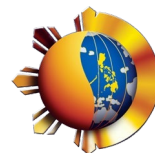




# **PUBLIC-PRIVATE PARTNERSHIP CENTER**

**CITIZEN'S CHARTER**  
as of December 31, 2023 (6<sup>th</sup> Edition)



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## **I. MANDATE**

By virtue of Republic Act No. 11966 otherwise known as an Act Providing for the Public Private Partnership (PPP) Code of the Philippines, 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.

## **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-Orientation

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.

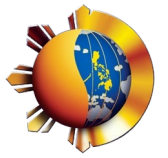
We commit to attend to our clients who are within the Center's premises prior to the end of official working hours and during lunch break.



## **V. LIST OF SERVICES**

*Note: All days reflected in the processing time are considered working days except for the Completeness Check of Unsolicited PPP Projects under Section 10 (a) of the Republic Act No. 11966 which is stated 10 calendar days*

## **EXTERNAL SERVICES**



## **Project Development Service**



## 1. 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 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	



## 2. 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).

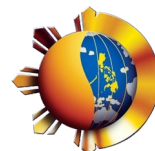
<b>Office or Division:</b>	Project Development Service (PDS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations Local Government Units State Universities 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 email 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	



### 3. 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



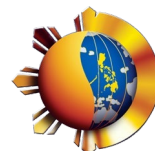
1.3 Acknowledge the letter of PPP Center containing the results/ findings on the project documents	1.3 Transmit results/ findings on the project documents to client	None	1 day	Assigned Project Manager, Division Chief and PDS Director
<b>TOTAL:</b>		None	20 Days	



#### 4. 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 invitations 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.



## 5. 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	



## **Project Formulation, Project Evaluation and Monitoring Service**





## 1. Completeness check of unsolicited PPP Projects under Section 10(a) of the PPP Code<sup>1</sup>

The PPP Center, through the Project Evaluation Division, conducts the completeness check of unsolicited PPP Projects pursuant to Section 10(a) of the PPP Code.

<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>		G2B – Government to Business Entity		
<b>Who may avail:</b>		Private proponents of proposed unsolicited PPP projects		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. List of documentary requirements for proposed local unsolicited PPP projects b. List of documentary requirements for proposed national unsolicited PPP projects		Checklists and forms may be accessed through the following link: <a href="https://bit.ly/PPPCodeUSPs">https://bit.ly/PPPCodeUSPs</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The private proponent to submit hard copies of the project documents to the PPP Center, with a cover letter requesting for the completeness check of the unsolicited proposal, pursuant to Section 10(a) of the PPP Code.  The private proponent shall also provide the PPP Center with electronic copies of the project documents.	1.1 Acknowledge receipt of submission	None	Within the day, for proposals received within business hours  Within the next working day, for proposals received outside of business hours	PED Officer and Division Chief, PED
2. None	2.1 Conduct of completeness check  Consult with the private proponent, as	None	Nine (9) calendar days	PED Officer and Division Chief, PED  Service Directors, PFPEMS



	necessary, to verify submissions			
3. None	<p>3.1 Inform the private proponent of the result of said completeness check</p> <p>In cases when submissions are found to be complete, endorse the unsolicited proposal to the appropriate implementing agency</p>	None	One (1) calendar day	<p>PED Officer and Division Chief, PED</p> <p>Service Directors, PFPEMS</p> <p>Deputy Executive Director, ODED2</p>
<b>TOTAL:</b>			Ten (10) calendar days	

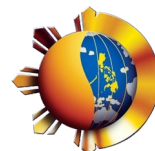
<sup>1</sup> This service will undergo updates pending the effectivity of the Implementing Rules and Regulations (IRR) of the PPP Code, and the issuance by the PPP Center of rules to govern the processing of unsolicited proposals submitted for determination of completeness pursuant to Section 10(a) of the PPP Code.



