



# PUBLIC-PRIVATE PARTNERSHIP CENTER

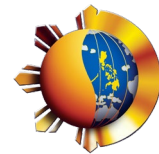
**CITIZEN'S CHARTER**  
as of December 31, 2022 (5<sup>th</sup> Edition)

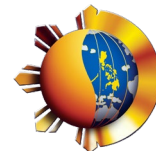




# PUBLIC-PRIVATE PARTNERSHIP CENTER

**CITIZEN'S CHARTER**  
as of December 31, 2022 (5<sup>th</sup> Edition)





## **I. MANDATE**

By virtue of the Executive Order No. 8 series of 2010, as amended by Executive Order No. 136 series of 2013, the PPP Center is mandated to facilitate the implementation of the country's PPP Program and Projects.

The PPP Center is the main driver of the PPP Program. It serves as the central coordinating and monitoring agency for all PPP projects in the Philippines. It champions the country's PPP Program by enabling implementing agencies in all aspects of project preparation, managing of the Project Development and Monitoring Facility (PDMF), providing project advisory and facilitation services, monitoring implementation and empowering agencies through various capacity building activities.

The PPP Center provides technical assistance to national government agencies (NGAs), government-owned-and controlled corporations (GOCCs), government financial institutions (GFIs), state universities and colleges (SUCs), and local government units (LGUs) as well as to the private sector to help develop and implement critical infrastructure and other development projects.

The PPP Center is also advocating policy reforms to improve the legal and regulatory frameworks governing PPPs in order to maximize the great potentials of these infrastructure and development projects in the country.

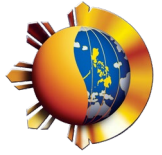
Through Executive Order No. 136, the PPP Center shall act as the Secretariat of the PPP Governing Board. The Board is the overall policy-making body for all PPP-related matters, including the Project Development and Monitoring Facility. It shall be responsible for setting the strategic direction of the Philippine PPP Program and creating an enabling policy and institutional environment for PPP.

## **II. VISION**

The Center shall serve as the champion of public-private partnerships for the country's inclusive growth and sustainable development.

## **III. MISSION**

The Center shall facilitate and optimize public-private partnerships in the country for the delivery of public infrastructure and other development services.



## **IV. SERVICE PLEDGE**

The Public-Private Partnership Center of the Philippines commit to:

### **P**rofessionalism

We commit to provide fast, reliable, efficient, competent and effective services that adhere to the principles of good governance and genuine public service.

### **P**assion for Excellence

We are dedicated to consistently deliver timely and the best quality of public service and to ensure efficient and effective implementation of public-private partnerships in the country

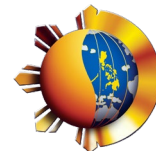
### **P**ro-activeness

As prime movers in public-private partnerships in the country, we strive to achieve positive results through dynamic processes that are anchored on the principles of transparency and accountability

### **C**lient-Oriented

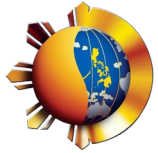
We intend to foster long-term partnerships that will enable clients to meet their public-private partnership targets. We will continuously innovate on our processes to maintain an investment climate where our partners could operate on a level-playing field.

We commit to attend to our clients who are within the Center's premises prior to the end of official working hours and during lunch break.

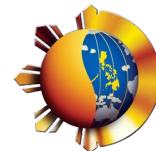


## V. LIST OF SERVICES

	<b>Page</b>
<b>Central Office</b>	
<b>External Services</b>	
1 Conduct of PPP Capacity Building Activity	6
2 Review and Approval of PDMF Application	9
3 Consultant Recruitment (for PDMF-supported Projects)	12
4 Consulting Contract Management - Contract Variation	14
5 Consulting Contract Management - Processing of Payment	18
6 Preliminary Assessment of the Project's Viability for PPP Implementation Upon Receipt of Requests from Clients	20
7 Review of Project Concept Notes and Proposals to be Presented and Discussed with the Concerned Implementing Agency	22
8 Review and Evaluation of the Different Aspects of Proposed PPP Projects	23
9 Review and Finalization of Draft Contracts and Other Bidding Documents (i.e. Instructions to Prospective Bidders (ITPB), Instructions to Bidders (ITB) and Bid Bulletins)	25
10 Assistance in the Actual Conduct of Bidding (i.e. Pre-Qualification and Pre-Bid Conferences, Evaluation of Bids, Contract Review, etc.)	26
11 Identification of Solutions to Various Technical, Financial, Legal and Contractual Issues/Problems Related to Project Development, Approvals and Implementation	28
12 Technical Assistance in Managing and Resolving Project Implementation Issues	29
13 Submission of Reports Related to the Implementation of PPP Projects	30
14 Formulation of PPP Governing Board (PPPGb) Policy Instruments (Includes Formulation of Concept Notes, and Conduct of Stakeholder Consultations)	32
15 Formulation of Other Policy Instruments Involving PPPs e.g. Joint Memorandum Circulars with Other Government Agencies, PPP Sectoral Guidelines	33
16 Inputs to PPP-related Policy Instruments of External Stakeholders	34
17 Responding to Client Queries on PPPs Through E-mail, Post, or Phone Call	35
18 Responding to Queries of Walk-in Clients	37
19 Provision of Library Reference and Circulation Services	38
20 Procurement Process for Competitive Bidding	40
21 Procurement Process for Alternative Method of Procurement with Posting	44
22 Procurement Process for Alternative Method of Procurement Without Posting	46
23 Processing of Financial Claims through LDDAP-ADA	48
24 Issuance of Certificate of Employment with Compensation	55
25 Issuance of Service Record	57
<b>Internal Services</b>	
1 Preparation of Legal Opinion	59
2 Preparation of Legal Review	60
3 Issuance of Leave Credit Balance	61
4 Processing of Claims through Petty Cash Fund	62



## **External Services**

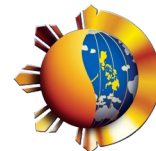


## 1. Conduct of PPP Capacity Building Activity

The Capacity Building Division of the PPP Center provides PPP training for implementing agencies (IAs) in the areas of project identification and selection, development, preparation, procurement, and implementation.

### Request for Customized Capacity Building Activity

<b>Office or Division:</b>	Capacity Building Division (CBD) – Capacity Building and Knowledge Management Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”) Other PPP Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request specifying the type of training needed or topic needed for training (1 original)		Requesting client		
2. Training Needs Analysis (TNA) form, if applicable based on the nature and/or complexity of the capacity building requirement as determined by the Capacity Building Division (1 original)		Capacity Building Division		
3. List of Participants (1 original)		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post.	1.1 Acknowledge the letter through an official reply by e-mail or by post	None	2 Days	<i>Division Chief, Capacity Building Division</i>
1.2 None	1.2 Coordinate with IA to determine initial details of the capacity building activity (e.g., participants, projects, training needs)	None	3 Days	<i>Division Chief, Capacity Building Division</i>
	1.3 Send Training Needs Analysis (TNA) form, if applicable	None	2 Days	<i>Division Chief, Capacity Building Division</i>
2.1 Submit Training Needs Analysis (TNA) form.	2.1 Process TNA results from the requesting client	None	2 Days	<i>Division Chief, Capacity Building Division</i>



				Building Division
2.2 None	2.2 Formulate the capacity building activity design, module, and program	None	5 Days	<i>Division Chief, Capacity Building Division</i>
2.3 None	2.3 Finalize the capacity building activity design, module, and program	None	2 Days	<i>Division Chief, Capacity Building Division</i>
2.4 None	2.4 Finalize the capacity building activity logistics with requesting client	None	2 Days	<i>Division Chief, Capacity Building Division</i>
3. Attend capacity building activity	3. Conduct the capacity building activity with requesting client	None	Actual duration of capacity building activity	<i>Division Chief, Capacity Building Division</i>
<b>TOTAL:</b>		None	18 Days	

#### Enrollment in Scheduled Capacity Building Activity

<b>Office or Division:</b>	Capacity Building Division (CBD) – Capacity Building and Knowledge Management Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”) Other PPP Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished registration form		PPP Center website ( <a href="https://ppp.gov.ph/">https://ppp.gov.ph/</a> ) or PPP Center to email registration form		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit accomplished registration forms through online form at least one week before the date of the training or before the indicated deadline	1.1 Acknowledge the submitted accomplished registration form and inform client that a separate email will be sent after the deadline for registration	None	2 Days	<i>Division Chief, Capacity Building Division</i>



1.2 None	1.2 Send acceptance email to qualified participants to the capacity building activity	None	2 Days	<i>Division Chief, Capacity Building Division</i>
<b>TOTAL:</b>		None	4 Days	



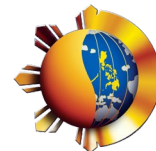
## 2. Review and Approval of PDMF Application

This process, which is based on the Revised PDMF Guidelines, covers the screening, evaluation, and processing of PDMF support applications from National Government Agencies/Local Government Units<sup>1</sup>/Local Government Agencies<sup>2</sup> [the “Implementing Agency (IA)”].

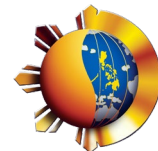
Office or Division:	Project Management Division (PMD) – Project Development and Monitoring Facility Service		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	National Government Agencies Government and Owned and Controlled Corporations (GOCC) Local Government Units (LGU) State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Endorsement letter from the head of Implementing Agency (IA) (1 original)		Head of the IA (Requesting client)	
2. Duly accomplished PDMF Forms (1 original)		Template from <a href="https://ppp.gov.ph/pdmf-guidelines/">https://ppp.gov.ph/pdmf-guidelines/</a>	
3. Nomination of representatives to the Project Study Committee/Project Monitoring Committee/Project Implementation Committee, and Special Bids and Awards Committee and its Technical Working Group (1 original)		Head of the IA (Requesting client)	
4. Resolution from the legislative body (for LGUs) or Board of Trustees or Directors (for government corporations) approving the availment of PDMF support and authorizing the local chief executive or the head of the government corporation to enter into a Technical Assistance Agreement with the PPP Center (1 original)		Board or legislative body of the IA, whichever is applicable (Requesting client)	
For Solicited Projects			
1. Certification confirming that the project is identified as a government priority or endorsed as a priority to the appropriate government body, if required (1 original)		Head of the IA (Requesting client)	

<sup>1</sup>Local Government Unit (LGU) refers to provinces, cities, municipalities, and barangays. [cf. Section 1, Article X, 1987 Philippine Constitution].

