



COMMISSION ON HUMAN RIGHTS

CITIZEN'S CHARTER



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I. MANDATE

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

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

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

II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

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

We pledge to:

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



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



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CENTRAL/REGIONAL OFFICES

FRONTLINE SERVICES

1. Issuance of Clearance for Central Office

The Commission on Human Rights (CHR) issues clearance to military/police officers, security sector, government employees and private citizen after thorough data check and verification and certify that the client has: 1) *no record of human rights violations*, 2) *with record of human rights violation*, or 3) *with pending resolution of human rights violation*.

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

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



5. Documentary Stamp (1 piece, PHP 25.00)		Bureau of Internal Revenue		
<u>Government Employees / Private Citizens</u> 1. Accomplished CHR Clearance Application Form (1 original) 2. Passport-size ID Picture (2 pieces, original) Note: Applicants belonging to the Security Sectors must be in uniform when picture is taken 3. Personal Data Sheet / Bio-data (1 original/authenticated) 4. Service Record / Certificate of Employment (1 original/authenticated) 5. Government / Company ID (1 photocopy) 6. Documentary Stamp (1 piece, PHP 25.00)		Clearance Unit/Downloadable from CHR website Government Employees / Private Citizens Government Employees / Private Citizens Government Employees / Private Citizens Government Office where applicant is currently employed / Company where the applicant is currently employed Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application and submit the required documents to the Clearance Unit For AFP personnel, the submission of application and required documents shall be through the	1. Check for completeness	None	15 Minutes *10 Minutes (if AFP)	<i>Chief</i> Internal Legal Services Division (ILSD)

designated Liaison Officer of the AFPCLOAC				
2. Wait for the availability of clearance	2. Verify from case database	None	2 Hours	Chief Internal Legal Services Division (ILSD)
	2.1. If applicant has a case: Transmittal to RO concerned	None	2 Days (mailing)	Chief Internal Legal Services Division (ILSD)
	2.2. Verification from case records	None	2 Hours	Chief Internal Legal Services Division (ILSD)
	2.3. Issuance of Certification re: case/s of applicant, if any, and transmit to CO	None	2 Days (mailing)	Chief Internal Legal Services Division (ILSD)
	2.4. Upon receipt of ROs response, or if applicant has no case/s, prepare Clearance/ Certification	None	2 Hours	Chief Internal Legal Services Division (ILSD)
	2.5. Sign Clearance/ Certification (certifying verification)	None	10 Minutes	Director Office of the Commission Secretary
	2.6. Sign Clearance/ Certification (recommending approval)	None	30 Minutes	Executive Director Office of the Executive Director
	2.7. Sign Clearance/ Certification (final approval)	None	10 Minutes	Chairperson Office of the Chairperson

	2.8. Issue Control Number and record in the logbook	None	10 Minutes	Chief Internal Legal Services Division (ILSD)
3. Receive Clearance/ Certification	3. Release Clearance/ Certification to the applicant or the designated Liaison Officer, AFPCLOAC (if AFP)	None	5 Minutes	Chief Internal Legal Services Division (ILSD)
TOTAL:		None	4 Days, 7 Hours, 20 Minutes *4 Days, 7 Hours, 15 Minutes (if AFP)	

Note: The CHR and AFP CLOAC entered into a Memorandum of Understanding on March 12, 2021, covering among others, the institutionalization of joint human rights clearance system.

2. Issuance of Clearance for Regional Office

The Commission on Human Rights (CHR) issues clearance to military/police officers, security sector, government employees and private citizen after thorough data check and verification and certify that the client has: 1) *no record of human rights violations*, 2) *with record of human rights violation*, or 3) *with pending resolution of human rights violation*.

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

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

(1 piece, PHP 25.00)				
<u>Government Employees / Private Citizens</u>				
1. Accomplished CHR Clearance Application Form (1 original)		Clearance Unit/Downloadable from CHR website		
2. Passport-size ID Picture (2 pieces, original)		Government Employees / Private Citizens		
Note: Applicants belonging to the Security Sectors must be in uniform when picture is taken				
3. Personal Data Sheet / Bio-data (1 original/authenticated)		Government Employees / Private Citizens		
4. Service Record / Certificate of Employment (1 original/authenticated)		Government Employees / Private Citizens		
5. Government / Company ID (1 photocopy)		Government Office where applicant is currently employed / Company where the applicant is currently employed		
6. Documentary Stamp (1 piece, PHP 25.00)		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the application and submit the required documents to the Records Section of the Regional Office	1. Check for completeness	None	15 Minutes	Administrative Officer IV Regional Office
2. Wait for the availability of clearance	2. Verification from case records and Issue Certification of No Pending Case (or Pending Case, if any)	None	1 Hour	Administrative Officer IV Regional Office

	2.1. Transmit CHR Application documents to CHR Central Office with the signed Certification	None	1 Day	<i>Administrative Officer IV</i> Regional Office
	2.2. Receive and record application	None	5 Minutes	<i>Administrative Officer IV</i> Regional Office
	2.3. Verification from case database	None	2 Hours	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.4. If applicant has a case: Transmittal to RO concerned	None	2 Days (mailing)	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.5. Verification from case records and Issuance of Certification of No Pending Case (or Pending Case, if any)	None	1 Hour	<i>Administrative Officer IV</i> Regional Office
	2.6. Transmit Certificate to Central Office	None	1 Day	<i>Administrative Officer IV</i> Regional Office
	2.7. Upon receipt of ROs response, or if applicant has no case/s, prepare Clearance/ Certification	None	2 Hours	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.8. Sign Clearance/ Certification (certifying verification)	None	10 Minutes	<i>Director</i> Office of the Commission Secretary
	2.9. Sign Clearance/ Certification	None	30 Minutes	<i>Executive Director</i>

	(recommending approval)			Office of the Executive Director
	2.10. Sign Clearance/ Certification (final approval)	None	10 Minutes	<i>Chairperson</i> Office of the Chairperson
	2.11. Issue Control Number and record in the logbook	None	10 Minutes	<i>Chief</i> Internal Legal Services Division (ILSD)
	2.12. Mail the Clearance/ Certification to the concerned Regional Office	None	1 Day	<i>Chief</i> Internal Legal Services Division (ILSD)
3. Receive Clearance/ Certification	3. Release Clearance/ Certification	None	5 Minutes	<i>Administrative Officer IV</i> Regional Office
TOTAL:		None	5 Days, 7 Hours, 25 Minutes	

3. Legal Advice and Counseling (Thru Phone)

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

Office or Division:	External Legal Services Division (Legal Division); Legal and Investigation Division (Regional Office)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Legal Division at (02) 8926-0454; or call or send a text or SMS to (0961) 450 8590 to request for legal advice.	1. Assign Lawyer	None	5 Minutes	<i>Director</i> Protection Office (if Central Office) or <i>Director</i> Regional Office (if Regional Office)
2. Provide details / information regarding the issue / concern and send pertinent documents via email, as may be required.	2. Discuss and evaluate the issue / concern with the client	None	5 Minutes	<i>Chief</i> External Legal Services Division (if Central Office) or <i>Chief</i> Legal and Investigation Division (if Regional Office)

3. Receive legal advice / Inquire on the schedule as to the availability of the endorsement letter addressed to the concerned office (original copy).	3. Provide legal advice / Prepare endorsement letter to be signed by the Assisting Lawyer, or the External Legal Services Division Chief, or the Regional Director, if the issue/concern of the client does not fall within the CHR's mandate/ jurisdiction and advise client of its availability.	None	10 Minutes (The time spent on the provision of appropriate legal advice may exceed the allotted time depending on the number and complexity of the legal issues involved)	<i>Director</i> Protection Office (if Central Office) or <i>Director</i> Regional Office (if Regional Office)
TOTAL:		None	20 Minutes	

Note: Previously, this was included in the Service Specification Table labelled as "Legal Advice and Counseling - Via Online / Phone Call" (a new process adopted in consideration of the declaration of a State of Public Health Emergency).

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

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

Office or Division:	External Legal Services Division (Legal Division); Legal and Investigation Division (Regional Office)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original)		Individual/Organization		
2. Accomplished Referral Slip (1 original)		CHAD Office / Regional PACD		
3. Duly filled out CHR Form 9 or Form 10 (if complainant/victim is a minor), if complainant/victim wants to file a case (1 original)		CHR Regional Office – Investigation Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Legal and Investigation Division (Regional Office) or to the designated table for Legal Division (Central Office) at the <i>Bulwagang Ka Pepe</i> , CHR Lobby.	1. Assign Lawyer	None	5 Minutes	<i>Director</i> Protection Office (if Central Office) or <i>Director</i> Regional Office (if Regional Office)

2. Provide details / information regarding the issue / concern and fill up Form 9 (Complaint Form) or Form 10 (if complainant / victim is a minor), if complainant / victim wants to file a case	2. Discuss and evaluate the issue / concern with the client	None	5 Minutes	<i>Chief</i> External Legal Services Division (if Central Office) or <i>Chief</i> Legal and Investigation Division (if Regional Office)
3. Receive legal advice and if necessary, an endorsement letter addressed to the concerned office (original copy)	3. Provide legal advice / Prepare endorsement letter to be signed by the Assisting Lawyer, or the External Legal Services Division Chief, or the Regional Director, if the issue/concern of the client does not fall within the CHR's mandate/ jurisdiction	None	10 Minutes (In practice, the External Legal Services Division lawyers provide immediate legal advice / assistance to the client, but the length of time needed in completing the required advice / assistance may exceed the allotted time depending on the number and complexity of the legal issues involved)	<i>Director</i> Protection Office (if Central Office) or <i>Director</i> Regional Office (if Regional Office)
TOTAL:		None	20 Minutes	

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

5. Legal Advice and Counseling (Via digital-based channel i.e. email)

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

Office or Division:	External Legal Services Division (Legal Division); Legal and Investigation Division (Regional Office)			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to elawyring.ld.chrp@gmail.com to request for legal advice	1. Assign Lawyer	None	5 Minutes	<i>Director</i> Protection Office (if Central Office) or <i>Director</i> Regional Office (if Regional Office)
2. Provide details / information regarding the issue / concern and send pertinent documents via email, as may be required.	2. Discuss and evaluate the issue / concern with the client	None	1 Day (The processing time to provide details / information on the issue/concern is beyond the control of the lawyers and totally dependent on the client)	<i>Chief</i> External Legal Services Division (if Central Office) or <i>Chief</i> Legal and Investigation Division (if Regional Office)



3. Receive legal advice / Inquire on the schedule as to the availability of the endorsement letter addressed to the concerned office (original copy)	3. Provide legal advice / Prepare endorsement letter to be signed by the Assisting Lawyer, or the External Legal Services Division Chief, or the Regional Director, if the issue/concern of the client does not fall within the CHR's mandate/ jurisdiction and advise client of its availability.	None	10 Minutes (The time spent on the provision of appropriate legal advice may exceed the allotted time depending on the number and complexity of the legal issues involved)	<i>Director</i> Protection Office (if Central Office) or <i>Director</i> Regional Office (if Regional Office)
TOTAL:		None	1 Day, 15 Minutes	

Note: Previously, this was included in the Service Specification Table labelled as "Legal Advice and Counseling - Via Online / Phone Call" (a new process adopted in consideration of the declaration of a State of Public Health Emergency).