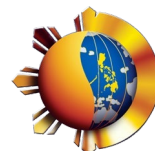
## 2. Processing of proposed PPP Projects submitted for NEDA Board/ICC action<sub>1</sub>

The PPP Center, through the Project Evaluation Division, conducts a completeness check of proposed PPP Projects submitted for NEDA Board/ICC action, and subsequently, together with the evaluating units of the DOF and the NEDA, conducts a review and evaluation of proposed PPP projects for approval and confirmation of the Investment Coordination Committee (ICC) 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) / NEDA Board			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For completeness check: a. List of documentary requirements for proposed solicited PPP projects b. List of documentary requirements for proposed unsolicited PPP projects		Checklists and forms may be accessed through the following link:  <a href="https://ppp.gov.ph/press_releases/neda-releases-updated-guidelines-on-processing-ppp-proposals-for-neda-board-icc-evaluation-and-approval/">https://ppp.gov.ph/press_releases/neda-releases-updated-guidelines-on-processing-ppp-proposals-for-neda-board-icc-evaluation-and-approval/</a>		
For conduct of evaluation: Letter to the implementing agency confirming the completeness of project submission, and to the evaluating units (DOF and NEDA) to commence project evaluation		Issued by the PPP Center after the determination of completeness of submission to the approving body		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Completeness check</b>				
1. The agencies/LGUs to submit hard copies of the project documents to the PPP Center, with a cover letter as prescribed in the list of documentary requirements for proposed PPP projects.  The agencies/LGUs	1.1 Provide the agency/LGU with access credentials  Acknowledge receipt of project documents	None	1 day from receipt of submission	PED Officer and Division Chief, PED



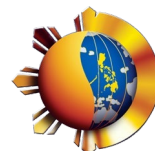
shall also request access to the portal for submission of electronic copies of the project documents, and upload said project documents				
2. None	2.1 Conduct of completeness check	None	4 days	PED Officer and Division Chief, PED
	2.2 Inform the agency/LGU of the result of said completeness check  In cases when submissions are found to be complete, inform the evaluating units (DOF and NEDA) to commence the evaluation of the proposed PPP project	None	1 day	PED Officer and Division Chief, PED  Service Directors, PFPMS  Deputy Executive Director, ODED2
<b>Conduct of evaluation</b>				
3. None	3.1 Evaluate project and consolidate inputs from evaluation units.	None	a. Prior to ICC- Technical Board (TB) deliberation: 20 days  b. Prior to ICC- Cabinet Committee (CC) meeting: Processing time shall	PED Officer and Division Chief, PED  Service Directors, PFPMS  Deputy Executive Director, ODED2
	3.2 Submit Project Evaluation Report (PER) <sup>2</sup> to the ICC/NEDA Board			



			depend on the instructions of the ICC- TB	
			c. Prior to NEDA Board: Processing time shall depend on the instructions of the ICC- CC	
1. None	4. Present and monitor of ICC/NEDA Board discussions, instructions and decisions on the project	None	Variable	PED Officer and Division Chief, PED  Service Directors, PFPEMS  Deputy Executive Director, ODED2
<b>TOTAL:</b>			Variable	

<sup>1</sup>This service will undergo updates pending the effectivity of the IRR of the PPP Code, and the issuance by the ICC of updated rules to govern the processing of all solicited and unsolicited proposals consistent with the PPP Code.

<sup>2</sup>The PER may be in the form of a report, memo, or correspondence, among others. It contains the results of evaluation on the project, which may cover economic, financial, technical, legal, and institutional aspects of the PPP proposal. The PER aims to aid the ICC/NEDA Board in its deliberation and decision on whether to endorse the proposed project for approval/confirmation



### 3. Provision of Technical Assistance in Facilitating Awarded PPP Projects

The PPP Center provides technical assistance in facilitating awarded PPP projects on matters such as but not limited to contract variations, right-of-way, and social and environmental safeguards during project implementation.