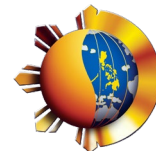
<sup>2</sup>Local corporations, local state universities and colleges, and local economic zones, among others



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the complete PDMF application to the PDMF Secretariat	1.1 Receive PDMF application from the national/local IA and screen completeness of submitted documents and conduct initial review	None	1 day	<i>Project Development Officer, Project Management Division (PMD)</i>
1.2 None	1.2 Prepare and send acknowledgment letter with initial review feedback	None	1 day	<i>Project Development Officer, PMD</i>
1.3 None	1.3 If the documentary requirements are complete, conduct full review of PDMF application	None	7 days	<i>Project Development Officer, PMD</i>
1.4 None	1.4 Prepare the staff appraisal report (SAR), indicative cost estimate, and scope of work (SOW)	None	1 day	<i>Project Development Officer, PMD</i>
2. Clarify/discuss issues/comments and draft SAR	2. Meet with IA to discuss issues/comments and draft SAR	None	2 hours	<i>Project Development Officers, PMD</i>  <i>Project Development Officer, Project Development Service (PDS)</i>  <i>Project Monitoring Officer, Policy Formulation, Project Evaluation and Monitoring Service (PFPEMS)</i>



2.a None	2.a If issues/ comments are not sufficiently addressed, revisit SAR, indicative cost estimate, SOW	None	4 hours	<i>Project Development Officers, PMD</i>  <i>Project Development Officer, PDS</i>  <i>Project Monitoring Officer, PFPEMS</i>
2.b None	2.b If issues/ comments are sufficiently addressed, update SAR, indicative cost estimate, SOW	None	2 hours	<i>Project Development Officers, PMD</i>  <i>Project Development Officer, PDS</i>  <i>Project Monitoring Officer, PFPEMS</i>
3.1 Attend pre- committee meeting and confirm SAR, indicative cost estimate, SOW	3.1 Conduct pre- committee meeting with IA and confirm SAR, indicative cost estimate, SOW	None	1 day	<i>Project Development Officers, PMD</i>  <i>Project Development Officer, PDS</i>  <i>Project Monitoring Officer, PFPEMS</i>
3.2 None	3.2 Finalize SAR, indicative cost estimate, SOW	None	3 days	<i>Project Development Officer, PMD</i>
4. Attend the PDMF Committee meeting	4. Present SAR to the PDMF Committee	None	1 day	<i>Project Development Officers, PMD</i>
<b>TOTAL:</b>		None	16 days	

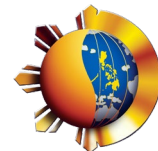


### 3. Consultant Recruitment (for PDMF-supported Projects)

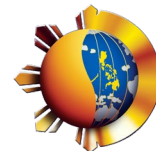
This process covers the selection of a consulting firm from the appropriate panel established during the prequalification of consultants. Through the Technical Assistance (TA) 7796, an international and an executive agreement between the Government of the Philippines and the Asian Development Bank (ADB), ADB co-financed to the Project Development and Monitoring Facility for the preparation, competitive bidding, negotiation, and monitoring of environmentally sustainable PPP projects. Applying the provisions in Republic Act No. 9184 allowing observance of international or executive agreement, the ADB Guidelines on the Use of Consultants (2013) (ADB Guidelines) is used in selecting, contracting, and monitoring consultants under the prequalified PDMF Panel of Consultants.

The procurement and the timeline are based on the Request for Proposals (RFP), as prescribed under ADB Guidelines, with the processing time laying down the period, instead of a schedule/date, of a certain activity. The procurement is in the nature of a competitive bidding with the beneficiaries covering various IAs. The engagement of a consulting firm for an assignment will be through the execution of a call-down assignment contract (Contract for Consultant's Services) between the PPP Center and the consulting firm, with the *conformé* of the concerned IA.

<b>Office or Division:</b>	Consultant Recruitment Division (CRD) – Project Development and Monitoring Facility Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	National and Local Government Agencies/Entities, National and Local Government and Owned and Controlled Corporations, Local Government Units, National and Local State Universities and Colleges, Special Economic Zones (generally referred to as the "Implementing Agency")			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completely signed Technical Assistance Agreement (TAA) between the PPP Center and IA (with list of IA's duly authorized representatives to the Special Bids and Awards Committee (SBAC), Technical Working Group (TWG), and Project Study/Implementation Committee to be created) (1 original)		PDMFS, PPP Center; and Implementing Agency (IA) – Office of the Head / Local Chief Executive or designated focal office		
2. Completely signed SBAC Resolution No. 1 approving the Request for Proposals (RFP) / Terms of Reference (TOR) (1 original)		PDMFS, PPP Center; and Implementing Agency (IA) – Office of the Head / Local Chief Executive or designated focal office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the signed TAA and SBAC Resolution No. 1 to the PPP Center - IA Office	1. Acknowledges receipt of the signed TAA and SBAC Resolution No. 1	None	1 Day	<i>Executive Director</i> Office of the Executive Director



2. None	2. Issues RFP	None	1 Day	<i>Project Development Officers, Consultant Recruitment Division (CRD)</i>
3. Receives Technical Proposals (TPs) and Financial Proposals (FPs) and opens TP as part of the SBAC - PPPC Office	3. Receives TPs and FPs and opens TP as part of SBAC	None	1 Day	SBAC and SBAC-TWG
4. Evaluates TPs as part of the SBAC and SBAC-TWG - IA Office or PPPC Office	4. Evaluates TPs as part of the SBAC and SBAC-TWG	None	5 Days	SBAC and SBAC-TWG
5. Opens and evaluates FPs as part of the SBAC and SBAC-TWG - PPPC Office	5. Opens and Evaluates FPs SBAC and SBAC-TWG	None	2 Days	SBAC and SBAC-TWG
6. Negotiate with the Consultant as part of the SBAC - PPPC Office	6. Negotiate with the Consultant as part of the SBAC	None	5 Days	SBAC
7. Reviews and signs the Contract for Consultant's Services (CCS) as conforming party to the CCS. - IA Office	7. Reviews and signs the CCS as contracting party to the CCS	None	5 Days	PPPC Executive Director
<b>TOTAL:</b>		None	20 Days	



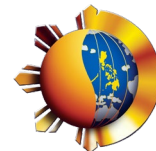
#### 4. Consulting Contract Management - Contract Variation

“Contract management is the monitoring and control of contractor performance to ensure optimal outcomes from a contract. It includes establishing communication pathways and protocols, monitoring progress toward delivery of contract deliverables, managing payments, controlling variations, measuring contractor performance, and closing out the contract.” Source: Asian Development Bank Contract Management: Guidance Note on Procurement (June 2018)

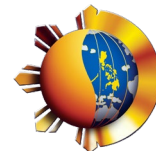
The Contract Variation process covers the review and approval of contract variation proposals, including the preparation and signing of contract amendments. The process within the control of the PDMF Service can further be broken down into the following sub-processes:

1. Processing of Project Study / Implementation Committee Resolution; and
2. Processing of contract amendment (including presentation to PDMF Committee of variations involving change in scope of work)

<b>Office or Division:</b>	Consultant Recruitment Division (CRD) – Project Development and Monitoring Facility Service			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	PDMF Panel of Project Preparation and Transaction Advisory and Independent Consultants National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Technical Assistance Agreement between the PPP Center and the Implementing Agency (1 original)		PPP Center, PDMFS – CRD		
2. Contract for Consultant’s Services (CCS) between the PPP Center and the Consultant (1 original)		PPP Center, PDMFS – CRD		
3. Contract Variation Proposal with the relevant supporting documents (1 original)		PPP Center; PDMFS – CRD, Implementing Agency (IA) – Office of the Head / Local Chief Executive or designated focal office; or Consultant’s office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Sub-Process 1: Processing of Project Study / Implementation Committee Resolution</b>				
1.1 Consultant / Implementing Agency (IA) submits contract variation proposal - Consultant / IA Office	1.1 Acknowledge receipt of contract variation proposal from the Consultant	None	1 Day	<i>Project Development Officers, Consultant Recruitment Division (CRD)</i>



1.2 None	1.2 Check proposal for completeness in information and supporting documents. In case of incomplete information or supporting documents, advise Consultant/IA to submit missing supporting documents.	None	2 Days	<i>Project Development Officers, CRD</i>
2. Consultant / IA submits missing information or supporting documents. - Consultant / IA Office	2. Evaluates proposal with complete information and supporting documents.	None	3 Days	<i>Project Development Officers, CRD</i>  <i>Project Development Officer, Project Development Service (PDS)</i>  <i>Project Monitoring Officer, Policy Formulation, Project Evaluation and Monitoring Service (PFPEMS)</i>  Representative of the Implementing Agency
3. Negotiate and approve terms of the variation with the Consultant. - Consultant / IA Office / PPPC Office	3. Negotiate and approve terms of the variation with the IA and the Consultant.	None	5 Days	<i>Project Development Officers, CRD</i>  <i>Project Development Officer, PDS</i>



				<i>Project Monitoring Officer, PFPEMS</i>  Representative of the Implementing Agency
4.1 None	4.1 Prepares Project Study Committee (PSC) <sup>3</sup> or Project Implementation Committee (PIC) <sup>4</sup> Resolution recommending approval of the variation proposal	None	4 Days	<i>Project Development Officers, CRD</i>
4.2 Evaluates and signs resolution approving contract variation proposal as member of the PSC/PIC - IA Office	4.2 Evaluates and signs proposal	None	5 Days	PSC/PIC Representative
<b>TOTAL:</b>		None	20 Days	
<b>Sub-process 2: Processing of contract amendment (including presentation to PDMF Committee of variations involving change in scope of work)</b>				
1. None	1. Prepares Memorandum to the PDMF Committee for approval of variation proposal involving change in scope of work and secures ADB's "no objection" on the proposed amendment	None	7 Days	<i>Project Development Officers, CRD</i>
2.1 None	2.1 Presents contract variation	None	1 Day	<i>Director Project Development</i>

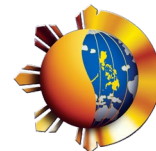
<sup>3</sup> Composed of representatives from PPP Center Project Development and Legal Services, and Implementing Agency (Consultant not included)

<sup>4</sup> Composed of representatives from PPP Center Policy Formulation and Project Evaluation and Monitoring and Legal Services, Implementing Agency, and Private Sector Concessionaire (Consultant not included)



	proposal to the PDMF Committee <sup>5</sup> for approval			and Monitoring Facility Service  <i>Executive Director, Deputy Executive Director, Office of the Executive Director</i>
2.2 None	2.2 Prepares amendment to the Contract for Consultant's Services (CCS)	None	5 Days	<i>Project Development Officers, CRD</i>
3. Consultant / IA reviews and signs the CCS as contracting (Consultant) / conforming (IA) parties to the CCS. - Consultant / IA Office	3. Reviews and signs the CCS as contracting party to the CCS	None	7 Days	<i>Executive Director Office of the Executive Director</i>
<b>TOTAL:</b>		None	20 Days	

<sup>5</sup> Composed of representatives from NEDA as Chairperson and DBM, DOF, and PPP Center as members.