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

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

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

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

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

Note: As part of digitization efforts, the Commission shall launch its newly developed e-learning platform referred to as the Online Human Rights Academy (OHRA), on December 10, 2021. It is linked to the main CHR website and will serve as a one-stop shop / learning management system on human rights education and training.

7. Request for Interviews

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

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

Office or Division:	Strategic Communication Division (SCD) - Central Office; Promotion and Advocacy Division - Regional Offices			
Classification:	Simple			
Type of transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Individuals/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original)		Requesting Individual/Organization		
2. Media Request Form (1 original)		SCD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / Email a Request Letter and an accomplished Media Request Form providing the details for the interview	1. Inquire with the client if there are lacking details for the requested interview	None	5 Minutes	Chief/Officer-In-Charge SCD (if Central Office) or Chief Promotion and Advocacy Division (if Regional Office)
2. Wait for the confirmation of interview schedule	2. Process the request	None	5 Minutes	Chief/ Officer-In-Charge SCD (if Central Office) or Chief Promotion and Advocacy Division (if Regional Office)

3. Receive confirmation of interview	3. Accommodate the interview and request for feedback	None	5 Minutes	<i>Chief/ Officer-In-Charge</i> SCD (if Central Office) or <i>Chief</i> Promotion and Advocacy Division (if Regional Office)
TOTAL:		None	15 Minutes	

8. Request for Technical Assistance (Training/Resource Person) – Original Process (For Walk-in Clients)

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

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

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

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

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

As part of digitization efforts, the Commission shall launch its newly developed e-learning platform referred to as the Online Human Rights Academy (OHRA), on December 10, 2021. It is linked to the main CHR website and will serve as a one-stop shop / learning management system on human rights education and training.

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

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

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

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

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

As part of digitization efforts, the Commission shall launch its newly developed e-learning platform referred to as the Online Human Rights Academy (OHRA), on December 10, 2021. It is linked to the main CHR website and will serve as a one-stop shop / learning management system on human rights education and training.



CENTRAL/REGIONAL OFFICES

NON-FRONTLINE SERVICES

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

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

Office or Division:	Project Management Division – Planning and Management Office (PMD-PMO)		
Classification:	Highly Technical		
Type of transaction:	G2C - Government to Citizen		
Who may avail:	Civil Society Organizations/Non-Governmental Organizations/Peoples’ Organizations/Faith-Based Organizations/Academic Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard forms for CSO/PO whether in operation for more than three (3) years or less:			
1. Duly accomplished CSO Application Form (1 original/scanned/soft copy)		CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com	
2. Omnibus Sworn Statement (with form from CHR) (1 original/scanned/soft copy)		CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com	
3. Undertaking from the Head of the organization to put up equity of at least 20% of project cost (1 original/scanned/soft copy)		CHR Planning and Management Office - Project Management Division; www.gojusthrp.com or www.gojusthr.wixsite.com	
4. Certificate of Registration (1 original/scanned copy)		Securities and Exchange Commission (SEC); Cooperative Development Authority (CDA); Department of Social Welfare and Development (DSWD); or Other government agencies	
5. Authenticated copy of the latest Articles of Incorporation, or the Articles of Cooperation, as the case may be, showing the original incorporators/organizers (1 original/scanned copy)		CSO Applicant as submitted to the SEC	
5.1 Secretary's Certificate for incumbent officers		CSO Applicant’s Secretary	

(1 original/scanned/soft copy)	
5.2 Certificate of Filing or Certificate of Approval (1 original/scanned copy)	SEC or CDA
5.3 General Information Sheet in the case of SEC registration (1 original/scanned copy)	SEC
6. Organizational Structure (3 original/scanned/soft copy)	CSO Applicant
6.1 List of Officers with Address and Bio-Data (1 original/scanned/soft copy)	CSO Applicant
7. Philippine Government Electronic Procurement System (PhilGEPS) Online Registration (1 printed/scanned copy)	PhilGEPS
For CSO/PO operating for more than three (3) years:	
1. Financial Reports, preferably audited by an independent Certified Public Accountant, for the past 3 years preceding the date of project implementation (1 original/scanned copy)	CSO Applicant
2. Certificate of Good Standing (if any) (1 original/scanned copy)	Government Agency from which the organization received public funds
For CSO/PO operating for less than three (3) years:	
1. Financial report/s for the year/s it has been in operation (1 original/scanned copy)	CSO Applicant
1.1 Bank Book of an existing bank account with complete bank information of the organization (1 photocopy or scanned copy)	CSO Applicant's Servicing Bank
2. Report of accomplishment or any equivalent proof certified by its President and Secretary that it had previously implemented similar projects (if any) (1 original/scanned/soft copy)	CSO Applicant
3. List and/or photographs of similar projects and their status, the applicant or proponent is implementing or has previously undertaken including sources of	CSO Applicant

funds (1 original/scanned/soft copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form and documentary requirements to the Project Management Division (PMD) through face-to-face transaction, online application form, or via email.	1. Receive and pre-screen accomplished Application Form and the documentary requirements from the CSO/non-governmental organization (NGO). <i>Note: on the assumption that requirements submitted are complete</i>	None	10 minutes	Chief Project Management Division (PMD)
2. Wait for result or advice through email or other forms of online messaging	2. Conduct documentary review	None	2 Working Days	Chief PMD / Implementing Office
	2.1. Evaluate and recommend the accreditation to CHR Chairperson	None	5 Working Days	CHR Bids and Awards Committee (CHR BAC) *
3. Receive Certificate of Partnership Accreditation from PMD through face-to-face transaction, email or other forms of online messaging	3. Issue Certificate of Partnership Accreditation to the CSO	None	1 Working Day	Members/Directors, CHR BAC; CHR Office of the Chairperson; CHR PMO-PMD *
	3.1. Post CSO Accreditation on CHR website or in a conspicuous place within CHR	None	1 Working Day	Director Planning and Management Office (PMO)



TOTAL:	None	9 Working Days, 10 minutes	
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** reflects "Person/s in-charge of actual task" (as BAC is an independent body)*

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

11. Financial Assistance Services

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

The grant of financial assistance is embodied in a case resolution that becomes the basis of the preparation of the necessary financial documents and coordination with beneficiary/ies for the submission of required documents.

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



4. CHR Form 9/10, accomplished by the client (1 original)	CHR Regional Office – Investigation Division
<u>EJK/Torture/Physical Injury/HRV Cases</u>	
1. Death Certificate (1 Original, 1 Photocopy)	Philippine Statistical Office (PSA)
2. Medical Certificate (1 Original, 1 Photocopy)	Attending Physician
3. Proof of relationship	Individual/Organization
4. Police Report/Record (1 Original, 1 Photocopy)	PNP Station where the incident took place
5. CHR Form 9 (1 original)	CHR Regional Office
<u>Community Assistance</u>	
1. Barangay Certificate (1 Original, 1 Photocopy)	Barangay where the client resides
2. Proof of residency (1 Original, 1 Photocopy)	Individual/Organization
3. Department of Social Welfare and Development (DSWD) Certification (1 Original, 1 Photocopy)	Nearest DSWD Office where the client resides
4. Police Report (1 Original, 1 Photocopy)	Philippine National Police (PNP) Station where the incident took place
5. CHR Form 9 (1 Copy)	CHR Regional Office
Other Requirements (as may be applicable):	
1. Any valid identification card (1 original / certified true copy), or <u>in the absence thereof</u> , barangay certificate attesting to the identity of the claimant (1 original / certified true copy)	Social Security System (SSS) Commission on Election (Comelec) Philippine Postal Corporation Land Transportation Office (LTO) Department of Foreign Affairs (DFA) Philippine Health Insurance Corporation (Philhealth) Bureau of Internal Revenue (BIR) Professional Regulation Commission (PRC) Barangay where the client resides Philippine Statistical Office (PSA)
2. Death certificate of the victim (1 original / certified true copy)	
3. In case of enforced disappearance, any competent proof establishing the same (1 original / certified true copy)	Philippine National Police or from relative/s
4. Autopsy report, if a skeletal analysis of the remains of the victim was conducted (1 original / certified true copy)	Attending medico-legal
5. Marriage contract, if the claimant is the spouse (1 original / certified true copy)	Philippine Statistical Office (PSA)
6. Birth certificate of the claimant/s, if the claimant/s	Philippine Statistical Office (PSA)