<b>Office or Division:</b>	Project Monitoring Division (PMD) – Policy Formulation, Project Evaluation and Monitoring Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Implementing agencies</li> <li>2. Private partners</li> <li>3. Oversight agencies</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter conveying the nature of assistance requested (1 original/electronic 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/electronic copy)		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 a written request to the Executive Director of the PPP Center through e-mail or by post	1.1 Endorse the request to the PMD and acknowledge receipt of the request	None	1 day	Office of the Executive Director Project Evaluation Officer, PMD
1.2 None	1.2 Draft and finalize the Center's action/response	None	19 days <sup>1</sup>	Division Chief, PMD Project Evaluation Officer, PMD Other PPP Center officials, as may be applicable
2 Acknowledge receipt of the PPP Center's action/response	2 Send to the Client the Center's action/response to the request for assistance and the Client Satisfaction Measurement Form	None		Project Evaluation Officer, PMD
<b>TOTAL:</b>		None	20 days	

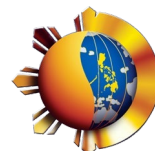
<sup>1</sup> Additional working day/s may be needed if the request requires the review/vetting of the PPP Center's Legal Service



#### 4. Provision of Project Information and Documents on Awarded PPP Projects

The PPP Center serves as the central repository of all PPP project information and prepares regular reports on the implementation of PPP projects containing information on project status and approved cost, among others, which may be requested by government agencies and other stakeholders.

<b>Office or Division:</b>	Project Monitoring Division (PMD) – Policy Formulation, Project Evaluation and Monitoring Division			
<b>Classification:</b>	Simple to Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<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/electronic copy)		Requesting Client		
2. All reference documents as indicated in the request (1 original/electronic copy)		Requesting Client		
<b>Simple</b> the requested project information is readily available without the need for further processing and can be provided within three working days.				
<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 a written request to the Executive Director of the PPP Center through e-mail or by post	1.1 Endorse the request to the PMD and acknowledge receipt of the request	None	1 day	Office of the Executive Director  Project Evaluation Officer, PMD
1.2 None	1.2 Draft and finalize the requested report information/report/document	None	2 days	Division Chief, PMD  Project Evaluation Officer, PMD  Other PPP Center officials, as may be applicable
2. Acknowledge receipt of the project information/report	2. Send to the Client the requested project information/report/document and the Client Satisfaction Measurement Form	None		Project Evaluation Officer, PMD
<b>TOTAL:</b>		None	3 days	



<b>Highly Technical</b> the requested project information is not readily available, needs further processing, and can be provided within twenty working days.				
<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 a written request to the Executive Director of the PPP Center by e-mail or by post	1.1 Endorse the request to the PMD and acknowledge receipt of the request	None	1 day	Office of the Executive Director  Project Evaluation Officer, PMD
1.2 None	1.2 Draft and finalize the requested report information/report/document	None	19 days <sup>1</sup>	Division Chief, PMD  Project Evaluation Officer, PMD  Other PPP Center officials, as may be applicable
2. Acknowledge receipt of the project information/report	2 Send to the Client the requested project information/report/document and the Client Satisfaction Measurement Form	None		Project Evaluation Officer, PMD
<b>TOTAL:</b>		None	20 days	

<sup>1</sup> Additional working day/s may be needed if the request requires the review/vetting of the PPP Center's Legal Service





## 5. Formulation of PPP Governing Board (PPGGB) Policy Instruments

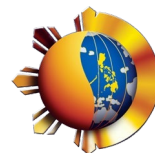
This type of policy instrument refers to all PPGGB policy instruments (guidelines, policy opinions, etc.) pursuant to the PPGGB's mandate of setting the strategic direction of the PPP Program and of creating an enabling policy and institutional environment for PPPs.

The process below illustrates how formulation of PPGGB 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 Citizen			
<b>Who may avail:</b>	PPP Governing Board members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PPGGB Resolution approving the concept note for the formulation of the policy instrument <sup>1</sup>		PPGGB 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 PPGGB policy instrument	1.1 Draft and propose the policy instrument	None	19 days	Planning Officer, Division Chief, PFD  Service Directors, PFPEMS
1.2 None	1.2 Release policy instrument to PPGGB	None	1 day	Planning Officer, PFD
<b>TOTAL:</b>			20 days <sup>2</sup>	

<sup>1</sup>These may include, among others, PPP-related guidelines and policy opinions for approval of the PPGGB.

<sup>2</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.



## 6. 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 Citizen			
<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 Request the drafting of the policy instrument	1.1 Draft and proposed policy instruments	None	19 days	Planning Officer, Division Chief, PFD  Service Directors, PFPEMS
1.2 None	1.2 Release policy instrument to requesting client	None	1 day	Planning Officer, PFD
<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.