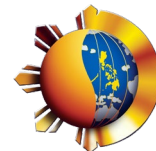


## 5. Consulting Contract Management - Processing of Payment

“Contract management is the monitoring and control of contractor performance to ensure optimal outcomes from a contract. It includes establishing communication pathways and protocols, monitoring progress toward delivery of contract deliverables, managing payments, controlling variations, measuring contractor performance, and closing out the contract.” Source: Asian Development Bank Contract Management: Guidance Note on Procurement (June 2018)

The payment to the PDMF Consultants is pursuant to the terms stipulated in the Contract for Consultant's Services between the PPP Center and the Consultants with the IA's conformity. The PDMF Service prepares the necessary forms (i.e. Authority to Pay, Application for Electronic Fund Transfer and Application to Purchase Foreign Exchange) for certification and approval of authorities to facilitate the disbursement of the payments to the Consultants, through the Land Bank.

<b>Office or Division:</b>	Financial Management Division (FMD) – Project Development and Monitoring Facility Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	PDMF Consultants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Consultant's Invoice (1 original)		Consultant (Requesting Client)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submits invoice upon notification by the PDMFS of the approval of the Project Study Committee (PSC) / Project Monitoring Committee (PMC) / Project Implementation Committee (PIC) Resolution. - PPP Center Office	1.1 Receives the Consultant's Invoice and prepare the payment documents according to the PDMF Guidelines	None	1 day	<i>Financial Analyst, Financial Management Division (FMD)</i>
1.2 None	1.2 Secure approval of payment from authorized officials	None	1 day	<i>Financial Analyst, FMD</i>
1.3 None	1.3 Approves and signs payment documents	None	2 Days	<i>Director, Project Development and Monitoring Facility Service (PDMFS)</i>



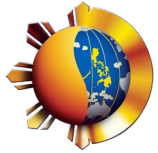
				<i>Deputy Executive Director</i> Office of the Deputy Executive Director  <i>Executive Director,</i> Office of the Executive Director
1.4 None	1.4 Notarizes Application to Purchase Foreign Exchange (APFE), for USD 30,000.00 & above and deliver payment documents to Landbank	None	1 Day	<i>Administrative Officer,</i> General Services Division (GSD)
1.5 None	1.5 Receives bank processed payment documents and notifies the Consultant through e-mail on the details of payment remitted	None	1 Day	<i>Financial Analyst,</i> FMD
2. Issues one (1) original copy Acknowledgement / Official Receipt as proof of receipt of remittance	2. Acknowledges receipt of Acknowledgement / Official Receipt	None	1 Day	<i>Financial Analyst,</i> FMD
<b>TOTAL:</b>		None	7 Days	



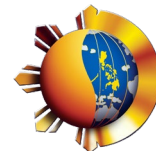
## 6. Preliminary Assessment of the Project's Viability for PPP Implementation Upon Receipt of Requests from Clients

The Project Development Service offers assistance in the preliminary assessment of the project's viability for PPP implementation through the review of feasibility/pre-feasibility study and/or business case. The PDS also assists the implementing agency in refining and finalizing its Project Development and Monitoring Facility (PDMF) application form and other required documents, in case the project is applied for PDMF project development and transaction advisory support.

<b>Office or Division:</b>	Project Development Service (PDS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request with the project document required and the type of document review being requested (1 original)		Requesting client		
2. Feasibility/pre-feasibility study (1 photocopy); <b>or</b>				
Business Cases (1 photocopy); <b>or</b>				
Application letter for Project Development and Monitoring Facility (PDMF) support (1 original) <b>together with</b>				
PDMF form and other related project documents (1 photocopy)		Template from <a href="https://ppp.gov.ph/pdmf-guidelines/">https://ppp.gov.ph/pdmf-guidelines/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post.	1.1 Acknowledge the letter through an official reply by e-mail or by post	None	1 Day	Assigned Project Manager, Division Chief and PDS Director
1.2 None	1.2 Review /assess the project documents provided by the client	None	18 days	Assigned Project Manager, Division Chief and PDS Director
1.3 Acknowledge the letter of PPP Center containing the	1.3 Transmit results/ findings on the project	None	1 day	Assigned Project Manager, Division



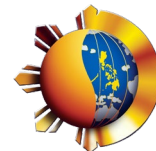
results/findings on the project documents	documents to client			Chief and PDS Director
<b>TOTAL:</b>		None	20 Days	



## 7. Review of Project Concept Notes and Proposals to be Presented and Discussed with the Concerned Implementing Agency

The PDS assists the implementing agency in crafting, refining and reviewing the project concept notes and recommends the appropriate next steps for the project (i.e. for PDMF application or for in-house conduct of business case).

<b>Office or Division:</b>	Project Development Service (PDS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request with the project document required and the type of document review being requested (1 original)		Requesting client		
2. Draft project concept notes and other related project documents (1 photocopy)		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post	1.1 Acknowledge the letter through an official reply by e-mail or by post	None	1 day	Assigned Project Manager, Division Chief and PDS Director
1.2 None	1.2 Review /assess the project documents provided by the client	None	18 days	Assigned Project Manager, Division Chief and PDS Director
1.3 Acknowledge the letter of PPP Center containing the results/findings on the project documents	1.3 Transmit results/ findings on the project documents to client	None	1 day	Assigned Project Manager, Division Chief and PDS Director
<b>TOTAL:</b>		None	20 Days	

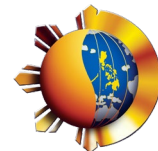


## 8. Review and Evaluation of the Different Aspects of Proposed PPP Projects<sup>6</sup>

The PPP Center, through the Project Evaluation Division, conducts a review and evaluation of proposed PPP projects for approval and confirmation, respectively, of the Investment Coordination Committee and the NEDA Board, the inter-agency bodies that approves proposed PPP projects prior to its implementation.

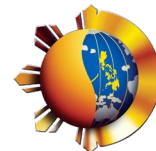
<b>Office or Division:</b>	Project Evaluation Division (PED) – Policy Formulation, Project Evaluation and Monitoring Service	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Investment Coordination Committee (ICC) - Technical Board (TB)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Project Proposal based on data not older than three (3) years (1 photocopy)		ICC Core Secretariat (as submitted/ provided by the Implementing Agency)
2. ICC Project Evaluation (PE) Forms No. 1 to 9 (1 photocopy)		
3. Economic and financial analyses in traceable formula format based on the submitted PPP PE forms (1 electronic copy)		
4. Endorsement by head of oversight/mother department (1 photocopy)		
5. Environmental Impact Statement (EIS)/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (1 photocopy)		
6. DOF-CAG review for GOCC projects (1 photocopy)		
7. Location map (1 photocopy)		
8. Right-of-way acquisition and resettlement action plan (1 photocopy)		
9. ICC Project Evaluation Matrix (1 photocopy)		
10. Project context in the Department's overall strategy/program (1 photocopy)		
11. Information on job creation/employment impact of the Project (1 photocopy)		
12. Draft concession agreement (for unsolicited proposals only) (1 photocopy)		
13. Proof of proponent's eligibility pursuant to Section 5.4 of the BOT Law IRR (for unsolicited proposals only) (1 photocopy)		

<sup>6</sup> This service will undergo updates pending the formal issuance of Investment Coordination Committee (ICC) Resolution No. 1-2021, which sets forth the processes of and requirements by the ICC Technical Working Group, and which designates the PPP Center through PED as the secretariat.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 ICC – TB, through the ICC Core Secretariat, endorses project documents and requests for review of proposed PPP project for ICC approval.	1.1 Receive and acknowledge request for review and accompanying project documents	None	1 day	<i>Division Chief, Project Evaluation Division (PED)</i>
1.2 None	1.2 Develop Project Evaluation Report (PER)*.	None	18 days	<i>Division Chief, PED</i>
1.3 None	1.3 Submit PER to ICC Core Secretariat through e-mail and hardcopy	None	1 day	<i>Division Chief, PED</i>
<b>TOTAL:</b>		None	20 Days	

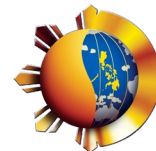
\* The PER (in a form of a report, memo, or correspondence) contains the assessments, inputs, and comments of the PPP Center on the proposed PPP project, to aid the ICC Technical Board in its deliberation and decision on whether to endorse the proposed project for approval/confirmation.



## 9. Review and Finalization of Draft Contracts and Other Bidding Documents (i.e. Instructions to Prospective Bidders (ITPB), Instructions to Bidders (ITB) and Bid Bulletins)

The PDS provides technical assistance and advisory services to implementing agencies in the review and finalization of draft contracts and other bidding documents such as ITPB, ITB and bid bulletins in the procurement stage of their PPP projects.

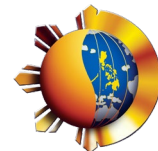
<b>Office or Division:</b>	Project Development Service (PDS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request with the project document required and the type of document review being requested (1 original)		Requesting client		
2. Bid Documents such as ITPB, ITB, Draft Contract, Bid Bulletins and other related bidding documents (1 photocopy)		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post	1.1 Acknowledge the letter through an official reply by e-mail or by post	None	1 day	Assigned Project Manager, Division Chief and PDS Director
1.2 None	1.2 Review /assess the project documents provided by the client	None	18 days	Assigned Project Manager, Division Chief and PDS Director
1.3 Acknowledge the letter of PPP Center containing the results/findings on the project documents	1.3 Transmit results/ findings on the project documents to client	None	1 day	Assigned Project Manager, Division Chief and PDS Director
<b>TOTAL:</b>		None	20 Days	



## 10. Assistance in the Actual Conduct of Bidding (i.e. Pre-Qualification and Pre-Bid Conferences, Evaluation of Bids, Contract Review, etc.)

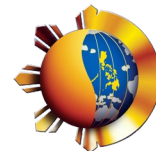
The PDS provides technical assistance and advisory services to implementing agencies during the actual conduct of the bidding process.

<b>Office or Division:</b>	Project Development Service (PDS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request with the project document required and the type of document review being requested (1 original)		Requesting client		
2. Formation of Prequalification Bids and Awards (PBAC) or PPP – Technical Working Group (PPP-TWG) (1 original)		Requesting client		
3. Pre-qualification and pre-bid conference materials, bid bulletins and other related tender documents (1 photocopy)		Requesting client		
4. Invitation to PBAC or PPP-TWG meetings (1 photocopy)		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post	1.1 Acknowledge the letter through an official reply by e-mail or by post	None	Estimated duration of the bidding process is 6 to 8 months (inclusive of all required issuance of documents, conferences and other requirements stated in the law)	Assigned Project Manager, Division Chief and PDS Director
1.2 None	1.2 Assign a representative to attend the PBAC and TWG meetings	None		Division Chief and PDS Director
1.3 None	1.3 Provide comments/inputs on the pre-qualification and pre-bid conference materials, bid bulletins and other related tender documents	None		Assigned Project Manager, Division Chief and PDS Director



1.4 Acknowledge the letter of PPP Center containing the results/findings on the project documents	1.4 Transmit results/ findings on the project documents to client	None		Assigned Project Manager, Division Chief and PDS Director
1.5 Send invitation/s to PBAC or PPP-TWG meetings	1.5 Attend PBAC or PPP-TWG meetings	None		Assigned Project Manager, Division Chief and PDS Director
<b>TOTAL:</b>		None	Estimated 6-8 months	

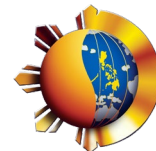
Assistance in the actual conduct of bidding (i.e. pre-qualification and pre-bid conferences, evaluation of bids, contract review, etc.) is covered under RA 7718, NEDA JV Guidelines or LGU PPP Code.