<p>is/are the child/children or legal heir/s of the victim (1 original / certified true copy)</p> <p>7. Investigation report of law enforcement agencies or government security forces, if any, as the case may be (1 original / certified true copy)</p> <p>8. Photographs, if any (1 original / certified true copy)</p> <p>9. Judgment of acquittal by a court, in case of unjust imprisonment (1 original / certified true copy)</p>		<p>Law enforcement agencies or government security forces which conducted investigation</p> <p>Client</p> <p>Court that handled the decision</p>		
Secondary Requirements (as may be applicable):				
<p>10. <u>If a claimant has no birth certificate due to non-registration of his/her birth,</u></p> <p>a) baptismal certificate (1 original / certified true copy),</p> <p>b) voter's affidavit (1 original / certified true copy), or</p> <p>c) other public document attesting to the identity and relationship of the claimant to the victim (1 original / certified true copy)</p> <p>11. If there is a discrepancy in the name of the victim/claimant as appearing in the documents submitted, the victim/claimant should likewise submit an <u>affidavit of at least two (2) disinterested persons</u>, stating that the victim/claimant refers to one and the same person (1 original / certified true copy)</p>		<p>Church where the client was baptized</p> <p>Commission on Election (Comelec) or Barangay where the client votes</p> <p>Individual/Organization</p> <p>Individual/Organization</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Receive advice from the concerned CHR Regional Office to submit requirements for the release of financial assistance.	1. Coordinate with the beneficiary/ies for document preparation, upon receipt of the directive from the Director, Regional Office.	None	5 Working Days	Chief Investigation Division (RO)
2. Submit the necessary documentary requirements to the Regional Office concerned within 10 working days from receipt of advice. Otherwise, shall be deemed non-compliance and shall allow the Regional Office to archive the financial assistance aspect of the case.	2. Receive the documentary requirements.	None	10 Working Days	Chief Investigation Division (RO)
3. Await release of financial assistance.	3. Review the submitted documents.	None	1 Working Day	Chairperson, Office of the Chairperson
	3.1. Issue notice to beneficiary/ies to claim the Financial Assistance check	None	1 Working Day	Chairperson, Office of the Chairperson
4. Claim the financial assistance check, upon presentation of the required	4. Release the financial assistance check to the beneficiary / ies, upon	None	3 Working Days (Depends on the availability of the	Chairperson, Office of the Chairperson

documents for claiming.	presentation of the required documents for claiming.		beneficiary/ies and is beyond the control of the CHR Regional Office)	
TOTAL:		None	20 Working Days	

12. Forensic Service

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

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

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

	Complete Review			
	2.15. Conduct final review of the report	None	15 Minutes	<i>Director</i> Protection Office
	2.16. Prepare the release of the report	None	5 Minutes	<i>Chief</i> Forensic Division
3. Receive feedback from Forensic Division	3. Inform CHR requesting office of issues and concern	None	5 Minutes	<i>Chief</i> Forensic Division
	3.1. Prepare Administrative Report	None	15 Minutes	<i>Chief</i> Forensic Division
TOTAL:		None	7 Days, 2 Hours, 5 Minutes	

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

13. Investigation /Quick Response Operation Service (Core)

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

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

				<i>Chief</i> Investigation Division (if Regional Office)
	2.2. Preparation / issuance of Mission Order	None	5 Minutes	<i>Chief</i> Investigation Division (if Central Office) or <i>Chief</i> Investigation Division (if Regional Office)
	2.3. Dispatch of Quick Response Team (QRT) at the earliest possible time	None	1 Hour (depends on the location)	<i>Chief</i> Investigation Division (if Central Office) or <i>Chief</i> Investigation Division (if Regional Office)
TOTAL:		None	1 Hour, 25 minutes	

Note: Process does not include the preparation of QRT Report, as this process is separate from the conduct of Quick Response Operations (QRO) itself.

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

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

Office or Division:		Human Rights Policy Advisory Office (HRPAO)		
Classification:		Highly Technical		
Type of transaction:		G2C - Government to Citizen and G2G - Government to Government		
Who may avail:		Individuals/Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned CHR Commissioner / Office submits request / requires HRPAO to issue human rights policy advisory / position paper on particular issues and concerns. Most often, the Policy Office also decides on its own to draft a Policy Advisory as needed to inform the government or the public of the various human rights standards affecting the issues.	1. In case of absence or insufficiency of data, does consultation, etc. (other modes of information gathering)	None	1 Day	<i>Executive Director</i> Office of the Executive Director
2. Await status of draft policy advisory	2. Drafting of position paper/ advisory	None	2 Days	<i>Director</i> HRPAO

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

15. Request for Data, Statistics, Information/Documents

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

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



endorsing office	to the endorsing office			
TOTAL:		None	30 Minutes	





CENTRAL OFFICE

INTERNAL SERVICES

16. Application for Leave

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

Office or Division:	General Administration Office - Human Resource Development Division (GAO-HRDD)			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	CHR Central Office employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Application for Vacation Leave (within the Philippines) or Sick Leave (consecutive four (4) days or less)</u> 1. Duly accomplished Application for Leave (2 original)		GAO-HRDD		
<u>Application for Sick Leave (consecutive five (5) days or more)</u> 1. Duly accomplished Application for Leave (2 original) 2. Medical Certificate (1 original)		GAO-HRDD Attending Physician		
<u>Application for Vacation Leave (outside of the country)</u> 1. Duly accomplished Application for Leave (2 original) 2. Approved Authority to Travel (1 original)		GAO-HRDD Executive Director / Commission en Banc		
<u>Application for Study Leave</u> 1. Duly accomplished Application for Leave (2 original) 2. Resolution Granting Study Leave – requested from the Commission en Banc through a memorandum for extended study leave by those wishing to undertake licensure exams or finalize academic requirements (1 photocopy)		GAO-HRDD Commission en Banc		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Application for	1. Process the application for leave	None	15 Minutes	Chief HRDD

Leave Form in at least two (2) copies with the REQUIRED attachments if necessary e.g. medical certificate, etc.	1.1. Update the leave card of the applicant	None		
2. Await feedback from HRDD regarding the application for leave	2. Certify the leave credits of the applicant	None	5 Minutes	Director GAO
	2.1. Countersign under the name of the Office Director	None	5 Minutes	Director Office where the employee-applicant is assigned
	2.2. Affix signature	None		Executive Director Office of the Executive Director
	2.3. Sign / approve the application for leave	None	5 Minutes	Chairperson Office of the Chairperson
3. Receive copy of the duly approved Application for Leave	3. Retain one (1) copy of the signed Application for Leave	None	10 Minutes	Chief HRDD
	3.1. Provide the other copy of the signed Application for Leave to the employee-applicant	None		
TOTAL:		None	40 Minutes	

Note:

Processing Time is estimation only with the following conditions:

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

17. Application for Monetization of Leave

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

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

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

Note:

Processing Time is estimation only with the following conditions:

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

18. Data Statistics – Complex and without available report design

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

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

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

19. Data Statistics – Simple and without available report design

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

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

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

20. Data Statistics – Simple with available report design

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

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

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

21. ICT Troubleshooting - Complex

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

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

22. ICT Troubleshooting – Simple

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

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

23. Processing of Disbursement Voucher

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

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



9. Approved trip ticket, for gasoline expenses (1 original) 10. Canvass from at least 3 suppliers for the purchases involving P1,000 and above, except for purchases made while on official travel (1 original) 11. Summary / Abstract of Canvass (1 original) 12. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original) 13. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original) 14. OR in case of refund (1 original)	GAO-GSD Implementing Office to secure from GAO-Procurement Division (PD) Implementing Office to secure from GAO-PD Implementing Office to secure from GAO-GSD Implementing Office GAO-GSD-Cash Unit
<u>SDO GRANT</u> SDO Grant of Cash Advance: 1. Authority to handle cash advance stating the amount and the purpose for which it was granted (1 original) 2. Certification from Accountant that previous cash advance has been liquidated (applicable to all CA) (1 original) 3. Approved application for bond and/or fidelity bond for accountability of more than P 5,000.00 (not applicable for travels) (1 original) 4. Approved budgetary requirements (1 original)	Accountable Officer (AO) – Authority approved by the Chairperson or Officer-In-Charge FMO-Accounting Division GAO-GSD-Cash Unit Implementing Office
Liquidation/Reimbursement: 1. Report of Disbursement (1 original) 2. Approved Purchase Request (PR) (1 original) 3. Certificate of Emergency Purchase, if necessary (1 original) 4. Bills, receipts, sales invoices (1 original) 5. Certificate of Inspection and Acceptance (1 original) 6. Report of Waste Materials in case of replacement/repairs (1 original) 7. Approved trip ticket, for gasoline expenses (1 original) 8. Canvass from at least 3 suppliers for the purchases involving P1,000 and	Special Disbursing Officer Implementing Office to secure from GAO-PD Implementing Office to secure from GAO-PD Individuals / agencies / suppliers GAO-GSD/Implementing Office (GAM 2016 Appendix 62) GAO-GSD GAO-GSD Implementing Office to secure from GAO-PD

<p>above, except for purchases made while on official travel (1 original)</p> <p>9. Summary/Abstract of Canvass (1 original)</p> <p>10. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original)</p> <p>11. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original)</p> <p>12. OR in case of refund (in case of CA) (1 original)</p>	<p>Implementing Office to secure from GAO-PD</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>GAO-GSD-Cash Unit</p>
<p><u>LOCAL TRAVEL</u></p> <p>Grant of Cash Advance for Local Travel:</p> <p>1. Certification from Accountant that previous cash advance has been liquidated (applicable to all CA) (1 original)</p> <p>2. Approved Travel Order (TO) (1 original)</p> <p>3. Duly approved Itinerary of Travel (IoT) (1 original)</p> <p>4. Approved PR for plane fare (1 original)</p> <p>5. For plane fare, if not available through GFA, approved quotations of 3 travel agencies or its equivalent (1 original)</p>	<p>FMO-Accounting Division</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office through GAO-PD</p> <p>Implementing Office through GAO-PD</p>
<p>Liquidation:</p> <p>1. Liquidation Report (GAM, Appendix 44) (1 original)</p> <p>2. Travel Order (1 photocopy)</p> <p>3. Previously approved IoT (1 photocopy)</p> <p>4. Revised IoT, if the previous approved itinerary was not followed (1 original)</p> <p>5. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original)</p> <p>6. Trip Ticket (If Service Vehicle is used) (1 original)</p> <p>7. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original)</p>	<p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p>



<ol style="list-style-type: none"> 8. Certificate of Attendance/Appearance (1 original) 9. OR in case of refund (1 original) 10. Post-activity report as per Resolution CHR (V) No. AM 2017-186 (1 original) 11. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original) 12. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original) 13. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original) 	<p>Implementing Office</p> <p>GAO-GSD-Cash Unit Implementing Office</p> <p>Implementing Office to secure from the Chairperson or OIC</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p>Reimbursement:</p> <ol style="list-style-type: none"> 1. Approved Travel Order (TO) (1 original) 2. Duly approved Itinerary of Travel (IoT) (1 original) 3. Approved PR for plane fare (1 original) 4. For plane fare, if not available through GFA, approved quotations of 3 travel agencies or its equivalent (1 original) 5. Trip Ticket (If Service Vehicle is used) (1 original) 6. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original) 7. Certificate of Attendance/Appearance (1 original) 8. OR in case of refund (1 original) 9. Post-activity report as per Resolution CHR (V) No. AM 2017-186 (1 original) 10. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original) 11. Reimbursement Expense Receipt (RER) for expenses more than P300 	<p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office to secure from GAO-PD Implementing Office to secure from GAO-PD</p> <p>Implementing Office to secure from GAO-GSD Implementing Office</p> <p>Implementing Office</p> <p>GAO-GSD-Cash Unit Implementing Office</p> <p>Implementing Office to secure from the Chairperson or OIC</p> <p>Implementing Office</p>