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

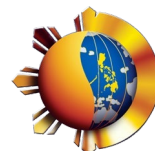
As requested by any external stakeholder, the PPP Center provides its detailed inputs on any of said requesting stakeholder's PPP-related policy instrument.

<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 Citizen			
<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		
Relevant reference materials (if applicable)		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 and any other relevant reference materials for PPP Center inputs on its policy instrument.	1.1 Acknowledge receipt of request	None	1 day	Planning Officer, PFD
1.2 None	1.2 Review of draft Policy Instrument, and Prepare and Finalize PPP Center Inputs	None	18 days	Planning Officer, Division Chief, PFD  Service Directors, PFPEMS  Deputy Executive Director and/or Executive Director
1.3 None	1.3 Release inputs to client	None	1 day	Planning Officer, PFD
<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 working 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. If an extension is required, the Planning Officer will notify the client via email or in writing.



# **Capacity Building and Knowledge Management Service**

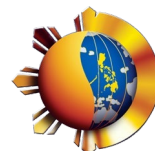


## 1. Conduct of PPP Capacity Building Activity

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	Division Chief, Capacity Building Division
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	Division Chief, Capacity Building Division
	1.3 Send Training Needs Analysis (TNA) form, if applicable	None	2 Days	Division Chief, Capacity Building Division
2.1 Submit Training Needs Analysis (TNA) form.	2.1 Process TNA results from the requesting client	None	2 Days	Division Chief, Capacity Building Division



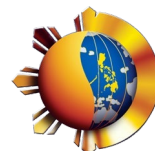
				Building Division
2.2 None	2.2 Formulate the capacity building activity design, module, and program	None	5 Days	Division Chief, Capacity Building Division
2.3 None	2.3 Finalize the capacity building activity design, module, and program	None	2 Days	Division Chief, Capacity Building Division
2.4 None	2.4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



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



## 2. 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> the answer or requested information is available and can be provided within three days				
<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	Division Chief, Knowledge Management Division (KMD)
1.2 None	1.2 Evaluate if requested information and data should be processed through Freedom of Information (FOI) or regular process	None		Division Chief, KMD
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		Division Chief, KMD
1.4 None	1.4 Seek assistance, if applicable, from concerned units in the preparation of information and data needed	None	2 days	Division Chief, KMD





1.5 None	1.5 Draft the appropriate response	None		Division Chief, KMD
1.6 None	1.6 Send the response to the requesting client through e-mail or post	None		Division Chief, KMD
	<b>TOTAL:</b>	None	3 days	
<b>Highly Technical Request</b> the answer or requested information can be provided within ten days				
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	Division Chief, Knowledge Management Division (KMD)
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	Division Chief, KMD
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	Division Chief, KMD
1.4 None	1.4 Seek assistance, if applicable, from concerned units in the preparation of information and data needed	None	5 days	Division Chief, KMD
1.5 None	1.5 Draft the appropriate response	None	1 day	Division Chief, KMD
1.6 None	1.6 Send the response to the requesting client through e-mail or post	None	1 day	Division Chief, KMD
	<b>TOTAL:</b>	None	10 days	



### 3. 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.

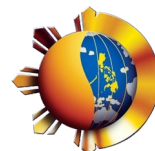
<b>Office or Division:</b>		Knowledge Management Division (KMD) – Capacity Building and Knowledge Management Service		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Sign in the Client Logbook in the office lobby.	1.1 Give the logbook to the client	None	10 minutes	Division Chief, Knowledge Management Division (KMD)
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	Division Chief, KMD
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	Division Chief, KMD
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	Division Chief, KMD
<b>TOTAL:</b>		None	1 hour	



#### 4. 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.

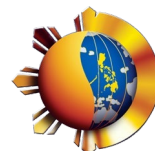
<b>Office or Division:</b>	Knowledge Management Division (KMD) – Capacity Building and Knowledge Management Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request addressed to the Director of the Capacity Building and Knowledge Management Service (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. 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	Information Officer II (Librarian), KMD
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	Information Officer II (Librarian), KMD
3.4 None	3.4 Provide appropriate reference material to the user	None	5 Minutes	Information Officer II (Librarian), KMD
<b>TOTAL:</b>		None	32 Minutes	



