CITIZEN'S CHARTER
March 2022 Edition



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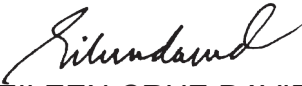
Foreword

The Bureau of Communications Services (BCS), under the control and supervision of the Presidential Communications Operations Office (PCOO), is mandated to communicate the thrusts, priorities, and accomplishments of the President and the government through its print publications, special events, visual exhibitions, promotional merchandise, website development, and social media presence.

The BCS heeds the call of President Rodrigo Roa Duterte to expedite and streamline the government process for effective, efficient, and transparent governance. Through this, the BCS was able to identify reform successes and areas of improvement in our operation that are critical, all of which contributed to providing a more “comfortable life for all Filipinos”.

As mandated by Republic Act No. 11032, requiring all government agencies to have a Citizen’s Charter, the Bureau translates the ARTA standards into policies and programs that promote efficiency in government service that benefit our clients and the public over the years.

This Citizen’s Charter highlights our commitment to championing the ease of doing business with complete transparency in all our operations. Further, it serves as an indelible ink of our pledge for a People-Centered, Clean, and Efficient Governance as we inform, engage, and empower the Filipino citizens through effective and sustainable communication services.


EILEEN CRUZ-DAVID
Officer-in-Charge



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 (Low Volume)	12
4. Production of IEC Materials - Printed (High Volume)	14
5. Production of Photo Exhibit	18
6. Request for Copies of Publications	20
Internal Services	
1. Request for Certificate of Last Payment	24
2. Request for Certificates from Human Resource Management Section	26
3. Request for Documents from Accounting Section	28
4. Request for Information Technology Services	30
5. Request for In-house Printing Services	31
6. Request for Copies of BCS Printed Publications	33
7. Request for Photo and Video Documentation	35
8. Request for Photocopying Documents	36
9. Purchase Request (Mode of Procurement: Shopping, Direct Contracting and Negotiated Procurement)	37
10. Purchase Request (Mode of Procurement: Public Bidding)	40
11. Request for Repair/Maintenance	45
12. Request for Requisition and Issuance	47
13. Request for Retrieval of Records	48
14. Request for Routing of Outgoing Documents (Messengerial)	49
15. Request for Service Record (External Client)	50
16. Request for Service Record (Internal Client)	53
17. Request for Uploading or Posting of Content for the BCS Website and Social Media	56
18. Request for Validation of Availability of Allotment (Purchase Request)	57
19. Request for Various Office Issuances (Internal Client)	58
20. Request for Vehicle Service	61
21. Request for Land Bank Salary Loan Application	63



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 activities.

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 may be sent through e-mail (please see list of e-mail addresses at page 67).	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 working 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 working day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 working days & 3 minutes	Property and Supply Section
	3.2 Undertake logistical preparations.	None	6 working days	Special Operations Division
	3.3 Ingress	None	4 hours	
	3.4 Implement event.	None	1 working 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 may be sent through e-mail (please see list of e-mail addresses at page 67).	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 working 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 working day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 working days & 3 minutes	Property and Supply Section
	3.2 Develop digital IEC materials.	None	7 working days	Special Operations Division and/or Special Production Division
	3.3 Deliver digital IEC materials.	None	1 working 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 (Low Volume)

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.

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 may be sent through e-mail (please see list of e-mail addresses at page 67).	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 working 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 working day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 working days & 3 minutes	Property and Supply Section
	3.2 Produce prototype.	None	4 hours	Special Operations Division
4. Approve prototype.	4.1 Receive approved prototype.	None	30 minutes	
	4.2 Mass produce printed IEC materials.	None	7 working days	Special Operations Division
	4.3 Deliver printed IEC materials.	None	1 working day	Special Operations Division
5. Receive printed IEC materials.		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	



4. Production of Information, Education, and Communication (IEC) Materials - Printed (High Volume)

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.