## 11. Identification of Solutions to Various Technical, Financial, Legal and Contractual Issues/Problems Related to Project Development, Approvals and Implementation

The PDS assists the implementing agency in all aspects of project development, i.e. technical, legal, financial and procurement, by providing solution/recommendations based on best practices and previous project experiences.

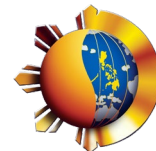
<b>Office or Division:</b>	Project Development Service (PDS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request with the project document required and the type of document review being requested (1 original)		Requesting client		
2. Problem Description (1 original)		Requesting client		
3. Relevant documents that will help describe the problem (1 photocopy)		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post	1.1 Acknowledge the letter through an official reply by e-mail or by post	None	1 day	Assigned Project Manager, Division Chief and PDS Director
1.2 None	1.2 Review /assess the project documents provided by the client	None	18 days	Assigned Project Manager, Division Chief and PDS Director
1.3 Acknowledge the letter of PPP Center containing the results/findings on the project documents	1.3 Transmit results/ findings on the project documents to client	None	1 day	Assigned Project Manager, Division Chief and PDS Director
<b>TOTAL:</b>		None	20 Days	



## 12. Technical Assistance in Managing and Resolving Project Implementation Issues

The PPP Center provides technical assistance to the IAs in managing and resolving issues and bottlenecks such as but not limited to contract variations, right-of-way, and environment safeguards, in the course of project implementation.

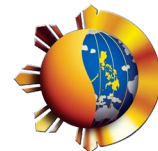
<b>Office or Division:</b>	Project Monitoring Division (PMD) – Policy Formulation, Project Evaluation and Monitoring Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter conveying the nature of assistance requested (1 original/scanned original copy)		Requesting Client		
2. PPP/JV Contract and its annexes (1 photocopy)		Requesting Client		
3. All reference documents as indicated in the request (1 photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send written request to the Executive Director of the PPP Center through e-mail or by post.	1.1 Receive request for assistance and conduct review of the request	None	2 days	<i>Office of the Executive Director</i>  <i>Project Monitoring Division (PMD) Officer</i>
1.2 None	1.2 Draft and finalize the Center's action/response	None	17 days	<i>PMD Officer, Division Chief, Service Directors, and other PPP Center officials, as may be applicable</i>
1.3 None	1.3 Inform/ send to the Client the Center's action/ response to their request for assistance.	None	1 day	<i>PMD Officer</i>
<b>TOTAL:</b>		None	20 days	



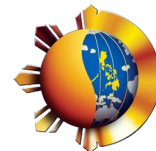
### 13. Submission of Reports Related to the Implementation of PPP Projects

The PPP Center prepares various reports related to the implementation of PPP projects such as but not limited to project briefers, project status, and approved cost, as requested by government agencies and other stakeholders.

<b>Office or Division:</b>	Project Monitoring Division (PMD) – Policy Formulation, Project Evaluation and Monitoring Service			
<b>Classification:</b>	Simple to Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter conveying the specific report requested (1 original/scanned original copy)		Requesting Client		
2. All reference documents as indicated in the request (1 photocopy)		Requesting Client		
<b>Simple</b> <i>the answer or requested information is available and can be provided within three days</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send written request to the Executive Director of the PPP Center through e-mail or by post.	1.1 Receive request for report and conduct review of the request	None	2 days	Office of the Executive Director  Project Monitoring Division (PMD) Officer
1.2 None	1.2 Draft and finalize the requested report	None	1 day	PMD Officer, Division Chief, Service Directors, and other PPP Center officials, as may be applicable
1.3 None	1.3 Inform/ send to the Client the Center's action/ response to their request for report.	None		PMD Officer
<b>TOTAL:</b>		None	3 days	
<b>Highly Technical</b> <i>the answer or requested information is available and can be provided within twenty days</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send written request to the Executive Director	1.1 Receive request for report and	None	2 days	Office of the Executive Director



of the PPP Center through e-mail or by post.	conduct review of the request			<i>Project Monitoring Division (PMD) Officer</i>
1.2 None	1.2 Draft and finalize the requested report	None	17 days	<i>PMD Officer, Division Chief, Service Directors, and other PPP Center officials, as may be applicable</i>
1.3 None	1.3 Inform/ send to the Client the Center's action/ response to their request for report.	None	1 day	<i>PMD Officer</i>
<b>TOTAL:</b>		None	20 days	



#### 14. Formulation of PPP Governing Board (PPPGB) Policy Instruments

The PPP Center is mandated to recommend plans, policies and implementation guidelines related to PPP in consultation with concerned stakeholders. Various stakeholders, such as the PPPGB, partner agencies, other government entities, including the PPP Center, can propose policy instruments to be drafted.

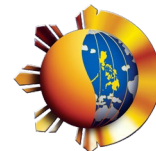
The proposed policy may fall under any of the following types of policy instruments:

- a. PPP Governing Board (PPPGB) Policy Instruments
- b. Policy Instruments involving PPPs initiated by the PPP Center and its Partner Agencies
- c. Inputs to PPP-related Policy Instruments of External Stakeholders

The process below illustrates how formulation of PPPGB Policy Instruments are done.

<b>Office or Division:</b>	Policy Formulation Division (PFD) – Policy Formulation, Project Evaluation and Monitoring Service			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PPPGB Resolution approving the concept note for the formulation of the policy instrument		PPPGB Secretariat		
2. Inputs from all concerned stakeholders (if applicable)		Depends on the subject policy instrument		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Instruct the formulation of the PPPGB policy instrument	1.1 Draft and propose the policy instrument	None	19 days	<i>Planning Officer, Division Chief, PFD, Service Directors, PFPEMS</i>
1.2 None	1.2 1.2 Release policy instrument to PPPGB	None	1 day	<i>Planning Officer, PFD</i>
<b>TOTAL:</b>			20 days <sup>1</sup>	

<sup>1</sup>Inputs from concerned stakeholders may be obtained through the conduct of consultation meetings, workshops, e-mail queries, and the like. As such, the period to complete this varies and depends on the complexity of the subject matter, and availability of the relevant stakeholders.

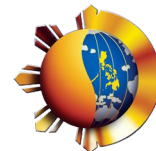


## 15. Formulation of Other Policy Instruments Involving PPPs

The second type of policy instrument refers to Policy Instruments involving PPPs initiated by the PPP Center and its Partner Agencies, which involves joint memorandum circulars with other government agencies, PPP sectoral guidelines initiated either by the PPP Center or in partnership with other government agencies.

<b>Office or Division:</b>	Policy Formulation Division (PFD) – Policy Formulation, Project Evaluation and Monitoring Service			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written request or instruction, either electronic or physical, detailing a PPP policy issue that needs to be clarified or addressed through the issuance of a policy instrument (1 original)		Requesting Client		
2. Approved Concept Note from the Executive Director		Office of the Executive Director		
3. Inputs from all concerned stakeholders (if applicable)		Depends on the subject policy instrument		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Instruct the drafting of the policy instrument	1.1 Draft and proposed policy instruments	None	19 Day	<i>Planning Officer, Division Chief, PFD, Service Directors, PFPEMS</i>
1.2 None	1.2 Release policy instrument to PPPGB	None	1 Day	<i>Planning Officer, PFD</i>
<b>TOTAL:</b>			20 Days <sup>1</sup>	

<sup>1</sup>Inputs from concerned stakeholder may be obtained through the conduct of consultation meetings, workshops, e-mail queries, and the like. As such, the period to complete this varies and depends on the complexity of the subject matter, and availability of the relevant stakeholders.

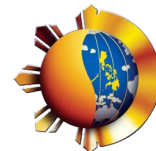


## 16. Inputs to PPP-related Policy Instruments of External Stakeholders

As requested by any external stakeholder, the PPP Center provides its detailed inputs on any of said requesting stakeholder's PPP-related policy instrument.

<b>Office or Division:</b>	Policy Formulation Division (PFD) – Policy Formulation, Project Evaluation and Monitoring Service			
<b>Classification:</b>	Highly Technical (Multi-Stage Processing)			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request (either electronic or physical) for inputs from concerned external stakeholders (1 original)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit written request for PPP Center inputs on its policy instrument.	1.1 Acknowledge receipt of request	None	1 day	<i>Planning Officer, Policy Formulation Division (PFD)</i>
1.2 None	1.2 Review of draft Policy Instrument, and Prepare and Finalize PPP Center Inputs	None	18 days	<i>Planning Officer, Division Chief, PFD, Service Directors, PFPEMS Deputy Executive Director and/or Executive Director</i>
1.3 None	1.3 Release inputs to client	None	1 day	<i>Planning Officer, PFD</i>
<b>TOTAL:</b>		None	20 Days <sup>1</sup>	

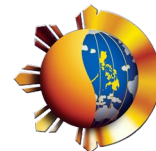
<sup>1</sup> Based on previous transactions, the processing time for the provision of inputs to PPP-related policy instruments of external stakeholders may exceed 20 days depending on the deadline provided by the external stakeholder, as well as other factors such as complexity of the topic of the policy instrument, among others.



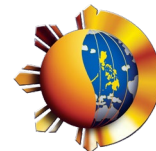
## 17. Responding to Client Queries on PPPs Through E-mail, Post, or Phone Call

The Knowledge Management Division of the PPP Center address queries and assistance e-mail inquiries, post or phone call and researchers requesting for information on PPPs, the PPP Program, and the PPP Center.