# **Project Development and Monitoring Facility Service**



## 1. 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)”].

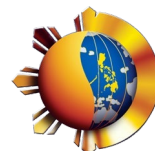
<b>Office or Division:</b>	Project Management Division (PMD) – Project Development and Monitoring Facility Service	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	National Government Agencies Government and Owned and Controlled Corporations (GOCC) Local Government Units (LGU) State Universities and Colleges Special Economic Zones Government Financial Institutions (Generally referred to as the “Implementing Agency”)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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)	
<b>For Solicited Projects</b>		
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



<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 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	Project Development Officer, Project Management Division (PMD)
1.2 None	1.2 Prepare and send acknowledgment letter with initial review feedback	None	1 day	Project Development Officer, PMD
1.3 None	1.3 If the documentary requirements are complete, conduct full review of PDMF application	None	7 days	Project Development Officer, PMD
1.4 None	1.4 Prepare the staff appraisal report (SAR), indicative cost estimate, and scope of work (SOW)	None	1 day	Project Development Officer, PMD
2. Clarify/discuss issues/comments and draft SAR	2. Meet with IA to discuss issues/comments and draft SAR	None	2 hours	Project Development Officers, PMD  Project Development Officer, Project Development Service (PDS)  Project Monitoring Officer, Policy Formulation, Project Evaluation and Monitoring Service (PFPEMS)



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





## 2. 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	Executive Director Office of the Executive Director
2. None	2. Issues RFP	None	1 Day	Project Development Officers, Consultant Recruitment Division (CRD)
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	



### 3. Consulting Contract Management - Contract Variation

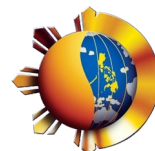
“Contract management is the monitoring and control of contractor performance to ensure optimal outcomes from a contract. It includes establishing communication pathways and protocols, monitoring progress toward delivery of contract deliverables, managing payments, controlling variations, measuring contractor performance, and closing out the contract.”

Source: Asian Development Bank Contract Management: Guidance Note on Procurement (June 2018)

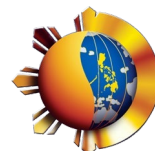
The Contract Variation process covers the review and approval of contract variation proposals, including the preparation and signing of contract amendments. The process within the control of the PDMF Service can further be broken down into the following sub-processes:

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	1.1 Acknowledge receipt of contract variation proposal	None	1 Day	Project Development Officers,



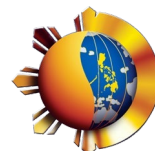
variation proposal - Consultant / IA Office	from the Consultant			Consultant Recruitment Division (CRD)
1.2 None	1.2 Check proposal for completeness in information and supporting documents. In case of incomplete information or supporting documents, advise Consultant/IA to submit missing supporting documents.	None	2 Days	Project Development Officers, CRD
2. Consultant / IA submits missing information or supporting documents. - Consultant / IA Office	2. Evaluates proposal with complete information and supporting documents.	None	3 Days	Project Development Officers, CRD  Project Development Officer, Project Development Service (PDS)  Project Monitoring Officer, Policy Formulation, Project Evaluation and Monitoring Service (PFPEMS)  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	Project Development Officers, CRD  Project Development Officer, PDS



				Project Monitoring Officer, PFPEMS  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	Project Development Officers, CRD
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	Project Development Officers, CRD
2.1 None	2.1 Presents contract variation	None	1 Day	Director Project Development

<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  Executive Director, Deputy Executive Director, Office of the Executive Director
2.2 None	2.2 Prepares amendment to the Contract for Consultant's Services (CCS)	None	5 Days	Project Development Officers, CRD
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	Executive Director Office of the Executive Director
<b>TOTAL:</b>		None	20 Days	

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

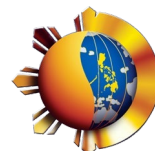


#### 4. Consulting Contract Management - Processing of Payment

“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)