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 (OD)		
Printing Job Order Form		Office of the Special Production Division (SPD)		
Cost Estimate (with attached Terms and References)		Office of the Special Production Division (SPD)		
External Services Project Request (ESPR) Form		Planning Division (PD)		
Memorandum of Agreement (MoA)		External partner / clientele		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a request letter addressed to the Office of the Director. Scanned request letter can be e-mailed to... (please see e-mail address at list of office on page 67).	1.1 Receives the printing request from the external partner/ clientele; Cascades the request letter to the approving body through a communication platform; PD to prepare the External Services Project Request (ESPR) form and requires the SPD to prepare a cost estimate for the project.	None	One (1) working day	<i>External partner / clientele</i> <i>Director, Office of the Director</i> <i>Approving body [Planning Division (PD), Finance and Administrative Division (FAD), Special Production Division (SPD)]</i>
	1.2 Checks the	None	One (1)	<i>SPD Chief,</i>



	<p>details of the printing request. Prepares cost estimate and forwards the prepared cost estimate (with attached terms and conditions) to the PD for completion of the ESPR form. The SPD submits the cost estimate (with attached terms and conditions) to the PD and fills out the "Assessment" portion of ESPR form. PD submits the accomplished ESPR form with cost estimate (including the terms and conditions) to the OD. The OD informs the external partner / clientele of the approval of the said request.</p>		working day	<p><i>Publication Production Chief, Special Production Division</i></p> <p>Planning Division</p> <p><i>Director IV, Office of the Director</i></p>
<p>2. Reviews the cost estimate and terms and references. Once approved, prepares the Memorandum of Agreement (MoA).</p>		None	Seven (7) working days	<i>External partner / clientele</i>
	<p>2.1 Reviews the MoA; Approving body shall be informed of the contents of the MoA; Forwards to the external partner / clientele once duly</p>	None	Seven (7) working days	<p><i>Director, Office of the Director</i></p> <p><i>Approving body [Planning Division (PD), Finance and</i></p>



	approved.			<i>Administrative Division (FAD), Special Production Division (SPD)]</i>
3. Coordinates with the Property and Supply Section (PSS) of BCS regarding assistance in providing the list of possible suppliers.		None	One (1) working day	<i>Property and Supply Section Chief, Finance and Administrative Division</i>
4. Delivers the required materials and supplies to the Bureau.		None	One (1) working day	<i>External partner / clientele</i>
	4.1 Counterchecks the delivered supplies and materials to SPD.	None	One (1) working day	<i>Publication Production Chief, Printing personnel, Special Production Division</i>
	4.2 Prepares Printing Job Order form and other attachments for documentation.	None	Five (5) minutes	<i>Publication Production Chief, Special Production Division</i>
5. Accomplishes the required documented information and submits back to the SPD.		None	One (1) working day	<i>External partner / clientele</i>
	5.1 Produce a prototype for the external partner/clientele's approval	None	Twenty (20) minutes	<i>Printing staff, Special Production Division</i>
6. Approves prototype.		None	Ten (10) minutes	<i>External partner/clientele</i>



	6.1 Receives approved prototype.	None	Five (5) minutes	<i>SPD Chief/ Publication Production Chief, Special Production Division</i>
	6.2 Mass produce requested item/s.	None	Seven (7) working days* *500 cps. or less – 5 working days; 501 - 2,000 cps. – 20 working days; 2,001 copies and above – 30 working days <i>Working days may vary depending on the receipt of approved final file/ design/proposal</i>	<i>Printing staff, Special Production Division</i>
	6.3. Deliver the requested item(s).	None	One (1) working day	<i>Circulation Section staff, Special Production Division</i>
7. Receives printed item/s.		None	Five (5) minutes	<i>External partner/ clientele</i>
8. Answers feedback form. (optional)	8.1 Receives feedback form.	None	Five (5) minutes	<i>Circulation Section staff, Special Production Division</i>
	TOTAL		28 working days and 50 minutes	



5. 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 may be sent through e-mail (please see list of e-mail addresses at page 67).	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 working 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 working day	
3. Transfer materials and/or project funds to BCS based on the approved cost estimate.	3.1 Procure needed materials.	None	9 working days & 3 minutes	Property and Supply Section
	3.2 Develop photo exhibit.	None	6 working days	Special Operations Division
	3.3 Deliver photo exhibit.	None	1 working 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 working day	Special Operations Division
	TOTAL		19 working days, 2 hours, and 5 minutes	



6. Request for Copies of BCS Printed Publications

Request of available printed publications produced by the Bureau including GAD publications.