<b>Office or Division:</b>	Knowledge Management Division (KMD) – Capacity Building and Knowledge Management Service			
<b>Classification:</b>	Simple to Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request addressed to the Executive Director of the PPP Center through e-mail or by post stating the information and data needed (1 original)		Requesting client		
<b>Simple Request</b> <i>the answer or requested information is available and can be provided within three days</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post	1.1 Acknowledge the letter through an official reply by e-mail or by post	None	1 day	<i>Division Chief, Knowledge Management Division (KMD)</i>
1.2 None	1.2 Evaluate if requested information and data should be processed through Freedom of Information (FOI) or regular process	None		<i>Division Chief, KMD</i>
1.3 None	1.3 If requested information and data needs to be processed through FOI, provide client the link to the FOI request form. If not applicable, proceed to Step 1.4	None		<i>Division Chief, KMD</i>
1.4 None	1.4 Seek assistance, if applicable, from concerned units in the preparation of information and data needed	None	2 days	<i>Division Chief, KMD</i>



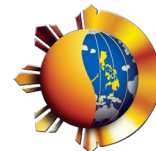
1.5 None	1.5 Draft the appropriate response	None		<i>Division Chief, KMD</i>
1.6 None	1.6 Send the response to the requesting client through e-mail or post	None		<i>Division Chief, KMD</i>
	<b>TOTAL:</b>	None	3 days	
<b>Highly Technical Request</b> <i>the answer or requested information can be provided within ten days</i>				
1.1 Send an official letter to the Executive Director of the PPP Center through e-mail or by post	1.1 Acknowledge the letter through an official reply by e- mail or by post	None	1 day	<i>Division Chief, Knowledge Management Division (KMD)</i>
1.2 None	1.2 Evaluate if requested information and data should be processed through Freedom of Information (FOI) or regular process	None	1 day	<i>Division Chief, KMD</i>
1.3 None	1.3 If requested information and data need to be processed through FOI, provide client the link on the website to fill out the FOI request form. If not applicable, proceed to Step 1.4	None	1 day	<i>Division Chief, KMD</i>
1.4 None	1.4 Seek assistance, if applicable, from concerned units in the preparation of information and data needed	None	5 days	<i>Division Chief, KMD</i>
1.5 None	1.5 Draft the appropriate response	None	1 day	<i>Division Chief, KMD</i>
1.6 None	1.6 Send the response to the requesting client through e-mail or post	None	1 day	<i>Division Chief, KMD</i>
	<b>TOTAL:</b>	None	10 days	



## 18. Responding to Queries of Walk-in Clients

The Knowledge Management Division of the PPP Center address queries and provides assistance to walk-in clients requesting for information on PPPs, PPP Program, and PPP Center.

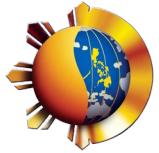
<b>Office or Division:</b>		Knowledge Management Division (KMD) – Capacity Building and Knowledge Management Service		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity		
<b>Who may avail:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the Client Logbook in the office lobby.	1.1 Give the logbook to the client	None	10 minutes	<i>Division Chief, Knowledge Management Division (KMD)</i>
1.2 None	1.2 Evaluate if requested information and data should be processed through Freedom of Information (FOI) or regular process	None	10 minutes	<i>Division Chief, KMD</i>
1.3a None	1.3a If requested information and data need to be processed through FOI, provide client the link on the website to fill out the FOI request form. If not applicable, proceed to Step 1.3	None	10 minutes	<i>Division Chief, KMD</i>
1.3b None	1.3b If FOI process is not applicable, discuss with the client their requested information and data at the meeting room	None	30 minutes	<i>Division Chief, KMD</i>
<b>TOTAL:</b>		None	1 hour	



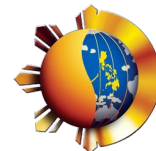
## 19. Provision of Library Reference and Circulation Services

The Knowledge Management Division of the PPP Center provides library reference and circulation services to walk in clients seeking information on PPP Program and PPP Projects.

<b>Office or Division:</b>	Knowledge Management Division (KMD) – Capacity Building and Knowledge Management Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the Director of the Capacity Building and Knowledge Management Service (1 original)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the letter of request to the PPP Center, if applicable	1. Give the Client Logbook in the office lobby	None	1 Minute	Information Officer II (Librarian), Knowledge Management Division (KMD)
2. Sign in the Client Logbook in the office lobby.	2. Assist the client to the library	None	1 Minute	Information Officer II (Librarian), KMD
3.1 Sign in the User Library Logbook and show one government ID for verification	3.1 Discuss with the client the library reference or circulation services needed	None	5 Minutes	Information Officer II (Librarian), KMD
3.2 None	3.2 Evaluate if requested information and data should be processed through Freedom of Information (FOI) or regular process	None	5 Minutes	Information Officer II (Librarian), KMD
3.3a None	3.3a If requested information and data need to be processed through FOI, provide client the process and	None	5 Minutes	Information Officer II (Librarian), KMD



	necessary information on how to apply for FOI request			
3.3b None	3.3b If requested information and data need to be processed through FOI, provide client the link on the website to fill out the FOI request form. If not applicable, proceed to Step 3.4	None	5 Minutes	<i>Information Officer II (Librarian), KMD</i>
3.3c None	3.3c If user is looking for a specific material that is unavailable, suggest alternative resource with a similar subject, if available	None	5 Minutes	<i>Information Officer II (Librarian), KMD</i>
3.4 None	3.4 Provide appropriate reference material to the user	None	5 Minutes	<i>Information Officer II (Librarian), KMD</i>
<b>TOTAL:</b>		None	32 Minutes	

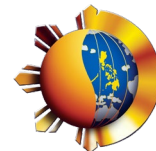


## 20. Procurement Process for Competitive Bidding

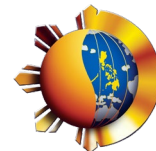
The Government Procurement Reform Act, otherwise known as Republic Act (RA) No. 9184 provides for the modernization, standardization and regulation of the procurement activities of the government. All procurement activities of the PPP Center are in accordance with the provisions of RA No. 9184. Section 10 of the Act provides that all procurement shall be done through competitive bidding to ensure transparency, competitiveness, streamlined procurement process, accountability, and public monitoring of the procurement process.

The Procurement Officer and the PPP Center Bids and Awards Committee, its Technical Working Group and the Secretariat oversees the procurement activities of the Center.

<b>Office or Division:</b>	General Services Division (GSD) – Administrative Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business		
<b>Who may avail:</b>	PPPC End-users and prospective bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Bid submission (1 original, 2 photocopies)		Requesting Client	
A. Eligibility Requirements (1 original, 2 photocopies) a. PhilGEPS Certificate of Registration (Platinum Membership)  b. Audited Financial Statement Stamped Received by BIR c. Accomplished Statement of Ongoing and Completed Contracts, including Awarded but not yet started)		a. Procurement Service-Philippine Government Electronic Procurement System (PS-PhilGEPS) b. Bureau of Internal Revenue (BIR) c. Requesting Client	
B. Technical Requirements (1 original, 2 photocopies) a. Bid Security or accomplished Bid Securing Declaration b. Accomplished Net Financial Contracting Capacity c. Accomplished Omnibus Sworn Statement		Requesting Client	
C. Financial Bid Proposal (1 original, 2 photocopies)		Requesting Client	
2. Post-qualification documents (1 photocopy, original copy to be presented to verify authenticity) a. Latest Income and Business Tax Returns and show original copies of the following: b. SEC Registration  c. Tax Clearance d. Mayor's Permit		a. BIR b. Securities and Exchange Commission (SEC) c. BIR d. Office of the Mayor (LGU where the principal place of business of the client)	
3. Contract Signing (1 original) a. Performance Security		Requesting client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 None	1.1 Post the Invitation to Bid (ITB) and Bidding Documents at PhilGEPS and PPPC Website / Bulletin Board	None	20 minutes	<i>Administrative Officer V (Procurement Officer), General Services Division (GSD)</i>
1.2 Attend Pre-Bid Conference	1.2 Conduct Pre-bid Conference	None	1 hour	PPPC Bids and Awards Committee (PBAC)
2.1 Pay the corresponding rate of bidding document/s  Reminder: Bid must be submitted within the prescribed deadline, as posted in the Invitation to Bid  Bid must be sealed and submitted in three (3) copies	2.1 Issue Official Receipt	None	3 minutes	<i>Cashier, Finance Division (FD)</i>
2.2 Submit sealed bid in three (3) copies to the PBAC Secretariat	2.2 Verify proof of payment of bidding document. Receive and stamp bid indicating the date and time of receipt.	Standard Rate/s (please see table below)	10 Minutes	<i>BAC Secretariat/ Administrative Officer V (Procurement Officer), GSD</i>
2. 3 None	2.3 Open, and evaluate bid / quotation and post qualify the bid proposal	None	1 Day	PBAC Technical Working Group (TWG) and Secretariat
3.1 Submit Post-qualification (PQ) documents	3.1. Receive and validate submitted PQ documents vis-à-vis original document/s	None	1 Day	PBAC Technical Working Group (TWG) and Secretariat
3.2 None	3.2. Prepare the PQ Report and recommend approval of the PBAC	None	3 Days	Technical Working Group



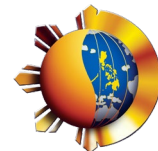
3.3. None	3.3. Preparation of PBAC Resolution, Notice of Award and Abstract of Bids / Approval	None	3 days	PBAC Secretariat
4. Receipt of Notice of Award	4. Issue Notice of Award to Winning Bidder	None	1 Day	Administrative Officer V (Procurement Officer), GSD
5. Prepare and submit Performance Security	5. None	None	10 Days	Administrative Officer V (Procurement Officer), GSD
6. None	6. Receipt of Performance Security	None	10 minutes	Administrative Officer V (Procurement Officer), GSD
6.1 None	6.1 Contract preparation and signing	None	1 Day	Administrative Officer V (Procurement Officer), GSD
7. Submit Notarized and signed Contract / Performance Bond	7. Approval of Contract by the Head of the Procuring Entity (HoPE)	None	1 Day	Head of the Procuring Entity (HoPE)
8. Implement the contract	8. Monitor the implementation of the contract	None	(Depending on the length of the contract)	PPPC End User
<b>TOTAL:</b>		Standard rates based on table below as prescribed in the IRR of RA 9184	21 days, 1 hour and 43 minutes	

Procurement process for Competitive Bidding is covered under RA 9184.

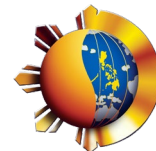
Note: For competitive bidding, possible timeline prescribed in Annex "C" of the IRR of Republic Act No. 9184

Fees to be paid pursuant to GPPB Resolution 04-2012, approved on February 24, 2012

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	500.00



More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

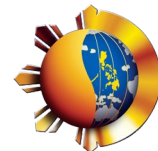


## 21. Procurement Process for Alternative Method of Procurement with Posting

Section 48 of the Republic Act No. 9184 provides that the procuring entity may resort to alternative methods of procurement in order to promote economy and efficiency, and whenever justified by the conditions provided in RA No. 9184, subject to prior approval of the Head of the Procuring Entity or his duly authorized representative.

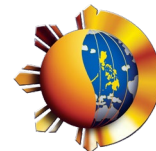
Posting is required for procurement project/s with an Approved Budget for the Contract (ABC) of more than Fifty Thousand Pesos (Php50,000.00), in the PhilGEPS website and PPP Center website.