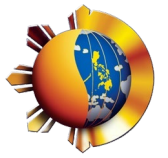
The payment to the PDMF Consultants is pursuant to the terms stipulated in the Consulting Contract between the PPP Center and the Consultants with the IA’s conformity. The PDMF Service prepares the necessary forms (i.e. Authority to Pay, Application for Electronic Fund Transfer and Application to Purchase 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>		
Consultant’s Invoice		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. Submits invoice upon notification by the PDMFS-PPP Center Office	1. Receives the Consultant’s Invoice and prepare the payment documents	None	1 day	Financial Analyst, Financial Management Division (FMD)
2. None	2. Seek endorsement to authorized officials to approve payment	None	1 day	Financial Analyst, FMD
3. None	3. Approves and signs payment documents	None	2 Days	Director, Project Development and Monitoring Facility Service (PDMFS)  Deputy Executive Director Office of the



				Deputy Executive Director  Executive Director, Office of the Executive Director
4. None	4. Delivers payment documents to Landbank, including facilitation of notarization of Application to Purchase Foreign Exchange (APFE), for USD 30,000.00 & above	None	0.5 Day	Administrative Officer, General Services Division (GSD)
5. None	5. Notifies the Consultant through email on the status of claim for payment and request confirmation of receipt through the issuance of acknowledgment/official receipt and accomplished Client Satisfaction Survey form	None	0.5 Day	Financial Analyst, FMD
<b>TOTAL:</b>		None	5 Days	





## **Administrative Service**



## 1. Procurement of Goods and Services

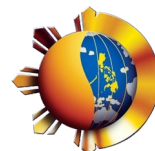
Procurement of goods and services follows the strict provisions of the Implementing Rules and Regulations of the Republic Act 9184, also known as Government Procurement Reform Act. This process includes all mode of procurement.

<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		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Bid submission (1 original, 2 photocopies)	Requesting Client		
A. Eligibility Requirements (1 original, 2 photocopies)	a. Procurement Service-Philippine Government Electronic Procurement System (PS-PhilGEPS) b. Bureau of Internal Revenue (BIR) c. Requesting Client		
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)			
B. Technical Requirements (1 original, 2 photocopies)	Requesting Client		
a. Bid Security or accomplished Bid Securing Declaration			
b. Accomplished Net Financial Contracting Capacity			
c. Accomplished Omnibus Sworn Statement			
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. BIR b. Securities and Exchange Commission (SEC) c. BIR d. Office of the Mayor (LGU where the principal place of business of the client)		
a. Latest Income and Business Tax Returns and show original copies of the following:			
b. SEC Registration			
c. Tax Clearance			
d. Mayor's Permit			
3. Contract Signing (1 original)	Requesting client		
a. Performance Security			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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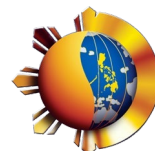
None	Post/publish Bidding Documents or Request for Quotations (RFQ)	None	7 days	Procurement Officer III
None	Prepares Job Order/Purchase Order  For Public Bidding, prepares contract subject for review by Legal Service		20 mins  1 hour	Procurement Officer III
Sign and submit the notarized contract/Job Order/Purchase Order	Receives JO/PO/Contract		1 day	Procurement Officer III
Deliver goods and services	Monitor, check delivery		1 day	End-user, Supply Officer, COA, Inspection Team
<b>TOTAL:</b>	Minimum of Php 500.00 for Public Bidding	Total procurement days:  Public Bidding – Minimum of 20 days up to 30 days  For AMP: 8 to 10 days		



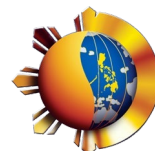
## 2. Processing of Financial Claims through LDDAP-ADA

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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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	



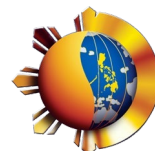
14. Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or	HRD
Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor (1 certified true copy)	
15. Certificate of Available Leave Credits (1 original)	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 has 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 has 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 necessary in the auditorial review and in the technical evaluation (1 original)		Requesting Client		
<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	

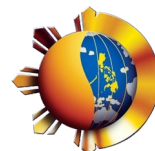


### 3. Issuance of Certificate of Employment with Compensation

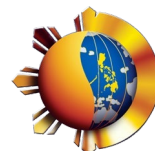
Certificate of employment is a printed document specifying the start and end of employment, type of work for which an individual is employed, salaries and other enumeration of an employee. Such document may be requested for the following purposes, such as:

- 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 Citizen			
<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	Administrative Officer IV, Human Resources Division (HRD)
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	Payroll Officer, Finance Division (FD)
1.3 None	1.3 Prepare, print and affix initial on the requested document	None	10 Minutes	Administrative Officer IV, HRD



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	Supervising Administrative Officer, HRD
1.5 None	1.5 Sign document and return to HRD Administrative Officer IV (Leaves and Attendance Monitoring System)	None	2 Minutes	Chief Administrative Officer, HRD
2. Receive requested document	2. Issue document to requesting employee	None	2 Minutes	Administrative Officer IV, HRD
<b>TOTAL:</b>		None	25 Minutes	



## 4. Issuance of Service Record

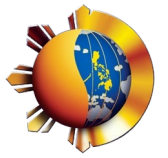
Service Record is a document which provides the work history of an employee. It also includes employment changes such as promotion, transfer, reappointment, reemployment, etc. This document may be requested for purposes, such as:

- 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 Citizen			
<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.b <b>Inactive Employee</b> - Submit request through e-mail or hard copy	1.1 Acknowledge and log received request from concerned employee; gather data, prepare, print and affix initial on the document	None	10 Minutes	Administrative Officer IV, Human Resources Division (HRD)
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	Supervising Administrative Officer, HRD
1.3 None	1.3 Sign document and return to HRD Administrative Officer IV (Leave and Attendance Monitoring System)	None	3 Minutes	Chief Administrative Officer, HRD



2. Receive requested document	2. Issue document to requesting employee	None	2 Minutes	Administrative Officer IV, HRD
<b>TOTAL:</b>		None	18 Minutes	



# **INTERNAL SERVICES**



## **Administrative Service**





## 1. 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 Citizen			
<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	Administrative Officer IV, Human Resources Division (HRD)
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	Supervising Administrative Officer, HRD
1.3 None	1.3 Sign document and return to HRD Administrative Officer IV (Leaves and Attendance Monitoring System)	None	3 Minutes	Chief Administrative Officer, HRD
2. Receive requested document	2. Issue document to requesting employee	None	2 Minutes	Administrative Officer IV, HRD
<b>TOTAL:</b>		None	23 Minutes	



## 2. Processing of Claims through Petty Cash Fund

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

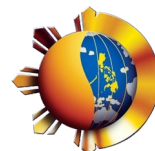
<b>Office or Division:</b>	Finance Division – Administrative Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PPPC officials and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
As prescribed by COA 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	



### 3. Management of Incoming and Outgoing Documents

Through the use of Document Tracking System (DTS), this service helps in the organization and management of incoming and outgoing correspondences. DTS facilitates easy retrieval and tracking of documents.

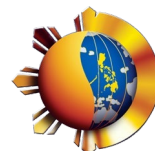
<b>Office of Division</b>	Administrative Service - General Services Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may Avail</b>	PPPC Service Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Messengerial Form OB Pass Slip		GSD or Records Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEED TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 (Outside/ Other Agencies) – Forward document to PPPC	1.1 Receipt of incoming documents (hard copy) 1.2 Receipt of incoming documents (electronic copy)	None	3 minutes	Records Officer
1.2 None	1.2 Acknowledge receipt of Physical and electronic documents	None	3 minutes	Records Officer
1.3 None	1.3 Log initial information in the Document Tracking System	None	5 minutes	Receptionist
1.4 None	1.4 Forward document to Records Officer	None	2 minutes	Receptionist
1.5 None	1.5 Receive DTS email notification. Edit initial information. Assign control number, time-stamp and scan the document (hard copy).	None	10 minutes	Records Officer
1.6 None	1.6 Forward the document (using	None	2 minutes	Records Officer