Office or Division:	Special Production Division			
Classification:	Simple			
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 (OD)		
Request for Copy of Printed Materials/ Publications form		Office of the Special Production Division (SPD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a request letter addressed to the Office of the Director. Scanned request letter can be e-mailed to... (please see e-mail address at list of office on page 67).	1.1 Receives the request from other agency; Cascades the request letter to the approving body through a communication platform	None	One (1) working day	Requesting government agency <i>Director, Office of the Director</i> Approving body [<i>Special Production Division (SPD) /GFPS</i>]
	1.2 Checks the details of the request; Checks availability of copies; The approving body informs the external partner/clientele of the approval of the said request	None	One (1) hour	<i>SPD Chief, Circulation Section</i> <i>Chief, Special Production Division;</i> Other approving body (e.g., GFPS)
2. Accomplishes the Request for Copy	2.1 Receives the request form	None	One (1) working day	Requesting government



of Printed Materials/ Publications form and submits				agency Special Production Division (SPD) – Circulation Section
	2.2 Packs copies of publication according to requested number of copies; Prepares Delivery Receipts	None	Two (2) hours	<i>Administrative Aide IV,</i> Circulation Section
	2.3 Informs the requesting agency that available and packed copies are ready for pick up	None	5 minutes	<i>Administrative Aide IV,</i> Circulation Section
3. Receives printed copies		None	Five (5) minutes	Requesting agency
4. Answers feedback form.	4.1 Receives feedback form.	None	Five (5) minutes	Requesting agency Special Production Division (SPD) – Circulation Section
	TOTAL		2 working days, 3 hours, 15 minutes	



Internal Services



1. 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. Fill out and sign 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	2 hours	Cash Section Chief/ Assistant
	1.2 Prepares the certificate and have it signed and certified by the Cash Section Chief and Chief Accountant.	None	5 hours	Cash Section Chief/ Assistant & Chief Accountant
	1.3 Informs the client that the certificate is ready for release.	None	1 working day	Cash Section Chief/ Assistant & Chief Accountant
TOTAL			1 working day, 7 hours	



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, approves the request and endorses to Cash Section Assistant for the preparation of the request.	None	1 working 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	1 working day	Cash Section Chief/ Assistant & Chief Accountant
	1.3 Email the scanned copy of the Certificate to the requester.	None	1 working day	Cash Section Chief/ Assistant & Chief Accountant
TOTAL			3 working days	



2. Request for Certifications from Human Resource Management Section (Internal Client)

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		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Personnel Request Form or Scan QR Code for request	1.1 Accept the Personnel Action Request Form and check 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	1 working day	AA II
	2.3 Submit the issuances to Personnel Section Chief for checking.	None	1 minute	Chief Personnel Section
	2.4 If correct/no error, logs in the logbook and releases to requesting employee	None	2 minutes	AA II
TOTAL			1 working day, 6 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		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Online Request Form or Scan QR Code for request	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	1 working day	AA II
	2.3 Submit the issuances on-line to Personnel Section Chief for checking.	None	1 minute	AA II
	2.4 5. Received approval and releases the certificate through on-line.	None	2 minutes	Chief Personnel Section
TOTAL			1 working day, 6 minutes	



3. 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	2 minutes	Administrative Assistant III (AA III)/ Accountant II
	1.2 Prepares the document requested	None	2 working days	Administrative Assistant III (AA III)/ Accountant II
	1.3 Signs the documents that need signature	None	2 minutes	Accountant III
	1.4 Scan signed document (if through email)	None	15 minutes	Administrative Assistant III (AA III)/ Accountant II
	1.5 Logs in the logbook or prepares a receiving copy	None	2 minutes	Administrative Assistant III (AA III)/ Accountant II
	1.6 Releases the document to the requestor and asks him/her sign in the logbook or on the	None	5 minutes	Administrative Assistant III (AA III)/ Accountant II



	receiving copy/ Email scanned document to requestor (if through email)			
2. Receives the document and signs the receiving copy or logbook / Acknowledge receipt of document emailed.				
TOTAL			2 working days, 26 minutes	



4. 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		
IT Service Request Form		Special Operations Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out IT Service Request Form.	1.1. Receives the request from IT Service System.	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	