<p>without official receipts (GAM, Appendix 46) (1 original)</p> <p>12. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original)</p>	<p>Implementing Office</p>
<p>Airline Ticket:</p> <ol style="list-style-type: none"> 1. Statement of Account (SOA)/Billing, or Invoice (1 original) 2. Flight itinerary issued by the airline/travel agency (1 original) 3. Approved Travel Order (TO) (1 original) 4. Duly approved Itinerary of Travel (IoT) (1 original) 5. Approved PR for plane fare (1 original) 6. For plane fare, if not available through GFA (PD certification to this effect), approved quotations of 3 travel agencies or its equivalent (1 original) 7. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original) 8. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original) 9. Certificate of Attendance/Appearance (1 original) 	<p>Airline/Travel Agency</p> <p>Airline/Travel Agency</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office to secure from GAO-PD</p> <p>Implementing Office to secure from GAO-PD</p> <p>Airline/Shipping line/Bus Company</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p><u>FOREIGN TRAVEL</u></p> <p>Grant of Cash Advance for Foreign Travel:</p> <ol style="list-style-type: none"> 1. Certification from Accountant that previous cash advance has been liquidated (1 original) 2. Authority to Travel (1 original) 3. Travel Order (TO) (1 original) 4. Duly approved Itinerary of Travel (IoT) (1 original) 5. Letter of Invitation from host country/organization (1 original) 6. For plane fare, quotations of 3 travel agencies or its equivalent (1 original) 7. Flight itinerary issued by the airline/travel agency (1 original) 	<p>FMO-Accounting Division</p> <p>Implementing Office to secure from COMSEC</p> <p>Chairperson or Officer-In-Charge</p> <p>Implementing Office</p> <p>Host country/organization</p> <p>Unit/office requesting for foreign travel</p> <p>Airline/Travel Agency</p>

8. UNDP rate for DSA for the country of destination (1 printout) 9. Dollar to peso exchange rate (1 photocopy/printout) 10. Invitation to the agency inviting participants (1 original) 11. Acceptance of the nominees as participants (1 original) 12. Program Agenda and Logistics Information (1 original)	http://icsc.un.org Newspapers/internet Host country/organization Host country/organization Host country/organization
Liquidation: 1. Liquidation Report (GAM, Appendix 44) (1 original) 2. Authority to Travel (1 photocopy) 3. Previously approved Travel Order (1 photocopy) 4. Revised IoT, if the previous approved itinerary was not followed (1 original) 5. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original) 6. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original) 7. OR in case of refund (1 original) 8. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original) 9. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original) 10. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original)	Implementing Office Implementing Office to secure from COMSEC Implementing Office Implementing Office Airline/Shipping line/Bus Company Implementing Office GAO-GSD-Cash Unit Implementing Office Implementing Office Implementing Office
Reimbursement: 1. Travel Order (TO) (1 original) 2. Authority to Travel (1 original) 3. Duly approved Itinerary of Travel (IoT) (1 original) 4. Letter of Invitation from host country/organization (1 original)	Chairperson or Officer-In-Charge Implementing Office to secure from COMSEC Host country/organization Implementing Office

<ol style="list-style-type: none"> 5. For plane fare, quotations of 3 travel agencies or its equivalent (1 original) 6. Flight itinerary issued by the airline/travel agency (1 original) 7. UNDP rate for DSA for the country of destination (1 printout) 8. Dollar to peso exchange rate (1 photocopy/printout) 9. Invitation to the agency inviting participants (1 original) 10. Acceptance of the nominees as participants (1 original) 11. Program Agenda and Logistics Information (1 original) 12. Authority to Travel (1 original) 13. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original) 14. Certificate of travel Completed (GAM, Appendix 47) - in excess of prescribed rate please indicate the explanation (1 original) 15. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 298)" - Certification from the Head of Agency that it is absolutely necessary (1 original) 16. Reimbursement Expense Receipt (RER) for expenses more than P300 without official receipts (GAM, Appendix 46) (1 original) 17. Certification of Expenses not Requiring Receipts (for expenses not exceeding P300) (1 original) 	<p>Implementing Office to secure from GAO-PD Airline/travel agency</p> <p>http://icsc.un.org</p> <p>Newspaper/internet</p> <p>Host country/organization</p> <p>Host country/organization</p> <p>Host country/organization</p> <p>Office of the Chairperson or Officer-In-Charge Airline/Shipping line/Bus Company</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p><u>FUND TRANSFERS TO NGOs/POs</u></p> <p>Release of Funds:</p> <ol style="list-style-type: none"> 1. Approved summary of budgetary requirements (1 original) 2. Certification from Accountant that previous fund transfers have been liquidated and accounted for in the books (1 original) 3. Duly notarized MOA/Trust Agreement (1 original) 4. Other relevant requirements under GPPB Resolution No. 12-2007 dated 	<p>Implementing Office</p> <p>FMO-Accounting Division</p> <p>Implementing Office</p> <p>Implementing Office</p>

June 29, 2007 and other applicable existing procurement laws (1 original)	
Liquidation: <ol style="list-style-type: none"> 1. Liquidation Report (GAM, Appendix 44) (1 original) 2. Final fund utilization report, indicating the summary of expenses and the status report of accomplishments, certified by the accountant, approved by the Pres/Chairman of the NGO/PO and verified by the internal auditor or equivalent official (1 original) 3. List of beneficiaries of previous releases w/signatures (1 original) 4. Pictures of implemented projects (1 original) 5. Inspection report and certificate of project completion by the Agency (CHR) (1 original) 6. OR in case of refund (1 original) 	<p>Implementing Office</p> <p>NGOs/POs</p> <p>NGOs/POs</p> <p>NGOs/POs</p> <p>Implementing Office</p> <p>GAO-GSD-Cash Unit</p>
Staggered Release of Funds: <ol style="list-style-type: none"> 1. Duly approved schedule of fund release (1 original) 2. Interim fund utilization report on the previous release, indicating the summary of expenses and the status report of accomplishments, certified by the accountant, approved by the Pres/Chairman of the NGO/PO and verified by the internal auditor or equivalent official (1 original) 3. List of beneficiaries of previous releases w/signatures (1 original) 	<p>Implementing Office</p> <p>NGOs/POs</p> <p>NGOs/POs</p>
<u>FUND TRANSFERS TO IMPLEMENTING AGENCIES (IA)</u> <p>Transfer:</p> <ol style="list-style-type: none"> 1. Duly notarized MOA/Trust Agreement (1 original) 2. Approved Program of Work (for infrastructure project) (1 original) 3. Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for other projects) (1 original) 	<p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p>



<p>4. Certification from Accountant that previous fund transfers have been liquidated and accounted for in the books (1 original)</p> <p>5. Copy of the OR issued by the IA to the Source Agency acknowledging receipt of funds transferred (for post audit activities) (1 original)</p>	<p>FMO-Accounting Division</p> <p>Implementing Agencies</p>
<p>Liquidation:</p> <p>1. Report of Checks Issued and Report of Disbursements certified correct by the Accountant approved by the Head of IA and duly received by COA (1 original)</p> <p>2. Credit Notice issued by the Auditor of the IA (1 original)</p> <p>3. OR issued for the refund of unexpended/unutilized balance of fund transferred (1 original)</p>	<p>Implementing Agency</p> <p>Implementing Agency to secure from the Resident Auditor</p> <p>GAO-GSD-Cash Unit</p>
<p><u>SALARY</u></p> <p>First Salary:</p> <p>1. Duly approved Appointment (1 certified true copy)</p> <p>2. Oath of Office (1 certified true copy)</p> <p>3. Certificate of Assumption (1 original)</p> <p>4. Statement of Assets, Liabilities and Net Worth (1 original)</p> <p>5. Approved DTR (1 original)</p> <p>6. BIR Form 1902 and 2305 (1 original)</p> <p>7. GSIS, HDMF and PHIC numbers (1 original)</p> <p>8. Agency Remittance Advice (1 original)</p> <p>9. PHIC form Er2 (1 original)</p>	<p>HRDD (validated by Civil Service Commission)</p> <p>HRDD</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>HRDD</p> <p>HRDD / PhilHealth Website</p>
<p>Additional Requirements for Transferees:</p> <p>1. Clearance from money, property and legal accountabilities from the previous office (1 original)</p> <p>2. Pre-audited disbursement voucher of last salary received from previous office duly and/or Certification by the Chief Accountant of last salary received from previous office verified</p>	<p>Previous office/agency</p> <p>Previous office/agency</p>

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

1. Approved application for leave (1 certified true copy)	HRDD (accomplished by concerned employee or spouse)
2. Maternity leave clearance (1 certified true copy)	HRDD, accomplished by concerned employee or spouse
3. Medical Certificate for maternity leave (1 original)	Attending Physician/OB-Gynecologist
General Claims through ATM: 1. Salary Payroll (1 original) 2. Payroll register (1 original)	Employee HRDD
<u>ALLOWANCES, HONORARIA & OTHER FORMS OF COMPENSATION</u> <i>RATA (Individual Claim):</i> 1. For Division Chiefs and above positions - Copy of Appointment (1st pay) (1 original) 2. For OIC – CHR Resolution 3. Certificate of Assumption for Item 1 (1st pay) (1 original) 4. Certification for not using government vehicle, is not assigned any government vehicle and expenses incurred are for official purposes (1 original) 5. Approved DTR (1 original)	GAO-HRDD Claimant to secure from COMSEC HRDD Employee (submitted to HRDD) Employee (submitted to HRDD)
<i>Clothing/Uniform Allowance (Individual Claim):</i> 1. Approved appointment of new employees (1 certified true copy) 2. Certificate of assumption of new employees (1 original) 3. Certification that the claimant has rendered at least 6 months within the year from date of assumption (1 original) 4. Certificate of non-payment from previous agency (transferee) (1 original)	Civil Service Commission (CSC) Civil Service Commission (CSC) HRDD Previous office/agency
<i>Subsistence and Laundry Allowance:</i> 1. Payroll of personnel entitled to claim (1 original) 2. Approved DTR (1 original) 3. Authority to collect (initial) (1 original)	GAO-HRDD Employee (submitted to HRDD) HRDD