	the DTS) to concerned service or addressee			
1.7 Receive DTS email notification. Log in the Document Tracking System to view the forwarded document.	1.7 None	None	2 minutes	Administrative Assistants and/or Executive Assistants
1.8 Prepare response letter to the concerned agency (if the document needs action)	1.7 None	None		Administrative Assistants and/or Executive Assistants
1.9 Prepare messengerial form	1.7 None	None	3 minutes	Administrative Assistants and/or Executive Assistants
1.10 Forward document to Records Officer	1.10 Acknowledge receipt of document	None	3 minutes	Administrative Assistants Records Officer
1.11 None	1.11 Prepare OB Pass Slip	None	2 minutes	Records Officer
1.12 None	1.12 Update Document Tracking System	None	2 minutes	Records Officer
1.13 None	1.13 Forward document to messengers	None	1 minute	Records Officer
1.14 None	1.14 Forward the receiving copy to the requisitioner	None	1 minute	Records Officer
1.15 None	1.15 Update Document Tracking System	None	2 minutes	Records Officer
	<b>TOTAL</b>	<b>None</b>	<b>41 minutes</b>	



## **Legal Service**



## 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>1</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	Director IV, Legal Service (LS)
1.2 None	1.2 Review documents and conducts research	None	18 Days	Attorney V, Attorney IV and Attorney III, LS
1.3 None	1.3 Release legal opinion	None	1 Day	Attorney V, Attorney IV and Attorney III, LS
<b>TOTAL:</b>		None	20 Days	

<sup>1</sup><http://qms.ppp.gov.ph/ls/SitePages/Home.aspx>

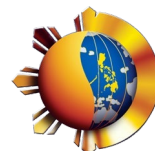


## 2. Preparation of Legal Review

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>1</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	Director IV, Legal Service (LS)
1.2 None	1.2 Review documents and conducts research	None	18 Days	Attorney V, Attorney IV and Attorney III, LS
1.3 None	1.3 Release legal review	None	1 Day	Attorney V, Attorney IV and Attorney III, LS
<b>TOTAL:</b>		None	20 Days	

<sup>1</sup><http://qms.ppp.gov.ph/ls/SitePages/Home.aspx>



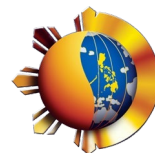
## VI. FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINT MECHANISM	
<p><b>How to send feedback?</b></p>	<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>
<p><b>How is feedback 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 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>
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<p>How complaints are processed</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>
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<b>Contact Information</b>	<p style="text-align: center;"><b>MA. CYNTHIA C. HERNANDEZ</b> Executive Director, PPP Center <b>(632) 8709-4146</b> (loc. 2002)</p> <p style="text-align: center;"><b>ELEAZAR E. RICOTE</b> Committee on Anti-Red Tape (CART) Chairperson Deputy Executive Director, PPP Center <b>(632) 8709-4146</b> (loc. 2202)</p> <p style="text-align: center;">Presidential Complaints Center Hotline: <b>8888</b></p> <p style="text-align: center;">CSC Contact Center ng Bayan Hotline: <b>0908-881-6565</b> Email: <b>email@contactcenterngbayan.gov.ph</b> Website: <b>https://contactcenterngbayan.gov.ph/</b> Facebook: <b>https://facebook.com/civilservicegovph/</b></p> <p style="text-align: center;">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:

<b>Rating</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree nor Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>
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- 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
<p>Public-Private Partnership Center of the Philippines</p> <ul style="list-style-type: none"> <li>• Office of the Executive Director (OED)</li> <li>• Administrative Service (AdS)</li> <li>• Capacity Building and Knowledge Management Service (CBKMS)</li> <li>• Legal Service (LS)</li> <li>• Project Development and Monitoring Facility Service (PDMFS)</li> <li>• Project Development Service (PDS)</li> <li>• Policy Formulation, Project Evaluation and Monitoring Service (PFPEMS)</li> </ul>	<p>8<sup>th</sup> Floor, One Cyberpod Centris, EDSA cor. Quezon Avenue, Quezon City 1100</p>	<p>Trunk line: (+632) 87094146</p> <p>Fax: (+632) 89293971</p> <p>Local Numbers:</p> <ul style="list-style-type: none"> <li>• OED – 2003</li> <li>• AdS – 7002</li> <li>• CBKMS – 8003</li> <li>• LS – 4002</li> <li>• PDMFS – 3003</li> <li>• PDS – 6003</li> <li>• PFPEMS – 5003</li> </ul>

## 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:

Strongly Disagree     Disagree                       Neither Agree                       Agree                       Strongly Disagree  
**Nor disagree**

(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/>.