5. 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 (SPD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills 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 Checks the details of the printing request and ensures that the printing request is executed based on the scope of work and required specifications.	None	Fifteen (15) minutes	<i>SPD Chief, Publication Production Chief, Special Production Division</i>
	1.3 Print prototype.	None	Four (4) hours	<i>Printing staff, Special Production Division</i>



2. Approves prototype.	2.1. Receives approved prototype.	None	Fifteen (15) minutes	<i>Requesting BCS unit; SPD Chief/ Publication Production Chief Special Production Division</i>
	2.2 Mass produce requested item/s	None	Three (3) working days	<i>Printing staff, Special Production Division</i>
	2.3 Deliver the printed item/s	None	One (1) working day	<i>Circulation section staff, Special Production Division</i>
3. Receive printed item(s)		None	5 minutes	
TOTAL		None	4 working days, 6 hours, and 35 minutes	

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



6. Request for Payslip

Request for original copy of payslip.

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 Request Form		Cash 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 Chief.	1.1 Receives and approves the Cash Section Request Form and endorses to Cash Section Assistant for the preparation of the payslip.	None	1 day	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 Informs the client that the payslip is ready for release.	None		Cash Section Chief/ Assistant
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 the Scanned Copy of Payslip.	1.1 Acknowledge receipt of the email, approves the request and endorses 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		Cash Section Chief/ Assistant
TOTAL			3 days	



7. 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, Special Operations Division</i>
	1.3 Undertake photo or video documentation.	None	1 working day	<i>Photographer/ Videographer, Special Operations Division</i>
	1.4 Post-process the photo or video taken.	None	2 working days	<i>Photographer/ Videographer, Special Operations Division</i>
	1.5 Send final output to requesting unit.	None	10 minutes	<i>Photographer/ Videographer, Special Operations Division</i>
2. Receive photo or video.		None	2 minutes	
TOTAL			3 working days, 22 minutes	



8. 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	2 minutes	Administrative Aide III / Administrative Officer III
	1.2 Check the document/s then approve the request.	None	3 minutes	Administrative Officer III
	1.3 Photocopy the document/s.	None	1 working day	Administrative Aide III / Administrative Officer III
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	3 minutes	Administrative Aide III / Administrative Officer III
TOTAL			38 minutes	



9. Purchase Request

(Mode of Procurement: Shopping, Direct Contracting and Negotiated Procurement)

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 5 minutes	Administrative Aide VI (AA VI)
	1.2. Assigns Control Number and record in the PR logbook. Attach BCS BAC-PR Resolution, BAC Transparency Form and PR Procedural Checklist	None	Turn around time 5 minutes	AA VI
	1.3. Reviews and examine the completeness of the entries or specifications and attachments.	None	Turn around time 10 minutes	Administrative Officer III
	1.4. Routes to BAC Chairman and members to sign the	None	Turn around time	AA IV / BAC Chairman / BAC Members



	BCS BAC- PR Resolution to determine the mode of procurement and to Budget Section to sign the BAC Transparency Form		1 Calendar Day	/ Admin. Officer V (Budget)
	1.5. Forwards to the Head of Agency or Director for the approval of BAC-PR Resolution.	None	Turn around time 7 Calendar Days	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.	None	Turn around time 4 Calendar Days 4 Calendar Days	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 Calendar Day	ADAS III
	1.8. Routes to BAC Chairman and members and to Head of Agency or Director for the approval sign of the AOC, BAC Reso and NOA.	None	Turn around time 3 Calendar Days	AA IV / AO III / BAC Chairman / BAC Members/HOA



	1.9. Prepares PO/ WO and forwards to Budget Section for ORS preparation and for approval of Accounting Chief and Head of Agency or Director	None	Turn around time 7 Calendar Days	ADAS III / AO III/ Budget Officer/ Accountant/ HOA
	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 Con- tract/PO/ WO (7,15,30 Calendar Days)	ADAS III
	1.11. Receives the goods or services together with the Inspection Team.	None	Turn around time 1 Calendar Day	AO III / Inspection Team
	1.12. Prepares IAR right after the delivery and forward to end-user for acceptance of goods/ services	None	Turn around time 1 Calendar Day	ADAS III / AO III / Inspection Team/ End-user
TOTAL			55 Calendar Days and 20 Minutes	