<p>Overtime Pay (OT):</p> <ol style="list-style-type: none"> 1. OT authority stating the necessity and urgency of the work to be done, and the duration of overtime work (1 original) 2. OT work program (1 original) 3. Quantified OT accomplishment duly signed by the employee and supervisor (1 original) 4. Certificate of service or duly approved DTR (1 original) 	<p>Implementing Office to secure approval from the Chairperson or Officer-In-Charge</p> <p>Implementing Office Implementing Office</p> <p>Implementing Office</p>
<p>Terminal Leave Benefits:</p> <ol style="list-style-type: none"> 1. Clearance from money, property and legal accountability (1 original) 2. Employees leave card as at last date of service duly audited by Personnel Division and COA or Certificate of leave credits issued by HRDD (1 certified photocopy) 3. Approved leave application (1 original) 4. Complete service record (1 original) 5. Statement of Assets, Liabilities and Net Worth (SALN) (1 original) 6. Appointment/ Notice of Salary Adjustment (NOSA) showing the highest salary received (1 certified photocopy) 7. Employees letter of resignation duly accepted by HOA (resignation) (1 original) 8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency (1 original) 9. In case of Deceased Retiree (payable to the declared heir): <ul style="list-style-type: none"> - Death Certificate authenticated by PSA (1 original) - Marriage contract authenticated by PSA (1 original) - Birth Certificates of surviving legal heirs authenticated by PSA (1 original) - Designation of next-of-kin (1 original) - Waiver of right of children 18 years old and above (1 original) 	<p>Employee (submitted to HRDD)</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p> <p>HRDD Employee (submitted to HRDD)</p> <p>HRDD</p> <p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Beneficiary (to be verified by HRDD) Heirs of deceased employee (submitted to HRDD)</p>

<p>Monetization:</p> <ol style="list-style-type: none"> 1. Approved leave application with leave credit balance certified by HRDD (1 original) 2. Request for leave covering more than 10 days duly approved by HOA (1 original) 3. Clinical abstract/medical procedures in case of health, medical and hospital needs (50% or more) (1 original) 4. Barangay certification in case of need for financial assistance brought about by calamities, typhoons, fire etc. (50% or more) (1 original) 	<p>Employee (submitted to HRDD)</p> <p>Employee (submitted to HRDD)</p> <p>Attending Physician/hospital</p> <p>Barangay where the employee resides</p>
<p>Honoraria – Personnel involved in Procurement:</p> <ol style="list-style-type: none"> 1. Officer Order creating and designating BAC composition (1 original) 2. Minutes of BAC Meeting (1 original) 3. Notice of award to the winning bidder of procurement activity being claimed (1 original) 4. Certification that the procurement involves competitive bidding (1 original) 5. Attendance sheet listing names of attendees to BAC Meeting (1 original) 	<p>Office of the Commission Secretary</p> <p>BAC Secretariat</p> <p>BAC Secretariat</p> <p>BAC Secretariat</p> <p>BAC Secretariat</p>
<p>Honoraria – Lecturer/Coordinator:</p> <ol style="list-style-type: none"> 1. Office order (1 original) 2. Coordinators report on lecturers schedule (1 original) 3. Course syllabus/Program of lecturers (1 original) 4. Duly approved DTR in case of claims by the coordinator/facilitator (1 original) 	<p>Implementing Office to secure Service Agreement</p> <p>Implementing Office</p> <p>Implementing Office</p> <p>Implementing Office</p>
<p>Honoraria – Special Projects:</p> <ol style="list-style-type: none"> 1. Performance evaluation plan formulated by project management used as basis for rating the performance of members (1 original) 	<p>Implementing Office through PMD</p>



<ol style="list-style-type: none"> 2. Office order designating members of the special project (1 original) 3. Terms of reference (1 original) 4. Certificate of completion of project deliverables (1 original) 5. Special project plan (1 original) 6. Authority to collect honoraria (1 original) 7. Certificate of acceptance by the HOA of deliverables per project component (1 original) 	<p>Implementing Office to secure CHR Resolution Implementing Office Implementing Office</p> <p>Implementing Office Implementing Office to secure CHR Resolution The Chairperson or Officer-In-Charge</p>
<p>Loyalty Cash Award/Incentive:</p> <ol style="list-style-type: none"> 1. Service record (1 original) 2. Certificate of non-payment from previous office (transferee) (1 original) 3. Certification from HRDD that the claimant has not incurred more than 50 days authorized vacation leave w/o pay w/in the 10 year period or aggregate of more than 25 days authorized vacation leave w/o pay w/in 5 year period (1 original) 	<p>Human Resource Development Division (HRDD)</p> <p>Previous Office (submitted to HRDD)</p> <p>Human Resource Development Division (HRDD)</p>
<p><u>OTHER EXPENSES</u></p> <p>Utility Expenses:</p> <ol style="list-style-type: none"> 1. Statement of Account/Bill (1 original) 2. Invoice/Official Receipt (1 original) 	<p>Utility Provider (through GAO) Utility Provider (through GAO)</p>
<p>Telephone/Communication Services:</p> <ol style="list-style-type: none"> 1. Statement of Account/Bill (1 original) 2. Certificate of actual expenses incurred (1 original) 3. Certification by agency head or authorized representatives that all NDD, National Operator Assisted Calls and International Operator Assisted Calls are official calls (1 original) 	<p>Telecommunication Company (through GAO) GSD-GAO</p> <p>GSD-GAO</p>
<p>Janitorial/Security/Hauling and Similar Services:</p> <ol style="list-style-type: none"> 1. Accomplishment Report (1 original) 2. Contractor's bill (1 original) 3. Certificate of Acceptance (1 original) 	<p>Contractor (through GAO) Contractor (through GAO) GSD-GAO</p>

4. Record of Attendance/Service (1 original) 5. Proof of remittance to concerned government agency and/or GOCC's (BIR/SSS/HDMF) (1 original) 6. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal on 1st payment only (1 original) 7. Duly Notarized Contract (1st payment) (1 original) 8. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original)	Contractor (through GAO) Contractor (through GAO) Contractor (through GAO) GSD-GAO GSD-GAO
Contract of Service: 1. Contract of Service with Non-Disclosure Agreement (1 original) 2. Curriculum Vitae for 1st payment (1 original) 3. Approved DTRs or Record of Attendance/Service (1 original) 4. Accomplishment Report (1 original) 5. Certification from End-User for Service Completion and Acceptance (1 original) 6. Sworn declaration of gross receipts not exceeding 250k-BIR Annex B2 [for initial payment or initial exemption from tax] (1 original) 7. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original)	Form from ILSD (duly signed by the parties) Contractor Contractor Contractor, signed by head of implementing office Implementing Office Contractor / Employee – JO (submitted to HRDD and FMO) BAC Secretariat and Concerned End-User
<u>CONSULTING SERVICES</u> Initial Payment: 1. BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the	BAC Secretariat

<p>Resolution of the BAC recommending award of contract (1 original)</p> <p>2. Notice to Proceed, indicating the date of receipt by the contractor (1 original)</p> <p>3. Notice of Award (1 original)</p> <p>4. Terms of Reference or appropriate approved documents indicating the expected outputs/deliverables (Contract of Service) (1 original)</p> <p>5. Curriculum vitae of the consultants and staff (1 original)</p> <p>6. Approved Consultancy Progress/Final Reports, and/or output required under the contract (Accomplishment Report) (1 original)</p> <p>7. Certification from End-User as to compliance by the consultant on the TOR or Certificate of Service Completion and Acceptance (1 original)</p> <p>8. TIN Number (1 photocopy)</p> <p>9. Non-disclosure Agreement (NDA) (1 original)</p>	<p>BAC Secretariat</p> <p>BAC Secretariat</p> <p>BAC Secretariat and Concerned End-User</p> <p>Provider of consulting services</p> <p>Concerned End-User</p> <p>Concerned End-User</p> <p>Provider of consulting services</p> <p>Provider of consulting services</p>
<p>Additional Requirements for Trust Funds:</p> <p>1. Budgetary Requirements (1 original)</p> <p>2. Activity Request Form (1 original)</p>	<p>Implementing Office</p> <p>Implementing Office</p>
<p>Succeeding Payment:</p> <p>1. Approved Consultancy Progress/Final Reports, and/or output required under the contract (Accomplishment Report) (1 original)</p> <p>2. Certification from End-User as to compliance by the consultant on the TOR or Certificate of Service Completion and Acceptance (1 original)</p> <p>3. Non-disclosure Agreement (NDA) (1 original)</p>	<p>Prepared by Contractor and approved/accepted by implementing office</p> <p>Implementing Office</p> <p>Provider of consulting services, issued by implementing office</p>
<p><u>SUPPLIES, MATERIALS, EQUIPMENT AND MOTOR VEHICLES</u></p> <p>1. Certificate of Exclusive Distributorship, if applicable (1 original)</p>	<p>Supplier / Dealer / Distributor and BAC Secretariat if the mode of procurement is Direct Contracting</p>

<ol style="list-style-type: none"> 2. Inspection and Acceptance Report (1 original) 3. For Equipment, Property Acknowledgment Receipt (1 original) 4. Warranty security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies (1 original) 5. Purchase Request of supplies, materials and equipment duly approved by proper authorities (1 original) 6. List of recipients for goods directly received by end-users and/or Requisition and Issue Slip (if applicable) (1 original) 7. Duly approved Purchase Order/Notarized Contract (1 original) 8. Canvass/Price quotations from at least 3 bonafide suppliers (1 original) 9. Sales Invoice (1 original) 10. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 	<p>Implementing Office, GSD, MISD (for IT equipment)</p> <p>GSD (CHR-GAO-GSD-FR-005 – based on GAM 2016 Appendix 71) Supplier / Dealer / Distributor</p> <p>Implementing Office</p> <p>GAO-GSD</p> <p>BAC Secretariat and Concerned End-User or GAO-PD Concerned End-User (form is available from GAO-PD) Supplier/Vendor BAC Secretariat if the contract was processed through procurement law or GAO-PD</p>
<p><u>REPAIR AND MAINTENANCE OF PROPERTY AND EQUIPMENT</u></p> <ol style="list-style-type: none"> 1. Pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent of repair to be done (1 original) 2. Report of Waste Materials (1 original) 3. Warranty Certificate (1 original) 4. Bill/Invoices (1 original) 5. Canvass from at least 3 suppliers for the purchases involving P1,000 and above (1 original) 	<p>GAO-GSD PMO-MISD (for IT equipment)</p> <p>GAO-GSD GAO-GSD, issued by repair service provider Supplier / Provider of repair and maintenance services (through the Implementing Office)</p> <p>Implementing Office to secure from GAO-PD</p> <p>GAO-GSD</p>