<b>Office or Division:</b>	General Services Division (GSD) – Administrative Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Prospective bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Price quotation and/or signed and conformed Technical Specifications and Schedule of Requirements/Scope of Work/Terms of Reference (1 original)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive notification from PhilGEPS for bid opportunity	1. Post the Request for Quotation (RFQ) at PhilGEPS and PPC Website / Bulletin Board	None	3 calendar Days	<i>Administrative Officer III (Procurement Officer), General Services Division (GSD)</i>
2.1 Submit bid to the PBAC Secretariat  Reminder:  Bid/s submission may be done manually or electronically within prescribed timeline	2.1 Receive and stamp bid indicating the date and time of receipt	None	10 Minutes	<i>Administrative Officer III (Procurement Officer), GSD</i>
2.2 None	2.2 Open and evaluate bid proposal/s	None	1 Day	PPPC Bids and Awards Committee (PBAC) Secretariat



2.3 None	2.3 Prepare Abstract of Quotation (AOQ) and routing to concerned signatories for approval	None	1 Day	PBAC Secretariat
2.4 None	2.4 Prepare Purchase Order (PO) / Job Order (JO) for approval	None	1 Day	PBAC Secretariat
2.5 None	2.5 Issuance of PO/JO to winning bidder	None	1 Day	Administrative Officer III (Procurement Officer), GSD
3. Implement the contract	3. Monitor the implementation of the contract	None	(Depending on the length of the contract)	PPPC End-user
<b>TOTAL:</b>		None	7 days and 10 minutes	

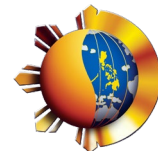
Procurement process for Alternative Method of procurement with posting is covered under RA 9184.



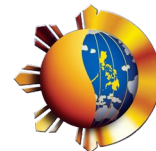
## 22. Procurement Process for Alternative Method of Procurement Without Posting

For procurement activities with an Approved Budget for the Contract (ABC) below Fifty Thousand Pesos (Php50,000.00), posting is not required. The PPP Center, through its BAC and Procurement Officer simply requests for the submission of price quotations to at least three (3) prospective suppliers. Then, opening of bids and evaluation will be scheduled to award the project to the winning bidder.

<b>Office or Division:</b>	General Services Division (GSD) – Administrative Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	PPPC End-users and prospective bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Price quotation and/or signed and conformed Technical Specifications and Schedule of Requirements/Scope of Work/Terms of Reference (1 original)		PPPC Bids and Awards Committee (PBAC) Secretariat / General Services Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive request for Quotation	1. Prepare, route for approval, and farm-out the Request for Quotation (RFQ) to prospective bidders	None	1 Day	<i>Administrative Officer III (Procurement Officer) General Services Division (GSD)</i>
2.1 Submit bid to the PBAC Secretariat  Reminder:  Bid/s submission may be done manually or electronically within prescribed timeline	2.1 Receive and stamp bid indicating the date and time of receipt	None	10 Minutes	<i>Administrative Officer III (Procurement Officer), GSD</i>
2.2 None	2.2 Open and evaluate bid proposal/s	None	1 Day	PPPC Bids and Awards Committee (PBAC)
2.3 None	2.3 Prepare Abstract of Quotation (AOQ) and routing to concerned signatories for approval	None	1 Day	PBAC Secretariat
2.4 None	2.4 Prepare Purchase Order (PO) / Job Order (JO) for approval	None	1 Day	PBAC Secretariat



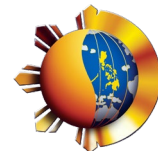
2.5 None	2.5 Issuance of PO/JO to winning bidder	None	1 Day	<i>Administrative Officer III (Procurement Officer) General Services Division</i>
3. Implement the contract	3. Monitor the implementation of the contract	None	<i>(Depending on the length of the contract)</i>	<i>PPPC End User</i>
<b>TOTAL:</b>		None	5 days and 10 minutes	



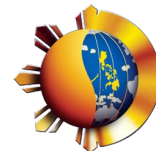
## 23. Processing of Financial Claims through LDDAP-ADA

The claims for payment for Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) are processed upon submission of complete supporting documents. The payment is made either through check issuance or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA).

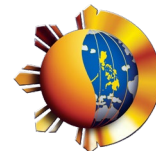
<b>Office or Division:</b>	Finance Division (FD) – Administrative Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business	
<b>Who may avail:</b>	PPPC officials and employees Service/Goods Providers/Suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
As prescribed by COA Circular No. 2012-001 dated June 14, 2012 depending on the nature of claims.		
<b>Basic Requirements for all claims:</b>		
1. Request for Payment (1 original)		Requesting Client
2. Disbursement Voucher (1 original)		Requesting Client
3. Obligation Request and Status (1 original)		Requesting Client
<b>For Payment of Salary:</b>		
<b>First Salary:</b>		
1. Certified true copy of duly approved Appointment (1 certified true copy)		HRD
2. Assignment Order, if applicable (1 original)		HRD
3. Certified true copy of Oath of Office (1 certified true copy)		HRD
4. Certificate of Assumption (1 original)		HRD
5. Statement of Assets, Liabilities and Net Worth (1 original)		HRD
6. Approved DTR (1 original)		HRD
7. BIR Withholding Certificates (1 original)		
8. Form 1902 (1 original)		HRD
9. Form 2316 (1 original)		HRD
10. Payroll Information in New Employee (for computerized payroll system) (1 original)		Requesting Client
11. Authority from the claimant and identification documents, if claimed by person other than the payee (1 original)		Requesting Client
<b>Additional Requirements for Transferees:</b>		
12. Service Record (1 original)		HRD
13. Clearance from money, property and legal accountabilities from the previous office (1 original)		HRD
14. Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or		HRD



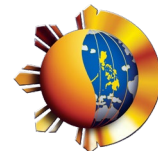
Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor (1 certified true copy)	
15. Certificate of Available Leave Credits (1 original)	HRD
<b>If deleted from payroll due to Maternity Leave and Leave without Pay:</b>	
1. Approved DTR (1 original)	HRD
2. Notice of Assumption (1 original)	HRD
3. Approved Application for Leave, Clearances and Medical Certificate, If on sick leave for five Days or more (1 original)	HRD
<b>Casual/Contractual/Personnel:</b>	
1. Certified copy of contract/appointment/job order marked received by the CSC (1 certified true copy)	HRD
2. Accomplishment Report (1 original)	Requesting Client
3. Approved DTR (1 original)	HRD
<b>Differential due to Promotion and/or Step Increment:</b>	
1. Certified true copy of approved appointment for promotion or NOSA for step increment/salary increase (1 certified true copy)	HRD
2. Certificate of Assumption (1 original)	HRD
<b>Last Salary/Terminal Leave Benefits:</b>	
1. Approved DTR (1 original)	HRD
2. Clearance from money, property and legal accountabilities (1 original)	HRD
3. Certified photocopy of employees leave card (1 certified true copy)	HRD
4. Approved leave application (1 original)	HRD
5. Complete service record (1 original)	HRD
6. Approved DTR (1 original)	HRD
7. Computation of terminal leave benefits certified by the accountant (1 original)	HRD
8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the agency (1 original)	HRD
9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (1 original)	HRD
10. Employee's letter of resignation/transfer duly accepted by the Head of Agency (1 original)	HRD
11. Certified photocopy of appointment / NOSA (1 original)	HRD



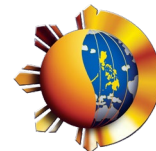
<b>Additional requirements in case of death of claimant:</b>	
1. Death Certificate authenticated by NSO (1 original)	Requesting Client
2. Marriage Contract authenticated by NSO (1 original)	Requesting Client
3. Birth Certificate of all surviving legal heirs authenticated by NSO (1 original)	Requesting Client
4. Designation of next of kin (1 original)	Requesting Client
5. Waiver of Rights of children 18 years old and above (1 original)	Requesting Client
<b>Cash Advance for Travel</b>	
<b>Local Travel:</b>	
1. Approved Travel Order (1 original)	Requesting Client
2. Approved Itinerary of Travel (1 original)	Requesting Client
3. Certification from the Accountant that previous cash advance have been liquidated and accounted for in the books (1 original)	FD
4. Hotel Booking Voucher (1 original)	Requesting Client
<b>Foreign Travel:</b>	
1. Approved Travel Order (1 original)	Requesting Client
2. Approved Itinerary of Travel (1 original)	Requesting Client
3. Letter of Invitation of host/sponsoring country/agency/organization (1 original)	Requesting Client
4. For plane fare, quotation of three travel agencies (1 original)	Requesting Client
5. Flight Itinerary issued by the airline/ticketing office/ travel agency (1 original)	Requesting Client
6. Copy of the UNDP rate for the DSA for the country of destination (1 original)	Requesting Client
7. Document to show the dollar to peso exchange rate at the date of grant of CA (1 original)	Requesting Client
8. Authority from the Office of the President to claim representation expenses (1 original)	Office of the President
<b>In case of seminars/trainings:</b>	
a. Invitation addressed to the agency inviting participants (1 original)	issued by the foreign country/organizer
b. Acceptance of the nominees as participants (1 original)	issued by the foreign country/organizer
c. Programme Agenda and Logistics Information (1 original)	issued by the foreign country/organizer
d. Certification from the Accountant that previous cash advance have been liquidated and accounted for in the books (1 original)	FD



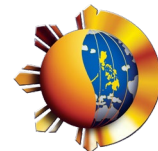
<b>Reimbursement of Expenses:</b>	
<b>For Travel Expenses, in addition to the above list for cash advance:</b>	
1. Paper/Electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original)	Requesting Client
2. Certificate of Appearance / Attendance for training/ seminar participation (1 original)	Requesting Client
3. Revised or supplemental travel order or any proof supporting the change of schedule (1 original)	Requesting Client
4. Post Itinerary of Travel/Revised Itinerary of Travel, if the previous approved itinerary was not followed (1 original)	Requesting Client
5. Certification by the head of agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred exceeded the prescribed rate per day (1 original)	Requesting Client
6. Certificate of Travel Completed (1 original)	Requesting Client
7. Hotel Room/lodging bills with official receipts (1 original)	Requesting Client
8. Certification of Expenses Not Requiring Receipts (1 original)	Requesting Client
9. Narrative Report on trip undertaken/ Report on Participation (1 original)	Requesting Client
<b>For Extra-ordinary and Miscellaneous Expenses:</b>	
1. Certification that expenses incurred are in accordance with the pertinent provisions of the GAA (1 original)	Requesting Client
<b>For Representation and Transportation Allowance:</b>	
1. Certification that actual expenses incurred are in accordance with the pertinent provisions of the GAA and DBM NBC (1 original)	Requesting Client
2. Special Order re designation as OIC (1 original)	Requesting Client
3. Time Sheet/Accomplishment Report (1 original)	Requesting Client
<b>For Meals/Snacks/Refreshments:</b>	
1. Approved Authority to Serve Meals (1 original)	Requesting Client
2. Original copy of Attendance Sheet (1 original)	Requesting Client
3. Minutes/Highlights of Meetings/Activity (1 original)	Requesting Client
<b>Procurement of Supplies, Equipment, Motor Vehicles</b>	