10. Purchase Request

(Mode of Procurement: Public Bidding)

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:	Complex			
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 5 minutes	Administrative Aide VI (AA VI)
	1.2. Assigns Control Number and record in the PR logbook. Attach BCS BAC-PR Resolution, BAC Transparency Form and PR Procedural Checklist	None	Turn around time 5 minutes	AA VI
	1.3. Reviews and examine the completeness of the entries or specifications and attachments.	None	Turn around time 10 minutes	Administrative Officer III
	1.4. Routes to BAC Chairman and members to sign the	None	Turn around time	AA IV / BAC Chairman / BAC Members



	BCS BAC- PR Resolution to determine the mode of procurement and to Budget Section to sign the BAC Transparency Form		1 Calendar Day	/ Admin. Officer V (Budget)
	1.5. Forwards to the Head of Agency or Director for the approval of BAC-PR Resolution.	None	Turn around time 7 Calendar Days	AA IV / Director IV
	1.6. If the documents are complete, BAC Secretariat schedule for a Pre-procurement Conference	None	Turn around time 1 Calendar Day	Administrative Assistant III (ADAS III) / AO III / BAC Chairman / BAC Members / End-User / TWG
	1.7. Advertisement of Invitation to Bid/ Request for Expression of Interest posting to PhilGEPS Website	None	Turn around time 7 Calendar Days	BAC Secretariat
	1.8. Conduct of Pre-Bid Conference	None	Turn around time 1 Calendar Day	Administrative Assistant III (ADAS III) / AO III / BAC Chairman / BAC Members / End-User / TWG/ COA/ Observer/ Prospective Bidder
	1.9. Deadline of Submission and	None	Turn around time	Administrative Assistant III



	Receipt of Bids		12 Calendar Days	(ADAS III) / AO III
	1.10. Conduct of Bid Opening	None	Turn around time 1 Calendar Day	Administrative Assistant III (ADAS III) / AO III / BAC Chairman / BAC Members / End-User / TWG/ COA/ Observer/ Bidder
	1.11. Conduct of Bid Evaluation	None	Turn around time 1 Calendar Day	Administrative Assistant III (ADAS III) / AO III / BAC Chairman / BAC Members / End-User / TWG/ COA/ Observer
	1.12. Conduct of Post-Qualification	None	Turn around time 45 Calendar Days	Administrative Assistant III (ADAS III) / AO III / BAC Chairman / BAC Members / End-User / TWG/ COA/ Observer
	1.13. Preparation of Post Qualification Report and forward to BAC and TWG for approval	None	Turn around time 1 Calendar Day	BAC Secretariat/ Bac Chairman/ BAC Member/ TWG
	1.14. Preparation of BAC Resolution Recommending to award and Notice of Award for approval of BAC	None	Turn around time 1 Calendar Day	BAC Secretariat/ Bac Chairman/ BAC Member



	1.15. Forwards to the Head of Agency or Director for the approval of BAC-Resolution Notice of Award.	None	Turn around time 15 Calendar Days	BAC Secretariat/ Director IV
	1.16. Transmit the approved Notice of Award to the supplier for the compliance of surety/performance bond and Contract Preparation and Signing	None	Turn around time 10 Calendar Days	BAC Secretariat
	1.17. Forwards to the Head of Agency or Director for the approval of Contract	None	Turn around time 20 Calendar Days	ADAS III / Director IV
	1.18. Prepares PO/ WO and forwards to Budget Section for ORS preparation and for approval of Accounting Chief and Head of Agency or Director	None	Turn around time 2 Calendar Days	ADAS III / AO III/ Budget Officer/ Accountant III
	1.19. Receives approved PO/ WO and notify the winning bidder through phone/ email/fax to receive and affix conforme signature	None	Turn around time 1 Calendar Days	ADAS III
	1.20. Prepare Notice to Proceed and notify the winning bidder through phone/email/ fax to receive and affix conforme	None	Turn around time Depends on the delivery terms as	ADAS III / AO III



	signature for the delivery of goods		stated in the Contract/PO/WO (30,40,45 Calendar Days)	
	1.21. Receives the goods or services together with the Inspection Team.	None	Turn around time 1 Calendar Days	AO III / Inspection Team
	1.22. Prepares IAR right after the delivery and forward to end-user for acceptance of goods/ services	None	Turn around time 1 Calendar Day	ADAS III / AO III / Inspection Team/ End-user
TOTAL			173 Calendar Days and 20 Minutes	



11. Request for Repair/Maintenance

Request for repair or maintenance.