<ol style="list-style-type: none"> 6. Post-Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative (1 original) 7. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal (1 original) 8. Request for purchase of supplies, materials and equipment duly approved by proper authorities (1 original) 9. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 10. Concept Notes (if applicable) (1 photocopy) 	<p>PMO-MISD (for IT equipment)</p> <p>GAO-GSD</p> <p>GAO-GSD (Asset Management Unit)</p> <p>BAC Secretariat if the contract was processed through procurement law or GAO-PD</p> <p>Implementing Office</p>
<p><u>VENUE/CATERING</u></p> <ol style="list-style-type: none"> 1. Inspection and Acceptance Report prepared by the property inspector and signed by the Head of Agency or his authorized representative (1 original) 2. Certification from the contractor as to the number of pax served (1 original) 3. Statement of Room List (if live-in) (1 original) 4. Duly approved Purchase Order/Notarized Contract (1 original) 5. Waiver of the winning bidder if applicable (1 original) 6. Confirmation of venue (1 original) 7. Statement of Account/Invoices/Bills (1 original) 8. Purchase Request duly approved by proper authorities (1 original) 9. Personnel Order authorizing conduct of activity (1 original) 10. Duly signed Attendance Sheet (1 original) 	<p>Implementing Office through GAO-PD</p> <p>Contactor</p> <p>Contractor</p> <p>BAC Secretariat and Concerned End-User/ Accommodation service provider Implementing Office or GAO-PD</p> <p>BAC Secretariat and End-User and Venue</p> <p>Venue</p> <p>End-User and Winning Bidder</p> <p>Contractor/Supplier</p> <p>Implementing Office</p>



11. Canvass paper for venues from at least 3 suppliers (1 original) 12. Certificate of Actual Expenses Incurred (1 original) 13. Certification from End-User as to compliance or Certificate of Completion and Acceptance (1 original) 14. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal (1 original) 15. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original) 16. Concept Notes (if applicable) (1 photocopy)	Implementing Office through GAO-PD Implementing Office Implementing Office GAO-PD (BAC Secretariat) GAO-PD (BAC Secretariat) Implementing Office
<u>RENTAL CONTRACTS</u> 1. Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative (1 original) 2. Duly signed Trip Ticket (1 original) 3. Van Rental Form (1 original) 4. Certification of Operator as to No. of Days travelled and No. of Vehicles used (1 original) 5. Statement of Account/Invoices/Bills (1 original) 6. Purchase Request duly approved by proper authorities (1 original) 7. Duly approved Purchase Order/Contract (1 original) 8. Personnel Order authorizing conduct of activity (1 original) 9. All documents required to be submitted to COA within 5 days from execution of contract (for public bidding) or copy of duly received COA Transmittal (1 original)	Implementing Office GAO-GSD Operator (submitted to GAO-GSD) Operator (submitted to GAO-GSD) Operator (submitted to GAO-GSD) GAO-PD Implementing Office through GAO-PD Implementing Office GAO-PD (BAC Secretariat)



10. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the audit review and in the technical evaluation thereof (1 original)		GAO-PD (BAC Secretariat)		
11. Concept Notes (if applicable) (1 photocopy)		Implementing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Office prepares the Routing Slip, Obligation Request and Status (ORS) and Disbursement Voucher (DV) in 3 copies including copies of Payroll, Contract/Purchase Order (PO) and other Supporting Documents (SDs) and submits to Accounting Division.	1. Receive Routing Slip, ORS and DV with complete SDs, and determine availability of cash.	None	15 minutes	Chief/Officer-In-Charge Accounting Division
	1.1. Retrieve the RANCA / RANTA, enter the data in the RANCA and determine availability of NCA. If NCA balance is insufficient, notes that cash is not yet available and returns the DV and SDs to the Requesting Office.	None		
	1.2. If NCA is sufficient to cover	None		

	the disbursement, record in the RANCA / RANTA the DV date and number and amount under the "Utilized" column and indicate NCA balance.			
	1.3. Check Box C (Cash Available) of the DV and make initials.	None		
	1.4. Forward the Routing Slip, ORS, DV and SDs for review of the designated Accounting Staff.	None		
2. Await feedback and status of request from FMO.	2. Review completeness and propriety of SDs based on the CHR DV Checklist.	None	20 minutes	Chief/Officer-In-Charge Accounting Division
	2.1. If there are lacking	None		

	documents, return to the requesting office for compliance.			
	2.2. If complete, attach Certification from the Accountant that the previous Cash Advance (CA) has been liquidated and accounted for in the books (if with unliquidated CA, issue the same, showing the details of the CA)	None		
	2.3. Check Box C (Supporting documents complete and amount claimed proper) of the DV and	None		

	make initials.			
	2.4. Forward the Routing Slip, ORS, DV and SDs to Budget Division.	None		
	2.5. Receive Routing Slip (RS), ORS/BU RS and DV with complete SDs and stamp "Received" on the face of the DV	None	15 minutes	<i>Chief</i> Budget Division
	2.5.1. Assign DV number and record in the logbook as to fund source the DV number and date, creditor/payee, particulars and amount, affix initials in the RS and forward	None		

	d the documents to the Budget Staff for processing (after indicating the DV number in every sheet of the SDs).			
	2.6. Verify availability of allotment based on the appropriate RAOD	None	20 minutes	Chief Budget Division
	2.6.1. If allotment is available, assign number on the ORS and record in the appropriate RAOD, affix initials in Section B of the	None		

	ORS and RS and forward all copies of the documents to the Head of the Budget Division for signature.			
	2.6.2. If allotment is not available, return the documents to the requesting office.	None		
	2.7. Review the ORS and SDs as to fund source, UACS code and amount.	None	20 minutes	<i>Director</i> Financial Management Office
	2.7.1. If in order, sign the certification in Section B of the	None		

	ORS and affix initials in the RS.			
	2.7.2. Forward the ORS and SDs to the Budget Staff	None		
	2.8. Record the ORS in the logbook and retain original copy of the ORS for maintenance / monitoring of ORS/BU RS status and affix initials in the RS	None	10 minutes	Chief Budget Division
	2.9. Forward RS, ORS, DV and SDs to Accounting Division	None		
	2.10. Prepare Journal Entry Voucher (JEV) and write the JEV no.	None	15 minutes	Chief/Officer-In-Charge Accounting Division

	in the lower right corner of the DV.			
	2.10.1. On the reparation of JEV, under the supporting Documents tab, enter the details for indexing of payments.	None		
	2.10.2. Proceed to JEV printing and attach to DV.	None		
	2.11. Review DV and SDs.	None	20 minutes	Director Financial Management Office
	2.11.1. Retrieve Index of Payments on eNGAS and determine if claim is in order. If with	None		

		prior payment on the same claim, return the DV, SDs and ORS informing the requesting office / party of prior payment made. If in order, process and verify ORS against DV.			
	2.11.2.	In the verification of ORS against DV, if the amounts in the ORS and DV are the same, process the DV. If the	None		

	amounts in the ORS and DV differ, notify Budget Staff for correction of ORS.			
	2.11.3. Forwarded to Accounting Staff.	None		
	2.12. Make a copy of DV, necessary SDs to be filed in their respective claimant folder. Then, record and release DV, Routing Slip, ORS and SDs to the Budget Division	None	15 minutes	Chief/Officer-In-Charge Accounting Division
	2.13. Trace the record of the DV control number in the logbook and	None	20 minutes	Chief Budget Division

	release / forward approved DV, Routing Slip, ORS and SDs to Authorized Signatory for approval of Box D.			
	2.14. Receive Routing Slip, ORS, DV and SDs	None	20 minutes	<i>Chairperson or Authorized Representative</i> Office of the Chairperson
	2.14.1. Review and Sign Box D of DV.	None		
	2.14.2. Forwarded to Cash Unit (General Services Division, General Administration Office) for preparation of checks /List of Due and Demandable	None		<i>Director</i> GAO



	Accounts Payable (LDDA P)/Advice to Debit Account (ADA).			
TOTAL:		None	3 Hours, 10 Minutes	

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

24. Request for Courier Service

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

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

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

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

25. Request for Issuance of Official Receipt

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

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

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

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

26. Request for Personnel Records

It is the service rendered by the Human Resource Development Division (HRDD) to process the CHR Central Office employees' requests for the provision of copies of their respective personnel records such as Service Records, Certificate of Employment, Certificates of Training Courses/Seminars Attended, Personal Data Sheet (PDS), Statement of Assets, Liabilities and Net Worth (SALN), Appointment Documents, Notice of Salary Adjustments/Increments, and the like.

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

Note:

Processing Time is estimation only with the following conditions:

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

27. Request for Repair and Fabrication Services

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

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

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

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

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

No cause of delay in carrying out the requested service.