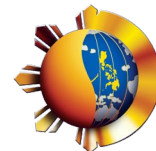
1. Original Copy of Dealers/Suppliers Invoice (1 original)	Requesting Client
2. Certificate of Exclusive Distributorship, if applicable (1 original)	Requesting Client
3. Samples and brochures/photographs, if applicable (1 original)	Requesting Client
4. Result of Test Analysis, if applicable (1 original)	Requesting Client
5. Tax Receipts from the BoC or BIR as proof of payment of all taxes and duties due on the same equipment (1 original)	Requesting Client
6. Inspection and Acceptance Report (1 original)	Requesting Client
7. Property Acknowledgement Receipt, for equipment (1 original)	Requesting Client
8. Warranty Security (1 original)	Requesting Client
9. Duly Approved Purchase Request (1 original)	Requesting Client
10. For Motor Vehicles, Authority to Purchase from Agency Head and DBM Secretary or OP (depending on the type of vehicle) (1 original)	Requesting Client
11. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation (1 original)	Requesting Client
<b>General Support Services</b>	
1. Accomplishment Report (1 original)	Requesting Client
2. Contractor's Bill (1 original)	Requesting Client
3. Certificate of Acceptance (1 original)	Requesting Client
4. Record of Attendance/Service (1 original)	Requesting Client
5. Proof of remittance to BIR/SSS/Pagibig (1 original)	Requesting Client
6. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation (1 original)	Requesting Client
<b>Rental Contracts</b>	
1. Agency evaluation of equipment utilization/ Certificate of Satisfactory Service (1 original)	Requesting Client
2. Contractor's Bill (1 original)	Requesting Client
3. Pertinent data of area of operation (1 original)	Requesting Client
4. Such other documents peculiar to the contract and/or to the mode of procurement and considered	Requesting Client



necessary in the auditorial review and in the technical evaluation (1 original)				
<b>Other Expenses</b>				
1. Statement of Account (1 original)		Requesting Client		
2. Certificate of Satisfactory Service (1 original)		Requesting Client		
3. Original Copy of Suppliers Invoice (1 original)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit request for payment (RFP) online with scanned copy of signed DV, ORS and supporting documents. Hardcopy of said documents must also be submitted.	1.1. Receive request for payment, check completion of supporting documents, assign DV number and record in the logbook the DV number, date, creditor/payee, particulars and amount	None	10 Minutes	Administrative Assistant III, Administrative Service (AdS)
1.2 None	1.2. Review DV and SDs. Check accounting entries. Forward all documents to Chief Administrative Officer for signature	None	15 Minutes	Accountant IV, Finance Division (FD)
1.3 None	1.3. Review DV and SDs. Check the applicable boxes and sign Box C of the DV. Forward all documents to AA III for releasing to the authorized officials for approval.	None	10 Minutes	Chief Administrative Officer, FD
1.4 None	1.4. Forward all documents to the authorized officials for approval	None	5 Minutes	Administrative Assistant III, AdS
1.5 None	1.5. Sign/approve DV	None	30 Minutes	Authorized Signatory



1.6 None	1.6. Prepare Check/LDDAP-ADA/ACIC	None	30 Minutes	Administrative Officer V (Cashier), FD
1.7 None	1.7. Sign/Approve Check/LDDAP-ADA/ACIC	None	30 Minutes	Authorized Signatories
1.8 None	1.8. Transmit signed LDDAP-ADA/ACIC to Landbank of the Philippines	None	1 hour	Administrative Officer V (Cashier)
1.9 None	1.9. Transfer payment to ATM/Bank Account of claimant	None	1 Day	Landbank of the Philippines
2. Check transfer of payment/acknowledge receipt and issue official receipt as applicable	2. Inform claimant of release of payment and request official receipt as applicable	None	5 minutes	Administrative Officer V (Cashier)
<b>TOTAL:</b>		None	1 day, 3 hours and 10 minutes	

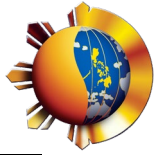


## 24. Issuance of Certificate of Employment with Compensation

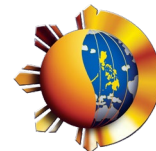
Certificate of employment is a printed document specifying the start and end of employment, type of work for which an individual is employed, salaries and other enumeration of an employee. Such document may be requested for the following purposes, such as:

- Loan application;
- Employment application;
- Bank transaction;
- Visa application; and
- Other legal purposes

<b>Office or Division:</b>	Human Resources Division (HRD) – Administrative Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	PPPC Personnel (Active/Inactive)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Active PPPC Personnel</b>				
1. Accomplished on-line Admin Document Records and Service Request System (1 original)		<a href="https://intranet.ppp.gov.ph/apps/ads">https://intranet.ppp.gov.ph/apps/ads</a>		
<b>Inactive PPPC Personnel</b>				
1. Request letter (1 original)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1a Active Employee -Submit request to HRD through the Online Administrative Service Records and Service Request System	1.1 Acknowledge and log received request from concerned employee	None	3 Minutes	<i>Administrative Officer IV, Human Resources Division (HRD)</i>
1.1b Inactive Employee –Submit request letter request through e-mail or hard copy				
1.2 None	1.2 Finance Division prepare list of compensation received by the requesting employee	None	5 Minutes	<i>Payroll Officer, Finance Division (FD)</i>
1.3 None	1.3 Prepare, print and affix initial on the requested document	None	10 Minutes	<i>Administrative Officer IV, HRD</i>



1.4 None	1.4 Review completeness and accuracy of document, affix initial, and forward to HRD Chief Administrative Officer for signature	None	3 Minutes	<i>Supervising Administrative Officer, HRD</i>
1.5 None	1.5 Sign document and return to HRD Administrative Officer IV (Leaves and Attendance Monitoring System)	None	2 Minutes	<i>Chief Administrative Officer, HRD</i>
2. Receive requested document	2. Issue document to requesting employee	None	2 Minutes	<i>Administrative Officer IV, HRD</i>
<b>TOTAL:</b>		None	25 Minutes	

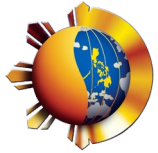


## 25. Issuance of Service Record

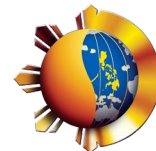
Service Record is a document which provides the work history of an employee. It also includes employment changes such as promotion, transfer, reappointment, reemployment, etc. This document may be requested for purposes, such as:

- Loan application;
- Employment application;
- Step Increment;
- Retirement application; and
- Other legal purposes

<b>Office or Division:</b>	Human Resources Division (HRD) – Administrative Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	PPPC Personnel (Active/Inactive)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Active PPPC Personnel</b>				
1. Accomplished on-line Admin Document Records and Service Request System (1 original)		<a href="https://intranet.ppp.gov.ph/apps/ads">https://intranet.ppp.gov.ph/apps/ads</a>		
<b>Inactive PPPC Personnel</b>				
1. Request letter (1 original)		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1.a <b>Active Employee</b> - Submit a request to HRD through the Online Administrative Service Records and Service Request System	1.1 Acknowledge and log received request from concerned employee; gather data, prepare, print and affix initial on the document	None	10 Minutes	<i>Administrative Officer IV, Human Resources Division (HRD)</i>
1.1.b <b>Inactive Employee</b> - Submit request through e-mail or hard copy				
1.2 None	1.2 Review completeness and accuracy of document, affix initial, and forward to HRD Chief Administrative Officer for signature	None	3 Minutes	<i>Supervising Administrative Officer, HRD</i>
1.3 None	1.3 Sign document and return to HRD Administrative Officer IV (Leave and Attendance Monitoring System)	None	3 Minutes	<i>Chief Administrative Officer, HRD</i>
2. Receive requested document	2. Issue document to requesting employee	None	2 Minutes	<i>Administrative Officer IV, HRD</i>
<b>TOTAL:</b>		None	18 Minutes	



## **Internal Services**

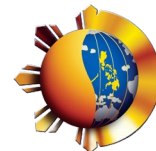


## 1. Preparation of Legal Opinion

The Legal Service provides legal opinions that discusses relevant laws, issuances, opinions, and jurisprudence in response to legal issues and queries encountered by the PPP Center.

<b>Office or Division:</b>		Legal Service		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PPPC Service Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form (Electronic Form) (1 original)		Webpage: PPP Center QMS Intranet <sup>7</sup>		
Relevant documents that may be used as reference (1 photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit Service Request Form and provide other relevant documents that may be used as reference.	1.1. Acknowledge receipt of request	None	1 Day	<i>Director IV, Legal Service (LS)</i>
1.2 None	1.2. Review documents and conducts research	None	18 Days	<i>Attorney V, Attorney IV and Attorney III, LS</i>
1.3 None	1.3. Release legal opinion	None	1 Day	<i>Attorney V, Attorney IV and Attorney III, LS</i>
<b>TOTAL:</b>		None	20 Days	

<sup>7</sup> <http://qms.ppp.gov.ph/ls/SitePages/Home.aspx>

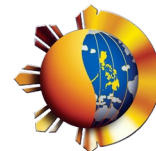


## 2. Preparation of Legal Review

The Legal Service conducts reviews of project and non-project documents to ensure compliance with applicable laws.

<b>Office or Division:</b>	Legal Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PPPC Service Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form (Electronic Form) (1 original)		Webpage: PPP Center QMS Intranet <sup>8</sup>		
Relevant documents that may be used as reference (1 photocopy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit Service Request Form and provide relevant documents that may be used as reference	1.1 Acknowledge receipt of request	None	1 Day	<i>Director IV, Legal Service (LS)</i>
1.2 None	1.2 Review documents and conducts research	None	18 Days	<i>Attorney V, Attorney IV and Attorney III, LS</i>
1.3 None	1.3 Release legal review	None	1 Day	<i>Attorney V, Attorney IV and Attorney III, LS</i>
<b>TOTAL:</b>		None	20 Days	

<sup>8</sup> <http://qms.ppp.gov.ph/ls/SitePages/Home.aspx>

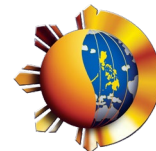


### 3. Issuance of Leave Credit Balance

Certificate of Leave Balance is a document indicating the accrued or unused leave credits of an employee and serves as basis in computing Terminal Leave benefits. It may also be requested for the following purposes:

- Reference in the application for monetization of leaves;
- In monitoring leave without pay;
- Application for mandatory leaves;
- Transfer to another government agency; and
- Other legal purposes

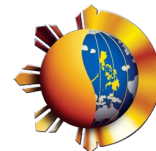
<b>Office or Division:</b>		Human Resources Division (HRD) – Administrative Service		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		PPPC Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished on-line Admin Document Records and Service Request System (1 original)		<a href="https://intranet.ppp.gov.ph/apps/ads">https://intranet.ppp.gov.ph/apps/ads</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit request to HRD through the Online Administrative Service Records and Service Request System	1.1 Acknowledge and log received request from concerned employee; gather data, prepare, print and affix initial on the document	None	15 Minutes	<i>Administrative Officer IV, Human Resources Division (HRD)</i>
1.2 None	1.2 Review completeness and accuracy of document, affix initial, and forward to HRD Chief Administrative Officer for signature	None	3 Minutes	<i>Supervising Administrative Officer, HRD</i>
1.3 None	1.3 Sign document and return to HRD Administrative Officer IV (Leaves and Attendance Monitoring System)	None	3 Minutes	<i>Chief Administrative Officer, HRD</i>
2. Receive requested document	2. Issue document to requesting employee	None	2 Minutes	<i>Administrative Officer IV, HRD</i>
<b>TOTAL:</b>		None	23 Minutes	



#### 4. Processing of Claims through Petty Cash Fund

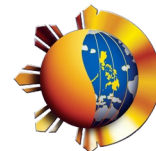
Claims for reimbursement of transportation expenses, toll fees, parking fees, and emergency purchase of office supplies.