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		
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 for repair or maintenance/Job Order Request Form.	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	1 hour	Chief, General Services Section or Designated Personnel in the office
	1.3 Conduct Inspections or checks the nature of repair /maintenance to be done. (Inspection will be conducted within the day on all Request receives before 11:30 am; and; Requests receives after the above time will be inspected on the following day.	None	1 hour	Chief, General Services Section/ Maintenance Staff



	1.4 Process documents	None	1 working day	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 to the status of their respective request/ or action taken.	None	1 working day	Chief, General Services Section/ Maintenance or Utility
	2.2 If repair and maintenance needs supplies and materials and to be conducted by external party	None	30 working days	Chief, General Services Section/ Maintenance Staff
TOTAL			32 working days, 2 hours and 2 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 Assistant III (AA III)
	1.2 Reviews and verifies RIS as to completeness of information.	None	1 minute	Administrative Assistant III (AA III)
	1.3 Assigns control number. Logs in RIS Logbook.	None	1 minute	Administrative Assistant III (AA III)
	1.4 Issues stocks to the requesting personnel.	None	1 minute	Administrative Assistant III (AA III)
	1.5 Requests requisitioner to sign in the “Received by” and files the RIS.	None	1 minute	Administrative Assistant III (AA III)
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	2 minutes	Administrative Aide III / Administrative Officer III
	1.2 Check the completeness of the request form then approve the request.	None	5 minutes	Administrative Officer III
	1.3 Retrieve the records.	None	3 working days	Administrative Aide III / Administrative Officer III
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	5 minutes	Administrative Aide III / Administrative Officer III
		TOTAL		3 working days and 12 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	2 minutes	Administrative Aide III / Administrative Officer III
	1.2 Check the completeness of the document(s) then approve and process the request.	None	5 minutes	Administrative Officer III
	1.3 Deliver the outgoing document(s).	None	3 days	Administrative Aide III / Administrative Officer III
2. Secure the Receiving Copy of the delivered document(s).	2.1 Return the signed Receiving Copy.	None	3 minutes	Administrative Aide III / Administrative Officer III
TOTAL			3 working days and 10 minutes	



15. Request for Service Record (External Client)

Request for Service Record by former BNFI/BCS employees and GSIS.

A. Face-to-Face Transaction

Office or Division:	FAD-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 the Personnel Action Request Form or Fill-up Online Request Form/ Scan QR Code for request	1.1 Accept the Personnel Action Request Form and check all the data if complete.	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 no record available, request assistance of Records Section for archived 201 file of former employee.	None	1 working 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 correct/no error, log in the logbook and inform and release to requesting Employee.	None	2 minutes	AA II
TOTAL			1 working day & 15 minutes	

B. Online Transaction

On-line Request for Service Record by former BNFI/BCS employees and GSIS.

Office or Division:	FAD-HRMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Online Request Form or Scan QR Code for request	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	Administrative Assistant II
	2.2 If no record available, request assistance of Records Section for archived 201 file of former employee.	None	1 working day	Records Section
	2.3 Prepare the requested service record.	None	5 minutes	Administrative Assistant II



	2.4 Submit the Service Record to Personnel Section Chief for checking.	None	1 minute	Administrative Assistant 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	Administrative Assistant II
	2.7 Email back the requestor and attached the scanned service record	None	1 minute	Administrative Assistant II
TOTAL			1 working day & 15 minutes	



16. Request for Service Record (Internal Client)

Request for Service Records by BCS employees.

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. Fill out the Personnel Action Request Form or Fill-up Online Request Form/ Scan QR Code for request	1.1 Accept the Personnel Action Request Form and check all the data if complete.	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 no record available, request assistance of Records Section for archived 201 file of former employee.	None	1 working day	Record 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 correct/no error, log in the logbook and inform and release to requesting Employee.	None	2 minutes	Administrative Assistant II
TOTAL			1 working day & 15 minutes	

B. Online Transaction

On-line Request for Service Record BCS employees.