28. Request for Transport Services

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

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



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

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



REGIONAL OFFICES

INTERNAL SERVICES

29. Application for Leave

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

Office or Division:	CHR Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR Regional Office employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Application for Vacation Leave (within the Philippines) or Sick Leave (consecutive four (4) days or less)</u> 1. Duly accomplished Application for Leave (2 original)		CHR Regional Office		
<u>Application for Sick Leave (consecutive five (5) days or more)</u> 1. Duly accomplished Application for Leave (2 original) 2. Medical Certificate (1 original)		CHR Regional Office Attending Physician		
<u>Application for Vacation Leave (outside of the country)</u> 1. Duly accomplished Application for Leave (2 original) 2. Approved Authority to Travel (1 original)		CHR Regional Office Executive Director / Commission en Banc		
<u>Application for Study Leave</u> 1. Duly accomplished Application for Leave (2 original) 2. Resolution Granting Study Leave – requested from the Commission en Banc through a memorandum for extended study leave by those wishing to undertake licensure exams or finalize academic requirements (1 photocopy)		CHR Regional Office Commission en Banc		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Application for Leave in at least two (2) copies	1. Receive the accomplished Application for Leave	None	5 Minutes	Chief Administrative Support Division (RO)

with the REQUIRED attachments e.g. medical certificate, etc.				
2. Await feedback regarding the application for leave	2. Process the application for leave	None	30 Minutes	<i>Chief Administrative Support Division (RO)</i>
	2.1. Certify the current leave balance of the applicant	None	5 Minutes	<i>Chief Administrative Support Division (RO)</i>
	2.2. Forward the application to immediate supervisor (of the applicant) for appropriate action	None	5 Minutes	<i>Chief Administrative Support Division (RO)</i>
	2.3. Act on the recommending for approval	None	5 Minutes	<i>Director Regional Office</i>
	2.4. Sign/approve the application for leave	None	10 Minutes	<i>Chairperson Office of the Chairperson</i>
3. Receive one (1) copy of the signed Application for Leave	3. Retain one (1) copy of the signed Application for Leave	None	10 Minutes	<i>Chief Administrative Support Division (RO)</i>
	3.1. Provide the other copy of the signed Application for Leave to the concerned employee	None		<i>Chief Administrative Support Division (RO)</i>
TOTAL:		None	1 Hour, 10 Minutes	

30. Application for Monetization of Leave

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

Office or Division:	CHR Regional Office			
Classification:	Simple			
Type of transaction:	G2G - Government to Government			
Who may avail:	CHR Regional Office employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application for Leave Form (2 original)		CHR Regional Office		
2. Memorandum/Request (1 original)		Employee-applicant		
3. Medical Certificate, in case of medical reason (1 original)		Attending Physician of employee-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application for Leave Form in at least two (2) copies) with the REQUIRED attachments eg. Medical Certificate, etc.	1. Process the application for leave	None	30 Minutes	Chief Administrative Support Division (RO)
1.1. Request/ Memorandum for Monetization of Available Leave Credits	1.1. Update the leave card of the applicant	None		Chief Administrative Support Division (RO)
2. Await feedback from the Administrative Support Division (ASD) regarding the application for monetization of leave	2. Certify the Leave Credits of the applicant	None	10 Minutes	Director Regional Office
	2.1. Sign/approve the application for leave (monetization)	None	5 Minutes	Chairperson Office of the Chairperson
3. Receive copy of the duly approved Application for Leave	3. Retain one (1) copy of the signed Application for Leave	None	15 Minutes	Chief Administrative Support Division (RO)

	3.1. Provide the other copy of the signed Application for Leave to the concerned employee	None		<i>Chief</i> Administrative Support Division (RO)
4. Wait for the release of monetized value of requested leave credits	4. Submit Transmittal of recommended application to HRDD	None	10 Minutes	<i>Director</i> Regional Office
	4.1. Submit request for funding to the DBM	None	15 Minutes	<i>Chief</i> Human Resource Development Division
	4.2. Prepare the voucher of the monetized value of requested leave credits	None	1 Hour	<i>Chief</i> Human Resource Development Division
	4.3. Facilitate transfer of Funds for Monetization from Central Office	None	15 Minutes	<i>Director</i> Financial Management Office
	4.4. Credit to the payroll of employees the monetized value of leave credits	None	30 Minutes	<i>Chief</i> Administrative Support Division (RO)
TOTAL:		None	3 Hours, 10 Minutes	

31. Request for Cash Advance for Travel

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

Office or Division:	CHR Regional Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government			
Who may avail:	CHR Regional Office employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Travel Order (1 original) 2. Mission Order (1 original) 3. Itinerary of Travel (1 original) 4. Other supporting documents for travel (1 original)		} CHR Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned employee prepares the necessary documents for travel and submits to immediate supervisor for review and endorsement	1. Review and endorse travel documents for approval	None	1 Hour	<i>Director</i> Regional Office
	1.1. Review and approve travel documents	None	30 Minutes	<i>Chairperson</i> Office of the Chairperson
2. Submit accomplished DV with supporting documents	2. Verify and certify fund allocation	None	30 Minutes	<i>Chief</i> Administrative Support Division (RO)
	2.1. Verify completeness of required documents	None	1 Hour	<i>Chief</i> Administrative Support Division (RO)
	2.2. Submit processed DV and supporting documents for approval of payment	None	5 Minutes	<i>Chief</i> Administrative Support Division (RO)
	2.3. Approve DV	None	30 Minutes	<i>Chairperson</i> Office of the Chairperson
	2.4. Prepare check for the approved cash advance	None	30 minutes	<i>Chief</i> Administrative Support Division (RO)

	2.5. Sign check for the approved cash advance	None	5 minutes	<i>Chief</i> Administrative Support Division (RO) / <i>Director</i> Regional Office / <i>Chairperson</i> Office of the Chairperson
3. Receive the check	3. Process approved cash advance for travel	None	30 Minutes	<i>Chief</i> Administrative Support Division (RO)
TOTAL:		None	4 Hours, 40 Minutes	

32. Request for Check Preparation

Pertains to the preparation and issuance of check by the Disbursing Officer at the CHR Regional Office for monthly payables and remittances

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

33. Request for Courier Service

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

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



	receipt if personally delivered			
TOTAL:		None	1 Hour, 30 Minutes	



34. Request for Personnel Records

It refers to the processing of the CHR Regional Office employees' requests for the provision of copies of their respective personnel records such as Service Records, Certificate of Employment, Certificates of Training Courses/Seminars Attended, Personal Data Sheet (PDS), Statement of Assets, Liabilities and Net Worth (SALN), Appointment Documents, Notice of Salary Adjustments/Increments, and the like.

Office or Division:		CHR Regional Office		
Classification:		Simple		
Type of transaction:		G2G – Government to Government		
Who may avail:		CHR Regional Office employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form (1 original)		CHR Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Form	1. Retrieve the records	None	30 Minutes	Chief Administrative Support Division (RO)
	1.1. Verify the records	None		
	1.2. Photocopy the records	None		
2. Wait for the requested document	2. Certify as true copy or sign the document	None	5 Minutes	Chief Administrative Support Division (RO)
3. Receive the requested document	3. Release the requested document	None	5 Minutes	Chief Administrative Support Division (RO)
TOTAL:		None	40 Minutes	

35. Request for Petty Cash Fund Replenishment

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

Office or Division:		CHR Regional Office		
Classification:		Simple		
Type of transaction:		G2G – Government to Government		
Who may avail:		Petty Cash Custodian (Regional Office)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Voucher/s (1 original) 2. Petty Cash Registry (1 original)		} CHR Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Petty Cash Custodian prepares documents and summarize Accomplished Petty Cash Vouchers (PCVs) for replenishment, accomplished PCV Registry (Appendix 51) for submission to the Administrative Support Division, Regional Office.	1. Verify completeness of required documents	None	45 Minutes	Chief Administrative Support Division (RO)
	1.1. Prepare DV and BURS	None	30 Minutes	Chief Administrative Support Division (RO)
	1.2. Verify and certify fund allocation	None	10 Minutes	Director Regional Office
	1.3. Approve DV and BURS	None	30 Minutes	Chairperson Office of the Chairperson
	1.4. Prepare check for PCF replenishment	None	15 Minutes	Chief Administrative Support Division (RO)
	1.5. Sign the check for PCF replenishment	None	5 Minutes	Chairperson Office of the Chairperson
2. Sign in the DV as proof of receipt and Check Registry Logbook for reference. Encash check for PCF replenishment	2. Release the check for PCF replenishment	None	10 Minutes	Chief Administrative Support Division (RO)
TOTAL:		None	2 Hours, 25 Minutes	

36. Request for Transport Services

Transport services provided to CHR Regional Office employees for official business

Office or Division:		CHR Regional Office		
Classification:		Simple		
Type of transaction:		G2G – Government to Government		
Who may avail:		CHR Regional Office employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Trip Ticket (1 original)		CHR Regional Office		
2. Travel Order for out-of-town travel (1 original)		CHR Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Trip Ticket for signature of the Chief of the requesting division and submit to the Administrative Support Division (ASD) Head	1. Receive request for transport service	None	2 Minutes	<i>Director</i> Regional Office
2. Await feedback on the request	2. Check availability of driver and vehicle	None	3 Minutes	<i>Director</i> Regional Office
	2.1. Assign control number, vehicle and driver	None	5 Minutes	<i>Director</i> Regional Office
	2.2. Approve request	None	5 Minutes	<i>Chairperson</i> Office of the Chairperson
	2.3. Inform the driver of the scheduled travel	None	5 Minutes	<i>Director</i> Regional Office
TOTAL:		None	20 Minutes	

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

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

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



Contact Information of ARTA, PCC, CCB	ARTA: <u>complaints@arta.gov.ph</u> (02) 8478-5093 PCC: 8888 CCB: (0908) 881-6565 (SMS)
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LIST OF OFFICES

Office	Address	Contact Information
CENTRAL OFFICE		
OFFICE OF THE CHAIRPERSON		
- CHR Chairperson	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chairgascon.chr@gmail.com Land line: (02) 8928 5655/ (02) 8926 6188/ (02) 8920 9510 Telefax: (02) 8929 0102
OFFICE OF THE COMMISSIONERS		
Karen Lucia S. Gomez-Dumpit CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	kgomezdumpit@gmail.com Telefax: (02) 8926 2542
Gwendolyn Ll. Pimentel-Gana CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	gpgchroffice@gmail.com Telefax: (02) 8927 0467
Leah C. Tanodra-Armamento CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.leaharmamento@gmail.com Telefax: (02) 8926 1314
Roberto Eugenio T. Cadiz CHR Commissioner	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	attyrobertocadiz@yahoo.com Telefax: (02) 8925 3883
OFFICE OF THE EXECUTIVE DIRECTOR		
Atty. Jacqueline Ann C. de Guia Executive Director/Spokesperson	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	oedchr@gmail.com Land Line: (02) 8928 7240 / (02) 8927 5790
Mr. Marc Louis O. Siapno Officer-In-Charge Strategic Communication Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	comms.chr@gmail.com Land Line: (02) 8928 5792
Atty. Kristel Joy Biscayda Officer-In-Charge	SAAC Building, UP Complex, Commonwealth	chad.pasco.chr@gmail.com Land Line: (02) 8294 8704 Mobile: (0920) 506 1194 (Smart) (0936) 068 0982 (Globe)