<b>Office or Division:</b>	Finance Division – Administrative Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PPPC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
As prescribed by COA Circular No. 2012-001 dated June 14, 2012				
1. Approved Petty Cash Voucher (PCV) (1 original)		Requesting Client		
2. Original Official Receipts/Sales Invoice (1 original)		Suppliers/Service Provider		
<b>For Transportation Expenses:</b>				
1. Approved Official Business Pass (1 original)		Requesting Client		
2. Back to Office Report (1 original)		Requesting Client		
<b>For Toll Fees/Parking Fees:</b>				
1. Copy of Drivers' Trip Ticket (1 photocopy)		PPPC General Services Division (GSD)		
<b>For Emergency Purchases:</b>				
1. Purchase Request (1 original)		GSD		
2. Abstract of Canvass (1 original)		GSD		
3. Canvass of Prices/Quotations from Suppliers (1 original)		Suppliers		
4. Purchase Order (1 original)		GSD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved PCV with complete supporting documents	1. Acknowledge and log received PCV and review supporting documents	None	10 minutes	Administrative Officer V (Cashier), Finance Division (FD)
2. Receive payment/reimbursement of expenses and sign "Received" portion of PCV	2. Release cash to claimant	None	5 minutes	Administrative Officer V (Cashier), FD
<b>TOTAL:</b>		None	15 Minutes	

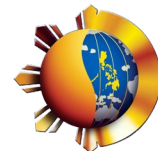


## VI. FEEDBACK AND COMPLAINT MECHANISM

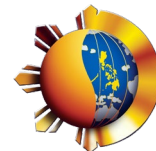
FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback?	<p>A. Accomplish the Client Feedback and Complaint Form which may be:</p> <ol style="list-style-type: none"> <li>1. Submitted directly to the Information Officer (IO);</li> <li>2. Submitted through CART designated drop box in the lobby of PPP Center; or</li> <li>3. Submitted through CART dedicated electronic mail (e-mail) address: <a href="mailto:CART@ppp.gov.ph">CART@ppp.gov.ph</a></li> </ol> <ul style="list-style-type: none"> <li>• The Client Feedback and Complaint Form may be secured from the PPPC lobby or downloaded through the PPPC website: <a href="https://ppp.gov.ph/citizenscharter">https://ppp.gov.ph/citizenscharter</a></li> </ul> <p>B. A client may also communicate feedback through contact information number: (632) 8709-4146.</p>
How is feedback processed?	<ul style="list-style-type: none"> <li>• Every working day, the IO records the received Client Feedback and Complaint Forms:             <ol style="list-style-type: none"> <li>1. Received directly; and</li> <li>2. Collected from:                 <ol style="list-style-type: none"> <li>a. Drop box,</li> <li>b. PPPC website,</li> <li>c. E-mail, and</li> <li>d. Phone call.</li> </ol> </li> </ol> </li> <li>• The IO acknowledges receipt of the client's feedback within one (1) day.</li> <li>• Feedback requiring answers are forwarded to the concerned PPPC Service. The concerned PPPC Service shall answer within three (3) working days from receipt thereof.</li> <li>• The answer is relayed to the client through mail or e-mail.</li> <li>• For inquiries and follow-ups, clients may contact telephone number (632) 8709-4146.</li> </ul>



<p><b>How to file a complaint</b></p>	<p>A. Accomplish the Client Feedback and Complaint Form which may be:</p> <ol style="list-style-type: none"> <li>1. Filed and received personally by IO;</li> <li>2. Filed through CART designated drop box in the lobby of PPP Center; or</li> <li>3. Filed through CART dedicated electronic mail (e-mail) address: <a href="mailto:CART@ppp.gov.ph">CART@ppp.gov.ph</a></li> </ol> <ul style="list-style-type: none"> <li>• The Client Feedback and Complaint Form may be secured from the PPPC lobby or downloaded through the PPPC website: <a href="https://ppp.gov.ph/citizenscharter">https://ppp.gov.ph/citizenscharter</a></li> </ul> <p>B. Complaints may be filed via telephone. Clients will provide the following information:</p> <ol style="list-style-type: none"> <li>1. Name of person, Division or PPPC Service subject of complaint;</li> <li>2. Incident; and</li> <li>3. Evidence.</li> </ol> <ul style="list-style-type: none"> <li>• IO may require personal information of the client such as client's contact information and preferred mode of communication to relay action on the complaint.</li> <li>• For inquiries and follow-ups, clients may contact the IO through following telephone number: (632) 8709-4146</li> </ul>
<p><b>How complaints are processed</b></p>	<ul style="list-style-type: none"> <li>• Every working day, the IO records the received Client Feedback and Complaint Forms:             <ol style="list-style-type: none"> <li>1. Received directly; and</li> <li>2. Collected from:                 <ol style="list-style-type: none"> <li>a. Drop box,</li> <li>b. PPPC website,</li> <li>c. E-mail, and</li> <li>d. Phone call.</li> </ol> </li> </ol> </li> <li>• The IO shall acknowledge receipt of the complaint within one (1) day.</li> <li>• The IO shall evaluate completeness of information of the filed complaints and shall record the complaint within the day.</li> <li>• If complete, IO shall forward the complaint to the concerned PPPC Service for appropriate action or explanation.</li> <li>• The concerned PPPC Service shall investigate on the complaint and prepare answer or explanation within three (3) working days from receipt thereof.</li> <li>• The PPPC Service shall submit report to the Committee on Anti-Red Tape (CART) Chairperson, for appropriate action.</li> <li>• The IO shall give the feedback to the client through mail or e-mail.</li> <li>• For inquiries and follow-ups, clients may contact the IO through telephone number (632) 8709-4146</li> </ul>



<b>Contact Information</b>	<p>Ma. Cynthia C. Hernandez Executive Director, PPP Center <b>(632) 8709-4146</b> (loc. 2001)</p> <p>Eleazar E. Ricote Committee on Anti-Red Tape (CART) Chairperson Deputy Executive Director, PPP Center <b>(632) 8709-4146</b> (loc. 2201)</p> <p>Presidential Complaints Center Hotline: <b>8888</b></p> <p>CSC Contact Center ng Bayan Hotline: <b>0908-881-6565</b> Email: <b>email@contactcenterngbayan.gov.ph</b> Website: <b><a href="https://contactcenterngbayan.gov.ph/">https://contactcenterngbayan.gov.ph/</a></b> Facebook: <b><a href="https://facebook.com/civilservicegovph/">https://facebook.com/civilservicegovph/</a></b></p> <p>Anti-Red Tape Authority Hotline: <b>8478-5093</b></p>
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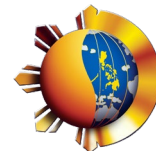
## VII. CLIENT SATISFACTION MECHANISM

In line with the principle of customer focus, the PPP Center solicits feedback from its clients to ensure consistent delivery of reliable, efficient, competent and effective services. Client feedback also serves as input to the Center's commitment to continually improve its quality management system.

- Client feedback is to be collected after the completion of a client request or transaction. The timing and frequency of the conduct of client satisfaction surveys is determined by the Division/Office.
- The client satisfaction survey may be solicited through an online platform or through hard copy.
- Client satisfaction surveys shall be founded on the Service Quality Dimensions prescribed by the Administrative Order 25 Inter-Agency Task Force. Specifically, these are the dimensions of responsiveness, reliability, access and facilities, communications, integrity, assurance, and outcome. These dimensions shall determine the criteria or specific questions for which clients will rate the services provided.
- The service provided shall be rated by the clients through the following scale:

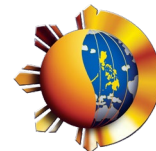
Rating	Poor	Unsatisfactory	Satisfactory	Very Satisfactory	Outstanding
Description	Expected service was not delivered.	Service was delivered but below expected output/outcome.	Service was delivered at the expected level.	Service modestly exceeded expectations.	Service significantly exceeded expectations.

- Results of the client satisfaction survey shall be collected, summarized and analyzed at the end of every semester.



## VIII. LIST OF OFFICES

Office	Address	Contact Information
Public-Private Partnership Center of the Philippines  <ul style="list-style-type: none"> <li>• Office of the Executive Director</li> <li>• Administrative Service</li> <li>• Capacity Building and Knowledge Management Service</li> <li>• Legal Service</li> <li>• Project Development and Monitoring Facility Service</li> <li>• Project Development Service</li> <li>• Policy Formulation, Project Evaluation and Monitoring Service</li> </ul>	8 <sup>th</sup> Floor, One Cyberpod Centris, EDSA cor. Quezon Avenue, Quezon City 1100	Trunk line: (+632) 87094146  Fax: (+632) 89293971



## IX. ANNEX

### Client Feedback and Complaint Form

This form should be completed to enable us to confirm the identity of the person making the feedback/complaint and to communicate any answer, update or resolution, if necessary.

#### Client Information Details:

Name/Agency			
Address			
Contact Number		E-mail address	

☐

Feedback

☐

Inquiry

☐

Complaint

#### Person/Division/Service Concerned:

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#### Please rate your experience with the PPP Center:

☐

Poor

☐

Unsatisfactory

☐

Satisfactory

☐

Very Satisfactory

☐

Outstanding

*(Please use space below for additional statements or use separate sheet and attach as annex, if necessary.)*

*(Please attach any other relevant evidence, if necessary.)*

This form may be submitted electronically through [CART@ppp.gov.ph](mailto:CART@ppp.gov.ph).

The client/complainant certifies that all information contained herein are true and correct based on personal knowledge and available documents.

**Data Privacy Notice:** We collect the personal information from you when you manually or electronically submit, but not limited to: Full name, Address, Email address, Employment Information, Face/photo, fingerprints, or handwriting, and Contact details. All information we collect shall be kept private and confidential by the Public Private Partnership (PPP) Center and shall be used solely for legal purposes as mandated by the Data Privacy Act (DPA) and other relevant laws. Information that are matters of public interest, however, may be disclosed to the public subject to applicable laws, rules, and regulations. Pictures taken during any activity may also be used in PPP Center's (PPPC) promotional and publicity materials. Only authorized PPPC personnel has access to these personal information, the exchange of which will be facilitated through email and hard copy. Storage shall be within a period as may be authorized by law. Physical records shall be disposed through shredding, while digital files shall be anonymized. For more information, please visit PPPC website at <https://ppp.gov.ph/data-privacy-notice/>.