Office or Division:	FAD-HRMS			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Online Request Form or Scan QR Code for request	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.	1.2 Locate index card of former employee for data.	None	5 minutes	AA II
	1.3 If no record available, request assistance of Records Section for archived 201 file of former employee.	None	1 working day	Record 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	<i>Chief,</i> Personnel Section
	1.7 Scan the service record and create file	None	1 minute	Administrative Assistant II
	1.8 Email back the requestor and attached the scanned service record	None	1 minute	Administrative Assistant II
TOTAL			1 working day & 15 minutes	



17. 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	



18. 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	10-15 minutes	Budget Section Chief
	1.3 Signs and fills the required information in the Source of Funding portion in the Purchase Request.	None	5-10 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	Administrative Aide VI (AA VI)
TOTAL			27 minutes	



19. Request for Various Office Issuances (Internal Client)

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

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		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Personnel Request Form	1.1 Accept the Personnel Request Form and check the completeness of data.	None	2 minutes	Administrative Assistant II (AA II)
2. Give details of their request e.g. complete name, date of event, location, etc.	1.2 If incomplete data send back reply to requestor.	None	1 minute	AA II
	1.3 If all data is complete, prepares the requested issuances.	None	1 working day	AA II
	1.4 Submit the issuances to Personnel Section Chief for checking.	None	1 minute	Chief, Personnel Section
	1.5 Affix the initial to the document	None	1 minute	AA II
	1.6 Checks and approve for release to FAD Chief.	None	2 minutes	AA II



	1.7 Receive the document and submit to FAD Chief for initial.	None	2 minutes	AA II
	1.8 Receive reply from FAD Chief log in to log book and submit to the Office of the Director for approval.	None	1 minute	AA II
	1.9 Releases to Record Section for routing.	None	2 minutes	AA II
TOTAL		None	1 working day & 12 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		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Online Request Form or Scan QR Code for request	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	1 working day	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 on- line 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			1 working day & 12 minutes	



20. 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	10 minutes	<i>Chief</i> , General Services Section or Designated Personnel in the office
2. Secure and fill-up the Vehicle Request Form.	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.	3.1 Checks the data entry vs. submitted vehicle request form. -Review and process the requests.	None	5 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	15 minutes	Chief, General Services Section or designated personnel
5. Notify the General Services Section for any cancellation or reschedule request.	5.1 Inform the requesting party for the available slots for rescheduled request.	None	30 minutes	Chief, General Services Section
TOTAL			65 minutes	



21. Request for Land Bank Salary Loan Application

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 Loan Form		Cash Section		
Latest Original Copy of Payslip (3 mos.)		Cash 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 Chief.	1.1 Receives and approves the Cash Section request form and issue LBP Salary Loan Form.	None	2 hours	Cash Section Chief/Assistant
2. Fill out LBP Salary Loan Form. (Make sure to verify it the details provided are the same with your existing LBP Records/Update the account to LBP.		None	2 working days	Internal Client
3. Return accomplished and or verified LBP Salary Loan Form to the Cash Section together with the complete requirements. Wait	3.1 Receives accomplished and or verified LBP Salary Loan Form for encoding, generating and signing of Loan Transmittal Form both hardcopy and softcopy to be	None	4 Hours	Cash Section Assistant



for Land Bank's notification sent via text message and or e-mail.	submitted to Land Bank of the Philippines.			
TOTAL			2 working days and 6 hours	



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 Client Feedback Form found under the “Contact Us” menu of the BCS website.</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: 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 Email addresses: edavid.bcs@gmail.com / 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. 519 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. 518 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: ranosamylene_twin@yahoo.com



Cash Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 512 or 513 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. 313 Email: rbz_zabala@yahoo.com.ph
Human Resource Management Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 523 Email: bcshumanresource@gmail.com
Property and Supply Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2125 Email: supplyandprocurement@bcs.gov.ph
Records Section	G/F, 310 PCS Bldg., San Rafael Street, San Miguel, Malacañang Complex, Manila 1005	Contact Number: 8734-2120/32 loc. 514 Email: records@bcs.gov.ph