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



Budget Division	Ave., Diliman, QC	
Ms. Teresa C. Dolor Officer-In-Charge Accounting Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrfmo@yahoo.com Telefax: (02) 8928 1682
PLANNING AND MANAGEMENT OFFICE		
Atty. Erwin M. Caliba Officer-In-Charge Planning and Management Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	pmopd.chr@gmail.com Telefax: (02) 8925 3884
Ms. Greta B. Tarun Division Chief Planning Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	pmopd.chr@gmail.com Telefax: (02) 8927 2199
Mr. Jonathan A. Juan Officer-In-Charge Management Information Systems Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	ismo.chr2011@gmail.com Telefax: (02) 8922 0418
Ms. Princess S. Molleno Division Chief Project Management Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	projectmanagement.chr@gmail.com Telefax: (02) 8361 7022
PROTECTION CLUSTER OFFICE		
Atty. Jasmin Navarro- Regino Director Protection Cluster Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	legaloffice@yahoo.com Telefax: (02) 8928 0873
Atty. Richard E. Laron Officer-In-Charge Legal Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	legaldivisionchrp@yahoo.com.ph legaldivision2020.chrp@gmail.com Telefax: (02) 8926 0454
Atty. Carmencita Rosete Division Chief Investigation Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	investigationoffice.chr@gmail.com Telefax: (02) 8925 3881
Dr. Joseph Andrew D. Jimenez, MD Division Chief Forensic Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	forensics.chr@gmail.com Telefax: (02) 8294 8746



HUMAN RIGHTS EDUCATION AND PROMOTION OFFICE		
Atty. Francis Tom Temprosa Director Human Rights Education and Promotion Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.hrepo@gmail.com Telefax: (02) 8928 4471
Ms. Sylvia Angelique S. Umbac Division Chief Advocacy & Campaign Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chr.ph.advocacy@gmail.com Telefax: (02) 8927 6225
Dr. Jerrick Gerard C. Go Division Chief Education & Training Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.hrepo@gmail.com Telefax: (02) 8282 1876
HUMAN RIGHTS POLICY ADVISORY OFFICE		
Atty. Gemma F. Parojinog Director Human Rights Policy Advisory Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.policy@gmail.com Telefax: (02) 8927 4033 (02) 8927 6254
Atty. Jomaher I. Asalan Officer-In-Charge Legal, Legislative & Linkages Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.policy@gmail.com Telefax: (02) 8927 4033 (02) 8927 6254
Ms. Marizen Santos Division Chief International Obligations Monitoring Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.policy@gmail.com Telefax: (02) 8927 4033 (02) 8927 6254
Mr. Raymundo Rosuelo Division Chief Research and Knowledge Management Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chrp.research@gmail.com Telefax: (02) 8927 4033 (02) 8927 6254
HUMAN RIGHTS CENTERS MANAGEMENT OFFICE		
Dr. Renante Basas, MD Director Human Rights Centers Management Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	renantebasas@gmail.com Telefax: (02) 8282-1878
Ms. Ma. Victoria S. Diaz Officer-In-Charge	SAAC Building, UP Complex, Commonwealth	chrcrc@yahoo.com Land Line: (02) 8294 8640



Child Rights Center	Ave., Diliman, QC	
Ms. Klarise Grace B. Espinosa Officer-In-Charge Economic, Social and Cultural Rights Center	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chr.esccrcenter@gmail.com Telefax: (02) 8282-1878
Atty. Krissi Shaffina Twyla Rubin Office-in-Charge Center for Gender Equality & Women's Human Rights	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	gewhrc.chr@gmail.com Landline: (02) 8294-8640
Ms. Reinna S. Bermudez Division Chief Center for Crisis, Conflict & Humanitarian Protection	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	ccchp.chr@gmail.com Landline: (02) 8282-1878
PREVENTION CLUSTER OFFICE		
Atty. Brenda E. Canapi Officer-in-Charge Prevention Cluster Office	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	avo.chr@gmail.com Telefax: (02) 8926-2905
Atty. Brenda E. Canapi Division Chief Visitorial Division	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	avo.chr@gmail.com Telefax: (02) 8926 2905
REGIONAL OFFICES		
Atty. Diana B. de Leon Officer-In-Charge CHR National Capital Region	SAAC Building, UP Complex, Commonwealth Ave., Diliman, QC	chr_ncr2017@yahoo.com Landline: (02) 8928 7098 0996 985 8528 0919 444 7720 0906 021 7146
Atty. Romel P. Daguiamol Director CHR Cordillera Administrative Region	2nd Floor APC Commercial Building, Bokawkan Road, Corner Aguila Street, 2600 Baguio	chrpcar@gmail.com Landline: (074) 620-0654 (074) 619-9088 Mobile: 0995 424 6328 0999 307 5878
Atty. Harold D. Kubaron Director CHR Region I	Aguila Road, Capitol Hill, Sevilla, San Fernando City, La Union	chr1sflu@yahoo.com Telefax: (072) 607 8706 Mobile: 0951-473-9420 0977-129-1575



Atty. Jimmy P. Baliga Director CHR Region II	No. 05 Pababalo St., Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	chrregii@gmail.com pacdregion2@gmail.com Landline: (078) 8304-1947 (078) 8304-2047 Mobile: 0996 798 6118 (Globe)
Atty. Leorae D. Valmonte Officer-In-Charge CHR Region III	Diosdado Macapagal Government Center, Brgy. Maimpis, San Fernando City, Pampanga	chrreg3@yahoo.com Land Line: (045) 961 4830 (045) 4046631 Telefax: (045) 961 8577 Mobile: 0966 228 2359 (Globe) 0908 656 1664 (Smart) 09190643390 (Smart)
Atty. Rexford D. Guevarra Officer-in-Charge CHR Region IV-A	2F Mary Grace Bldg., corner M.L. Quezon St., Colago Avenue, San Pablo City, Laguna	chr4_sanpablo@yahoo.com cr4asanpablo@gmail.com Telefax: (049) 562 5415 Mobile: 0915 692 0530 0917 844 5424 0939 638 4786
Atty. Dennis F. Mosquera Regional Director CHR Region IV-B	SAAC Bldg., UP Complex, Commonwealth Ave., Diliman, Quezon City	chr.mimaropa@gmail.com Land Line: (02) 8928 0848 Mobile: (0995) 653 2923 (Globe) (0928) 867 1087 (Smart)
Atty. Estrella C. Baltazar Officer-in-Charge CHR Region IV-B Mindoro Provincial Office	One Luna Place, Juan Luna St., Barangay San Vicente Central, Calapan City, Oriental Mindoro	chrmindorooffice@gmail.com Land Line: (043) 441 7515 Mobile: (0915) 069 4895 (Globe) (0928) 867 1089 (Smart)
Ms. Marilou V. Sebastian Officer-in-Charge CHR Region IV-B Palawan Provincial Office	Purok San Francisco II Unit 7 CNMS Bldg. Brgy Tiniguiban, Puerto Princesa City, Palawan	chr4bpppo@gmail.com Mobile: (0948) 109 2577 (Talk 'N Text) (0975) 458 8762 (Globe- TM)
Atty. Arlene Q. Alangco Director CHR Region V	Regional Government Center, Rawis, Legazpi City, Albay	chr5_legazpi@yahoo.com chr5pacd@gmail.com Land line: (052) 480 0521 0945 637 1271 (Globe) 0929 144 9263 (Smart)
Atty. Donna F. Madrona	PICPA Bldg., City Hall	chr5_naga@yahoo.com Mobile: 0998 438 5008 (Smart)

Officer-in-Charge CHR Region V Naga Sub-Office	Complex, Magsaysay Ave., Naga City, Bicol	
Atty. Jonnie L. Dabuco Officer-in-Charge CHR Region VI	Iloilo Sports Complex, Magsaysay Village, La Paz, Iloilo City	chr.region6@yahoo.com chr.region6@gmail.com chr.6pacdilo@gmail.com Landline: (033) 502 0037 (033) 329 2282 Mobile: 0995 098 9730 (Globe) 0929 322 7098 (Smart)
Mr. Romeo A. Baldevarona Officer-in-Charge CHR Region VI Bacolod Sub-Office	Ground Flr. Negros First Hostel cor. Gatuslao St. and North Capitol Road, Bacolod City	chrbacolodpacd@yahoo.com chrbac6.adm_finance@yahoo.com 034) 432 0590 0929 158 5602 0920 514 5436 0967 384 2293
Atty. Arvin A. Odrón Director CHR Region VII	132 A. Rafanan Building, Don Mariano Cui St., Capitol Site, Cebu City	chr7cebucity@yahoo.com Land Line: (032) 253 5403 Telefax: (032) 254 6921 Mobile: 0916 343 5806 (Globe) 0932 772 7601 (Sun Cellular)
Mr. Jonathan B. Tibay Officer-in-Charge CHR Region VII Bohol Sub-Office	Door 1-D Sarabia Co. Torralba Bldg. II cor. Espuelas- Doria St., Tagbilaran City	chr_bohol2020@yahoo.com Landline: (038) 411-0966 Mobile: 0938 089 0717 09155 894 226
- CHR Region VII Dumaguete Sub-Office	DSWD Provincial Office, Capitol Building, Dumaguete City	Land Line: (035) 420 9970 Mobile: 0965 908 0931 (Globe) 0932 590 7874 (Sun Cellular)
Atty. Desiree V. Pontejos Director CHR Region VIII	Government Center, Candahug, Palo, Leyte 6501	chrtac8@yahoo.com Landline: (053) 832 0958 0917 187 7243 (Globe) 0919 000 3975 (Smart)
Atty. Joy P. Sodusta Officer-in-Charge CHR Region VIII Calbayog Sub-Office	Corner J.D. Avelino Ave. and Licensiado St., Brgy. West Awang, Calbayog City	chr8calbayog@yahoo.com.ph Land Line: (055) 209 3726 (055) 533 9952 0926 333 6680 (Globe) 0918 560 1994 (Smart)
Atty. Judelyn T. Macapili Officer-in-Charge CHR Region IX	2nd Flr. JMS Building, Mayor Vitaliano Agan Ave.,	chr9_04@yahoo.com Land Line: (062) 993 0735 Telefax: (062) 993 2869 0916 672 7940 (Globe) 0908 332 4519 (Smart)

	Zamboanga City	
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